						CC) Data 1								
tegories ABE	10-Oct	11-Nov			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019	12		8	8	11	11 1	13	19 2	17 7	10 6	9 5	9 5	3 2	130 29
Civil Rights										1	3	3		1
Civil Rights - Racial Profiling or Discrimina	ation									1				1
Customer Service					1				3				1	5
Customer Service - Others									3					3
Customer Service - TSO					1								1	2
Locks								1						1
Locks - Missing or Damaged Lock								1						1
Mishandling of Passenger Property Mishandling of Passenger Property - Dama	agod/Missin	a Itome	Corne	on Luggo	70				1	2	1	2	1	1
Mishandling of Passenger Property - Dama									1	1		2	1	5
Mishandling of Passenger Property - Disar		_			gc				'	1			'	1
Patdown	,	,								•	1			1
Patdown - Children											1			1
Persons w/ Disabilities (PWD)									2			1		3
Persons w/ Disabilities (PWD) - Medically					Supplies							1		1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheeld	chair or	Scooter)					2					2
Property - Special Handling								1	1	1	2	1		6
Property - Special Handling - Damaged Ite										1		1		2
Property - Special Handling - Missing Item								1	4		0			1
Property - Special Handling - Missing Item	is - Checked					- 1			1	2	1	- 1		3
Screening Screening - Procedures/Process						1 1				2	1	1 1		5
2020	5		3	1	3	3	4			1	1	1		22
Civil Rights	1		•	•		J	1			•		'		2
Civil Rights - Racial Profiling or Discrimina	1						1							2
Customer Service						1	1							2
Customer Service - TSO						1	1							2
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Mishandling of Passenger Property	1		1	1	1	1					1			6
Mishandling of Passenger Property - Dama			1		1	1					1			4
Mishandling of Passenger Property - Disa	1			1										2
Patdown			1											1
Patdown - Flyer	0		1		4					4				1
Property Special Handling Damaged It	2 1				1					1				4
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item		,			1					1				2 1
Property - Special Handling - Missing Item	1 1									1				1
Screening	1		1		1	1	2							6
Screening - Procedures/Process	'		1		1	1	2							5
Screening - Security Breach	1													1
2021			2	1	2	1		2		3	3	3	1	18
Customer Service			1											1
Customer Service - TSO			1											1
Expedited Passenger Screening Program										1	1	3		5
Expedited Passenger Screening Program	- TSA PreCh									1	1	3		5
Mishandling of Passenger Property	1/8.41		1		1			1						3
Mishandling of Passenger Property - Dama			1	la a alva al	1			4						2
Mishandling of Passenger Property - Disar Patdown	rayed items	Carry-c	on or C	пескеа				1		1				1
Patdown - Flyer										1				1
Persons w/ Disabilities (PWD)										1	1			2
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ched to	the Bo	dv						1				1
Persons w/ Disabilities (PWD) - Medically					Supplies						1			1
Property - Special Handling						1		1						2
Property - Special Handling - Damaged Ite	ems - Checke	ed				1		1						2
Screening				1	1						1		1	4
Screening - Lengthy Lines				1							1			2
Screening - Procedures/Process					1								1	2
2022	7		3	6	5	6	9		10					61
Civil Rights	1			2				1						4
Civil Rights - Hair Patdowns Civil Rights - Race	1							1						1 1
Civil Rights - Racial Profiling or Discrimina	ation			2				1						2
Customer Service	1		1	1					1					4
Customer Service - TSO	1		1	1					1					4
Expedited Passenger Screening Program	2		2	2	5	4	8	14	9					46
				1		1								2
Expedited Passenger Screening Program	- ISA Applic			1	5	3	8	14	9					44
Expedited Passenger Screening Program Expedited Passenger Screening Program	- 15A Applic 2		2		0	0								
			2	ı		2								2
Expedited Passenger Screening Program			2											2
Expedited Passenger Screening Program Patdown			2	'		2								
Expedited Passenger Screening Program Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Iten	1 1		2	I		2								2 1 1
Expedited Passenger Screening Program Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Iten Screening	1 1 2		2	1		2	1							2 1 1 4
Expedited Passenger Screening Program Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Iten	1 1		2			2								2 1 1

gories	10-Oct 11-Nov	TSA Contact (12-Dec (2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
<u> </u>	4	8 8	3	2-reb 1		5 04-Apr	03-IVIAY					100
31	4	8		1			ь	4	3			
2019			1		2	3		2	2	1	2	
Civil Rights								1	1			
Civil Rights - Hair Patdowns	L							1				
Civil Rights - Screening of Religious or C	ultural Garments								1			
Customer Service						1					2	
Customer Service - Others						1					2	
Human Capital									1			
Human Capital - Prospective Employmen	t with TSA								1			
Mishandling of Passenger Property										1		
Mishandling of Passenger Property - Dan	naged/Missing Items(Checked Bagga	ge							1		
Persons w/ Disabilities (PWD)			1			2						
Persons w/ Disabilities (PWD) - Diabetes			1									
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dressings/M	asks				1						
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees and Casts	3				1						
Property - Special Handling					2			1				
Property - Special Handling - Damaged It	ems - Checked				1							
Property - Special Handling - Missing Iter					1			1				
2020	2	4	1		2		1			1	1	
Customer Service	1		1		1		1					
Customer Service - TSO	1		1		1		1					
Locks		1			•							
Locks - Missing or Damaged Lock		1										
Notice of Violation/Civil Penalties										1		
Notice of Violation/Civil Penalties - Gener	rol									1		
	ai I	1								1	1	
Property - Special Handling		1										
Property - Special Handling - Damaged It		ı									4	
Property - Special Handling - Damaged It					4						1	
Screening	1	2			1							
Screening - Lengthy Lines		1										
Screening - Procedures/Process	1	1			1							
2021	2	1	1		1		3	2	1	2		
Civil Rights							1					
Civil Rights - Racial Profiling or Discrimin	ation						1					
Customer Service							1					
Customer Service - TSO							1					
Expedited Passenger Screening Program								1		2		
Expedited Passenger Screening Program	- TSA PreCheck							1		2		
Identification (ID) Requirements									1			
Identification (ID) Requirements - Domes	tic								1			
Locks		1										
Locks - Missing or Damaged Lock		1										
Mishandling of Passenger Property	1											
Mishandling of Passenger Property - Dan	1											
Screening	1		1		1		1	1				
Screening - Inconsistency	1											
Screening - Lengthy Lines					1							
Screening - Procedures/Process			1				1	1				
2022		3	'	1		2	2	'				
Civil Rights		3 1		1								
	otion	1										
Civil Rights - Racial Profiling or Discrimin	auon	1		4								
Expedited Passenger Screening Program	TOA DesCharate	1		1		2	2					
Expedited Passenger Screening Program	- ISA PreCheck	1		1		2	2					
Prohibited & Permitted Items		1										

		TSA	Contact (Center (TCC	•								
Categories	10-Oct 11-	-Nov 12	2-Dec (01-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABQ	82	65	56	119	118	163	123	99	49	55	54	63	1,046
2019				17	4	23	17	12	23	21	21	22	160
Civil Rights				2	1	1		1	1			2	8
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns				1	1							1	3
Civil Rights - Racial Profiling or Discrimina	l ation			'	'	1		1					2
		or				- 1		1				4	
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgende	er										1	1
Civil Rights - Transgender Screening				1									1
Customer Service						3	1		2	2		2	11
Customer Service - TSO						3	1		2	2	1	2	11
Locks						1	1				2	1	5
Locks - Missing or Damaged Lock						1	1				2	1	5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
				0	0			4	40	0	10	10	
Mishandling of Passenger Property	1/2 4:	_		8	2	8	5	4	10	9		10	66
Mishandling of Passenger Property - Dam				-					1	1			3
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCheck	κed Baς	8		8	2	1	7	8	7	6	47
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsUnspe	ecified Lug	ggage				1					1
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or C	Checked		2		3	2	2		2	4	15
Patdown	ĺ					2	1	1	2	2		1	12
Patdown - Flyer						2	1	1	1	2		1	11
							1	1			3	'	
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1	1	1	1	1				2	7
Persons w/ Disabilities (PWD) - Diapers/0		ngs/Masks			1								1
Persons w/ Disabilities (PWD) - Internal M	Medical Devices							1					1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	Casts					1						1
Persons w/ Disabilities (PWD) - Service A				1		1							2
		ma)		'								^	2
Persons w/ Disabilities (PWD) - Touch Av	ersiori (pairi/trau I	ııla)		_		_		_	_	_	_	2	
Property - Special Handling				3		3	4	3	5	5		2	27
Property - Special Handling - Damaged Ite								1		1			2
Property - Special Handling - Damaged Ite	ems - Checked					1	1	1	3	3	1		10
Property - Special Handling - Missing Item	ns - Carry-On						1						1
Property - Special Handling - Missing Item				3		2	2	1	2	1	1	2	14
Screening				3		3	4	2	3	3			23
				3		3			3	3	3		
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				3		3	3	1	3	3	2	2	20
Screening - Security Breach											1		1
2020	28	19	16	28	13	6	1			6	1	8	126
Civil Rights		1	2			1					-	1	5
Civil Rights - Age		1				'							1
	otion	- 1	0			4						4	
Civil Rights - Racial Profiling or Discrimina			2			1						1	4
Customer Service	2			1						1		2	6
Customer Service - TSO	2			1						1		2	6
Locks	9	2	1	4		1							17
Locks - General	1												1
Locks - Missing or Damaged Lock	8	2	1	4		1							16
Lost and Found	1												1
	1												
Lost and Found - Airport/TSA		_		4.4									1
Mishandling of Passenger Property	8	7	6	11	5	2				1			40
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Dam	5	4	5	9	4	2							29
Mishandling of Passenger Property - Disa	2	3	1	2	1					1			10
Patdown		2	2	1									5
Patdown - Flyer													
,		2	2	1								,	5
Persons w/ Disabilities (PWD)	1	2	1		1		1					1	7
Persons w/ Disabilities (PWD) - Diabetes							1					1	2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1											1
Persons w/ Disabilities (PWD) - Respirato	0 /				1								1
Persons w/ Disabilities (PWD) - Touch Av			1										1
Persons w/ Disabilities (PWD) - Wheelcha		1											1
Property - Special Handling				_								_	
	5	1	2	7	5	2				4		3	29
Property - Special Handling - Damaged Ite					1								2
Property - Special Handling - Damaged Ite	2	1	1	1	3							1	9
Property - Special Handling - Missing Item	2		1	6	1	2				4		2	18
Screening	2	4	2	4	2						1	1	16
Screening - Lengthy Lines			1	,									10
	0	A	1	A	0						1	1	15
Screening - Procedures/Process	2	4		4	2								
2021	6	4	2	3	8	16	14	17	26	28	32	33	189
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights										2	1		3
Civil Rights - Racial Profiling or Discrimina	ation									2			3
Customer Service	1					1	2	2		1		2	12
Customer Service - TSO	1					1	2	2		1		2	12
Expedited Passenger Screening Program	L		1		6	11	5	10	19	19		23	116
Expedited Passenger Screening Program	- TSA Application	on Program					2	2	1		1		6
Expedited Passenger Screening Program	- TSA PreCheck	(1		6	11	3	8	18	19	21	23	110
Identification (ID) Requirements						1						1	2
Identification (ID) Requirements - Domesti	ic					1						1	2
					A	- 1					4	1	
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property	3	2		1		2	1			1			10
Mishandling of Passenger Property - Dam	aged/Missii	1				1				1			3
Mishandling of Passenger Property - Dam	2	1		1		1	1						6

ories	10-Oct	I1-Nov	SA Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	To
Mishandling of Passenger Property - Disa	10-001	11-1404	12-060	V I-Jaii	02-1 C D	UJ-IVIAI	оч-дрі	UJ-Way	00-3411	07-3ui	00-Aug	03-3ер	-10
No Jurisdiction	ı				1								
No Jurisdiction - Refer to Other					1								
Patdown					- 1		1			1		1	
Patdown - Flyer							1			1		1	
Persons w/ Disabilities (PWD)	1						1	0	4	1		1	
` ,							1	2	1			1	
Persons w/ Disabilities (PWD) - Cancer (1		Darder				-	4					
Persons w/ Disabilities (PWD) - Medical D				0 "			1	1	1				
Persons w/ Disabilities (PWD) - Medically		edication a	and Medical	Supplies				1					
Persons w/ Disabilities (PWD) - Metal Imp												1	
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ S	egway								1			
Prohibited & Permitted Items									1			1	
Prohibited & Permitted Items - General												1	
Prohibited & Permitted Items - Sporting G	oods								1				
Property - Special Handling	1						1	3	3	2	2 4	1	
Property - Special Handling - Damaged Ite	ms - Carry-O	n							1	1	3		
Property - Special Handling - Damaged Ite	1											1	
Property - Special Handling - Missing Item	s - Carry-On							1					
Property - Special Handling - Missing Item							1	2	2	1	1		
Screening	3 - Officered	2		2		1	3		2	1		3	
<u> </u>						- '				1			
Screening - Inconsistency							1			1			
Screening - Lengthy Lines							_		1				
Screening - Procedures/Process		2		2		1	2		1		1	3	
2022	48	42	38	71	93	118	91	70					
Civil Rights		2			2	2	2	1					
Civil Rights - National Origin							1						
Civil Rights - Race						2							
Civil Rights - Racial Profiling or Discrimina	ition	2			1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder			1		1						
Civil Rights - Transgender Screening								1					
Customer Service	3	3	4	3	2	3	4	3					
Customer Service - TCC			-			1							
Customer Service - TSO	3	3	4	3	2	2	4	3					
	39					104	77	60					
Expedited Passenger Screening Program		25	27	62	82	104	- 11	60					
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program			2					1					
Expedited Passenger Screening Program	4	4	1	3	2	1	3	2					
Expedited Passenger Screening Program	35	20	24	59	80	103	74	57					
Identification (ID) Requirements	1												
Identification (ID) Requirements - Domest	1												
Locks					1		1						
Locks - General							1						
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	2	1	2		1	2		1					
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/iviissii 1	- 1	2		1	2		1					
	1				1			ļ					
Mishandling of Passenger Property - Disa	1			4									
Notice of Violation/Civil Penalties				1				1					
Notice of Violation/Civil Penalties - General	ai .			1				1					
Patdown	1	2	1	1	2								
Patdown - Flyer	1	2	1	1	2								
Persons w/ Disabilities (PWD)	1	2				2		1					
Persons w/ Disabilities (PWD) - Autism Sp	ectrum	1											
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental	Disability			1							
Persons w/ Disabilities (PWD) - Diabetes								1					
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Mobility D		Wheelchai	ir or Scooter	r)		1							
Persons w/ Disabilities (PWD) - Touch Av		1		,									
Prohibited & Permitted Items	c. Sion (pair		1										
	2000		1										
Prohibited & Permitted Items - Food/Beve		_					_						
Property - Special Handling	1	5	1		3	4	3						
Property - Special Handling - Damaged It	1		1		1	1	2						
Property - Special Handling - Damaged Ite		1			1	1							
Property - Special Handling - Missing Item		1			1	2		1					
Property - Special Handling - Missing Item	s - Checke	3					1						
Screening		2	2	4		1	4	2					
Screening - Inconsistency			1	2			2	1					
						-	1	1					
Screening - Procedures/Process		2		2		1							

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABR	3	2	3			2	2	2	3	2	1	2	22
2019									1	1		1	3
Mishandling of Passenger Property									1	1		1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage					1	1		1	
2020		1	1										
Locks			1										-
Locks - Missing or Damaged Lock			1										
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Checl	1											
2021			1					1	2	1	1	1	
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d								1	
Property - Special Handling									1	1	1		
Property - Special Handling - Damaged Ite	ems - Check	ed							1		1		
Property - Special Handling - Missing Item	s - Checke	d								1			
Screening								1	1				
Screening - Procedures/Process								1	1				
2022	3	1	1			2	2	1					1
Expedited Passenger Screening Program	1					1	2	1					
Expedited Passenger Screening Program	1					1	2	1					
Locks		1											
Locks - Missing or Damaged Lock		1											
Property - Special Handling	2					1							
Property - Special Handling - Damaged Ite	1					1							
Property - Special Handling - Missing Item	1												
Screening			1										
Screening - Procedures/Process			1										

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY	2	5		1	4	4	3	5	2	2	: 1	1	3
2019					3	1	3	2	1	1	1		1:
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property					2		2	1	1		1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage	2		1				1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsL	nspecified	Luggage				1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d			1		1				
Property - Special Handling					1		1	1		1			
Property - Special Handling - Damaged Ite	ems - Check	red			1			1		1			
Property - Special Handling - Missing Iten	ns - Checke	d					1						
2020	2	2			1							1	
Customer Service												1	
Customer Service - TSO												1	
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	2	1											
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	1	1											
Screening					1								
Screening - Procedures/Process					1								
2021		1		1		1		1	1	1			
Customer Service						1			1	1			
Customer Service - TSO						1			1	1			
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	1									
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Internal N	⁄ledical Devi	ces						1					
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Checl	1											
2022		2				2		2					
Expedited Passenger Screening Program		2				2							
Expedited Passenger Screening Program	- TSA PreC	2				2							
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage				1					
Property - Special Handling								1					
Property - Special Handling - Missing Iten	ns - Carry-O	n						1					

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

			TSA Con	tact Cente	er (T	CC) Data 1	ool - FOI	4						
Categories	10-Oct	11-Nov	12-Dec	: 01-Ja	n	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT		1		5	3	5	3	3	2	5	3	2	1	33
2019					2		1	1		4	3	2		13
Locks							1			2	1			4
Locks - Missing or Damaged Lock							1			2	1			4
Mishandling of Passenger Property								1			1	2		4
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked B	aggage				1			1	2		4
Patdown					1									1
Patdown - Flyer					1									1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	Segway								1				1
Property - Special Handling											1			1
Property - Special Handling - Damaged It	ems - Checl	ked									1			1
Screening					1					1				2
Screening - Procedures/Process					1					1				2
2020				2						1				3
Mishandling of Passenger Property				1						1				2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked B	aggage						1				1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on		1										1
Property - Special Handling				1										1
Property - Special Handling - Missing Iten	ns - Checke	d		1										1
2021					1	2	1		1				1	6
DHS TRIP						1								1
DHS TRIP - General						1								1
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program	- TSA PreC	Check											1	1
Property - Special Handling							1		1					2
Property - Special Handling - Damaged It	ems - Checl	ked							1					1
Property - Special Handling - Missing Iten	ns - Checke	d					1							1
Screening					1	1								2
Screening - Procedures/Process					1	1								2
2022		1		3		3	1	2	1					11
Expedited Passenger Screening Program		1		3		3	1	2	1					11
Expedited Passenger Screening Program				1		1								2
Expedited Passenger Screening Program	- TSA PreC	1		2		2	1	2	1					9

			ISA Cor			CC) Data	Tool - FOIA							
Categories 1	0-Oct	11-Nov	12-De	С	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV	1	2		2	2		3	2		5	1	1	1	1 20
2019										2			1	3
Civil Rights										1				1
Civil Rights - Racial Profiling or Discrimination	า									1				1
Customer Service										1				1
Customer Service - TSO										1				1
Property - Special Handling													1	1
Property - Special Handling - Missing Items -	Carry-Or	1											1	1
2020				1	1		1							3
Customer Service							1							1
Customer Service - TSO							1							1
Lost and Found				1										1
Lost and Found - Airport/TSA				1										1
Property - Special Handling					1									1
Property - Special Handling - Missing Items -	Carry-Or	1			1									1
2021	1				1					3	1	1		7
Civil Rights										2				2
Civil Rights - Transgender Screening										2				2
Expedited Passenger Screening Program												1		1
Expedited Passenger Screening Program - T	SA PreCh	neck										1		
Lost and Found	1													1
Lost and Found - Airport/TSA	1													1
Patdown											1			
Patdown - Flyer											1			
Persons w/ Disabilities (PWD)					1									1
Persons w/ Disabilities (PWD) - Ostomy/Osto	mates				1									1
Property - Special Handling										1				1
Property - Special Handling - Missing Items -	Checked									1				1
2022		2		1			2	2						7
Expedited Passenger Screening Program		1		1			2	2						6
Expedited Passenger Screening Program - T		ation Prog	gram				1							1
Expedited Passenger Screening Program - T	SA PreC	1		1			1	2						5
Screening		1												1
Screening - Procedures/Process		1												1

pories	10.004				(TCC) Data	03-Mar		05. Mar.	ne lu-	07 11	08 4~	00.500	Tota
	10-Oct	11-Nov	12-D	ec 01-Jan 8			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
2040	5			ď	8 13		13	12	4	7	7	1	
2019					2 2		3	2	1	4	4		
Civil Rights					1	1				1			
Civil Rights - Age										1			
Civil Rights - Racial Profiling or Discrimina						1							
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender			1								
Customer Service						1			1				
Customer Service - TSO						1			1				
Locks					1								
Locks - Missing or Damaged Lock					1								
Patdown							1				1		
Patdown - Flyer							1				1		
Persons w/ Disabilities (PWD)						2	1	1		1	1		
							- 1	ı			- 1		
Persons w/ Disabilities (PWD) - Autism Sp		D 10								1			
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Ca	ancer				1						
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain	/trauma)									1		
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	Segway				1		1					
Property - Special Handling						1				2			
Property - Special Handling - Damaged Ite	ms - Carry-	On								1			
Property - Special Handling - Missing Item						1				1			
Request for Assistance	S SHOOKE	-			1								
Request for Assistance - Other					1								
Screening					1		1	1			2		
Screening - Procedures/Process					1		1	1			1		
Screening - Security Breach											1		
2020		•	ı	2	2 4						1		
Civil Rights			1										
Civil Rights - Sex/Gender/Gender Identity-	Not Transc		1										
Customer Service	TTOT TTUTIO			1	1 2						1		
											1		
Customer Service - TSO				1	1 2						1		
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dama	aged/Missin	ig Items P	rivate S	creening Conf	tra 1								
Persons w/ Disabilities (PWD)				1	1								
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	D											
	oriorar) riot	Breast Ca	ancer		1								
Persons w/ Disabilities (PWD) - Internal M			ancer	1	1								
Persons w/ Disabilities (PWD) - Internal M Screening			ancer	1	1								
Screening			ancer	1	1								
Screening Screening - Procedures/Process			ancer	1	1		2	1	2	3	2	1	
Screening Screening - Procedures/Process 2021			ancer	1	1	3	2	1	3	3		1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program	ledical Devid	ces		1	1		2 1	1	3	3 3	2 1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program	edical Devid	ces		1	1	3	1		3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	edical Devid	ces		1	1 1 2	3	1	1	3				
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program	edical Devid	ces		1	1	3	1	1	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Appli - TSA PreC	ces cation Pro heck	ogram		1 1 2	3 1	1	1	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama	- TSA Appli - TSA PreC aged/Missin	cation Proheck	ogram Carry-or	Lug	1 1 2	3 1 1	1 1	1	3	3	1	1	
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Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Touch Ave	- TSA Appli TSA PreClaged/Missing aged/Missing aged/Mi	cation Proheck In gltems(ogram Carry-or Checked	Lug Baggage 6 3 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 8	9 7 1 6	3	3	1	1	
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Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Touch Ave	- TSA Appli TSA PreC aged/Missin aged/Missin as - Checked 5 2 2 - TSA Appli- 1 1 1 1 ersion (pain.	cation Proheck Ig Items Id Cation Proh	ogram Carry-or Checked	Lug Baggage 6 3 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 8	9 7 1 6	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling	- TSA Applii - TSA PreC aged/Missin aged/Missin as - Checked 5 2 2 1 - TSA Applii 1 1 1 1 ersion (pain,	cation Proheck g Items g Items d cation Proh	ogram Carry-or Checked	Lug Baggage 6 3 3 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 8	9 7 1 6	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Item	- TSA Applii - TSA PreC aged/Missin aged/Missin as - Checked 5 2 2 1 - TSA Applii 1 1 1 1 ersion (pain,	cation Proheck g Items g Items d cation Proh	ogram Carry-or Checked	Lug Baggage 6 3 3 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 1 8 8	7 7 1 6	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dame No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	- TSA Appli TSA PreClaged/Missin aged/Missin aged/M	cation Proheck g Items g Items d cation Proh	ogram Carry-or Checked	Lug Baggage 6 3 3 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 8	7 7 1 6	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	- TSA Applii - TSA PreC aged/Missin aged/Missin as - Checked 5 2 2 1 - TSA Applii 1 1 1 1 ersion (pain,	cation Proheck g Items g Items d cation Proh	ogram Carry-or Checked	Lug Baggage 6 3 3 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 1 8 8 6 1 5	7 7 1 6	3	3	1	1	
Screening Screening - Procedures/Process 2021 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dame No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	- TSA Appli TSA PreClaged/Missin aged/Missin aged/M	cation Proheck g Items g Items d cation Proh	ogram Carry-or Checked	Lug Baggage 6 3 3 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 5 1 1 1 3 3	1 1 1 1 1 8 8	7 7 1 6	3	3	1	1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADQ	10 000	2		1	1	2	V- Api	2	1	J. Oui	JU Aug	4	10141
2019	•	_	•	•	1	1		1	1			-	
Mishandling of Passenger Property					1	•		•	•				
Mishandling of Passenger Property - Disa	rraved Item	sCarry-or	or Checked	1	1								
Property - Special Handling		,		-		1		1	1				
Property - Special Handling - Damaged It	ı ems - Checl	ked							1				
Property - Special Handling - Missing Iter						1		1					
2020	1			1								4	
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	ı naged/Missir	ng ItemsC	hecked Bag	ggage								1	
Property - Special Handling	1			1								1	
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iter	ns - Checke	d		1								1	
Screening												1	
Screening - Procedures/Process												1	
2021		1				1							
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medical I	Devices - At	tached to th	e Body			1							
2022		1	1					1					
Civil Rights								1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender						1					
Locks			1										
Locks - Missing or Damaged Lock			1										
Screening		1											
Screening - Procedures/Process		1											

Total
42
6
1
1
2
2
1
1
1
1
1
1
8
2
2
1
1
5
2
1
2
10
1
1
3
1
2
3
3
1
1
2
1
1
18
1
1
3
3
8
8
1
1
2
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3
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1
1

Categories	10.004	11.Nov		oct Center (I			04 45=	05 Mari	06 1	07 11	09 4~	00 800	Total
Categories	10-Oct 5	11-Nov 2	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	5	4	16		8	13	8		7	6			106
2019				3	3	5	4	4	5	2		3	32
Advanced Imaging Technology (AIT)											1		
Advanced Imaging Technology (AIT) - Fly	er								4		1		1
Civil Rights Regist Profiling or Discriming	ation								1				
Civil Rights - Racial Profiling or Discrimina	auon				4	0			1			4	
Customer Service				1	1	2		1	2			1	8
Customer Service - Others									1				1
Customer Service - TSO				1	1	2		1	1			1	7
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Lost and Found							1						
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				1	2		1			1	1	1	7
Mishandling of Passenger Property - Dam					2		1					1	5
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-o	n or Checke	ed						1	1		2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway				1							1
Property - Special Handling						1	1	1				1	4
Property - Special Handling - Damaged Ite		d					1						1
Property - Special Handling - Missing Item	ns - Carry-On											1	1
Property - Special Handling - Missing Item	s - Checked					1		1					2
Screening						1		2	1	1	1		6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1	1	1		3
Screening - Retrieving Abandoned/Confise	cated Items							2					2
2020	3	2	2 3	2	1	1					1	1	14
Customer Service			1										1
Customer Service - TSO			1										1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	2	2								1		4
Mishandling of Passenger Property - Dam	1	2											3
Mishandling of Passenger Property - Disa				ed							1		1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Property - Special Handling			1	2	1								4
Property - Special Handling - Damaged Ite	ems - Checke	d	'		1								1
Property - Special Handling - Missing Item				2									2
Property - Special Handling - Missing Item			1										1
Screening	is - Officered		'									1	<u> </u>
Screening - Procedures/Process												1	1
2021		1	2	2 3	1			3	2	4	4	3	23
Civil Rights			_		•					1		•	2
Civil Rights - Racial Profiling or Discrimina	ation									1			2
Claims	auon	1											1
Claims - General		1											1
Customer Service				2				2				1	5
Customer Service - TCC				1									1
Customer Service - TSO				1				2				1	4
Expedited Passenger Screening Program				- '						2	3		5
Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Droch	eck								2			5
Mishandling of Passenger Property	- 13A Frech	UN	1						1	2	. 3		2
		14							I				
Mishandling of Passenger Property - Dam									4				1
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-o							1				1
Patdown			1							1			2
Patdown - Children										1			1
Patdown - Flyer			1										1
Prohibited & Permitted Items	- 4 - b -			1									1
Prohibited & Permitted Items - Lighters/Ma	atches			1									1
Property - Special Handling	<u> </u>							1				1	2
Property - Special Handling - Missing Item	is - Checked							1				1	2
Screening					1				1			1	3
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1							1	2
2022	2	1			3		4	6					37
			1			1							4
Customer Service	1					1							4
Customer Service Customer Service - TSO	1 1		1										22
Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 1	1	5		2		2	5					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 - TSA Appl	1	5	5 2		4							1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 - TSA Appl		5	5 2	2	4	2						
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	1 1 1 - TSA Appl 1	1	5	5 2		4							1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 - TSA Appl 1	1	5	5 2		4	2	5					1 21
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	1 1 1 - TSA Appl 1	1	5	5 2		4	2	5					1 21 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 - TSA Appl 1 aged/Missing	1	5 1 2	5 2		4	2	5					1 21 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	1 1 1 - TSA Appl 1 aged/Missing	1	5 5 1 2 1	5 2		4	2	5					1 21 2 2 2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sproperty - Special Handling	1 1 1 - TSA Appl 1 aged/Missing	Items0	5 5 1 2 1	5 2		4	2	5					1 21 2 2 2 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spanning Services - TSO	1 1 1 - TSA Appl 1 aged/Missing	Items0	5 5 1 2 1	5 2		4	2	5					1 21 2 2 1 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sproperty - Special Handling Property - Special Handling	1 1 1 - TSA Appl 1 aged/Missing	Items0	5 1 2 1 1 1 1 1 1 1	5 2	2	4	2 1 1	5					1 21 2 2 2 1 1 1 1

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

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

					C) Data Tool								
ories								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	39	26	22	37	34	40	40	46	19	40	31	16	
2019				9	7	8	11	12	8	29	17	11	
Civil Rights								1			2		
Civil Rights - Racial Profiling or Discrimin	ation							1			1		
Civil Rights - Sex/Gender/Gender Identity	/- Not Transger	nder									1		
Customer Service				1	3		1	3	3	3			
Customer Service - Others					1		1	1	1				
Customer Service - TSO				1	2			2	2	3			
Locks				'		1			1	1		4	
Locks - Missing or Damaged Lock						1			1	1		4	
Mishandling of Passenger Property				3	3	1	2	2	3	9	8	2	
Mishandling of Passenger Property - Dan				3	3		1	2	1	7	6	2	
Mishandling of Passenger Property - Dan	naged/Missing	ItemsUnspe	ecified Lugg	jage			1						
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on or C	Checked			1			2	2	2		
Patdown				2			1			6	3		
Patdown - Flyer				2			1			5	3		
Patdown - Flyer as Observer							'			1	- 3		
•				4		-		4					
Persons w/ Disabilities (PWD)				1		1		1		2	2		
Persons w/ Disabilities (PWD) - Cognitive	Developmen!	tal /Mental Di	isability								1		
Persons w/ Disabilities (PWD) - Diabetes	i										1		
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1						1			
Persons w/ Disabilities (PWD) - Mobility I		Wheelchair o	r Scooter)							1			
			i Scooler)			4							
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway				1							
Property - Special Handling				1		1	3	2	1	5	2	3	
Property - Special Handling - Damaged It	ems - Carry-O	n		1									
Property - Special Handling - Damaged It	ems - Checked	t						2		1	1	2	
Property - Special Handling - Missing Iter						1	3		1	4	1	1	
Screening	1			1	1	4	4	3		3		2	
Screening - Procedures/Process				1	1	3	4	3		3		2	
<u> </u>				ı	ı		4	3		3			
Screening - Security Breach						1							
2020	18	10	8	9	3	7		4	3	2	7	2	
Civil Rights	2	1	1	1	1						2		
Civil Rights - Constitutional Rights			1										
Civil Rights - Racial Profiling or Discrimin	1				1								
Civil Rights - Sex/Gender/Gender Identity		1		1							2		
Customer Service	2	- '	2	'		1			1				
						- 1							
Customer Service - Others			2										
Customer Service - TSO	2					1			1				
Locks	2	1	1								1		
Locks - General	1												
Locks - Missing or Damaged Lock	1	1	1								1		
Mishandling of Passenger Property	6	2	1	3		1				1	2	1	
										1			
Mishandling of Passenger Property - Dan		2	1	3		1				1	2	1	
Mishandling of Passenger Property - Disa	a 1												
Patdown	2		1					1					
Patdown - Flyer	1		1					1					
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)		2				1							
						- 1							
Persons w/ Disabilities (PWD) - Diapers/		1											
Persons w/ Disabilities (PWD) - Metal Im						1							
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1											
Property - Special Handling	2	2	1	3		2		1	2		1	1	
Property - Special Handling - Damaged It	ems - Checker	1	1	2		1		1			1		
Property - Special Handling - Missing Iter		2		1		1			2			1	
Request for Assistance				1								- '	
•													
Request for Assistance - Other				1									
Screening	2	2	1	1	2	2		2		1	1		
Screening - Inconsistency											1		
Screening - Procedures/Process	2	1	1	1	2	2		2		1			
Screening - Security Breach		1											
2021	2	5	2	3	2	4	3	5	8	9	7	3	
Civil Rights										1		•	
	NI A T												
Civil Rights - Sex/Gender/Gender Identity	- Not Transger									1			
	1	1			1				1		1		
Customer Service	1	1			1				1		1		
Customer Service Customer Service - TSO	1			1		1	2	1	5	5	4	2	
	'		1			1			1	1		1	
Customer Service - TSO Expedited Passenger Screening Program		tion Program					2	1	4	4	4	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ı - TSA Applica			1					4	4	4	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ı - TSA Applica	eck		1									
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- TSA Applica - TSA PreChe 1	eck 3	1	1		1	1		1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan	TSA Applica TSA PreChe	eck 3 2		1		1			1 1				
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	TSA Applica TSA PreChe	eck 3	1	1			1			1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan	TSA Applica TSA PreChe	eck 3 2	1	1			1						
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	TSA Applica TSA PreChe	eck 3 2	1	1			1		1				
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	TSA Applica TSA PreChe	eck 3 2	1				1		1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	n - TSA Applica n - TSA PreChe 1 1 1 1	eck 3 2	1	2			1	2	1				
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item	3 2 1	1 1				1	2	1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item	3 2 1	1 1	2			1	2	1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item	3 2 1	1 1				1	2	1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item	3 2 1	1 1	2			1	2	1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Prohibited & Permitted Items	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item Devices - Attac plants (joint)	3 2 1	1 1	2			1	2 1 1	1	1			
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item Devices - Attac plants (joint)	3 2 1	1 1	2	4	1	1	2 1 1 1 1 1	1	1 1	2	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medal Im Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling	n - TSA Applica n - TSA PreChe 1 n 1 arrayed Item Devices - Attac plants (joint)	3 2 1	1 1	2	1		1	2 1 1 1 1 1	1	1	2	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It	n - TSA Applica n - TSA PreChe 1 1 1 arrayed Item Devices - Attac plants (joint) latches lems - Carry-Or	3 2 1	1 1	2	1 1	2	1	2 1 1 1 1 1	1	1 1 1		1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling - Damaged It Property - Special Handling - Damaged It	n - TSA Applica n - TSA PreChe 1 1 1 arrayed Item Devices - Attac plants (joint) Idatches Lems - Carry-Or	3 2 1	1 1	2		1	1	2 1 1 1 1 1	1	1 1	1	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It	n - TSA Applica n - TSA PreChe 1 1 1 arrayed Item Devices - Attac plants (joint) Idatches Lems - Carry-Or	3 2 1	1 1	2		2	1	2 1 1 1 1 1	1	1 1 1		1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling - Damaged It Property - Special Handling - Damaged It	n - TSA Applica n - TSA PreChe 1 1 1 1 arrayed Item Devices - Attac plants (joint) Itatches Lems - Carry-Or tems - Checked	3 2 1	1 1	2		2	1	2 1 1 1 1 1	1	1 1 1	1	1	

			TSA Conta	ct Center (1	ΓCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	1						2	1					
Civil Rights - Race							1	1					
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	gender					1						
Customer Service				1			1	2					
Customer Service - TSO				1			1	2					
Expedited Passenger Screening Program	9	8	9	13	19	18	17	20					11
Expedited Passenger Screening Program	- DoD		1										
Expedited Passenger Screening Program	1	2		1			2						
Expedited Passenger Screening Program	8	6	8	12	18	18	15	20					10
Expedited Passenger Screening Program	- TSA/DHS	Employee	s - Opt In		1								
Human Capital							2						
Human Capital - Prospective Employment	with TSA						2						
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d				1					
Patdown	2			1	1								
Patdown - Flyer	2			1	1								
Persons w/ Disabilities (PWD)		2			1								
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ices			1								
Persons w/ Disabilities (PWD) - Mobility D	isability (N	2											
Property - Special Handling	3	1				1	2	1					
Property - Special Handling - Damaged Ite	1						2						
Property - Special Handling - Damaged Ite	1							1					
Property - Special Handling - Missing Item	s - Carry-C	1											
Property - Special Handling - Missing Item	1					1							
Screening	4		3	1	1	2	2						
Screening - Inconsistency	1												
Screening - Lengthy Lines						2							
Screening - Procedures/Process	3		2	1	1		2						
Screening - Retrieving Abandoned/Confisc	cated Items		1										

			TSA Conta	ct Center (TCC) Data ⁻	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO		1		4	1	1		1		1	3	2	14
2019								1		1	2	1	
Patdown								1					
Patdown - Flyer as Observer								1					
Property - Special Handling											1		
Property - Special Handling - Missing Iter	ns - Checke	d									1		
Screening										1	1	1	
Screening - Crew Member or Airline Emp	loyee									1			
Screening - Procedures/Process											1	1	2
2020		1		2							1		
Mishandling of Passenger Property		1									1		;
Mishandling of Passenger Property - Dan	naged/Missii	1									1		
Property - Special Handling				2									
Property - Special Handling - Missing Iter	ns - Checke	d		2									
2021												1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
2022				2	1	1							4
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program	- TSA PreC	heck				1							
Property - Special Handling				1									
Property - Special Handling - Damaged It	tems - Check	red		1									
Screening					1								
Screening - Procedures/Process					1								

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

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	3	1	4	2	2	6	1	1	3	3	4		30
2019				2	1	3	1			2	4		13
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender								1			1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				2			1			1	1		5
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ξ 1						1			2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	ed			1				1		2
Property - Special Handling					1	1							2
Property - Special Handling - Missing Item	ns - Checked				1	1							2
Screening						1					3		4
Screening - Procedures/Process						1					3		4
2020	1	1	2	}		1				1			6
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Dam	1									1			2
Mishandling of Passenger Property - Disa	rrayed Item	1	1										2
Property - Special Handling			1										1
Property - Special Handling - Damaged Ite	ems - Check	ed	1										1
2021	1		1			2			3				7
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	laged/Missin	g ItemsC	hecked Ba	ggage					1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Too	ls/Razors/SI	narp Objec	ots						1				1
Property - Special Handling						1							1
Property - Special Handling - Missing Item	ns - Checked					1							1
Screening	1					1			1				3
Screening - Procedures/Process	1					1							2
Screening - Retrieving Abandoned/Confis	cated Items								1				1
2022	1		1		1			1					4
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreCl	neck			1								1
Property - Special Handling	1							1					2
Property - Special Handling - Missing Item	1							1					2
Screening			1										1
Screening - Procedures/Process													1

March	togorios	40 Oct		12-Dec	act Center (* 01-Jan	02-Feb	03-Mar		OF Mo:	OC lue	07 11	00 A	00 Cor	Total
Customer Service	-													Total
Customer Service		3	4				7							5
Customer Service - TSO					1	3		2	1		2	1	2	1-
Locks														
Locks - Missing of Damaged Lock 1										1				
Mishandling of Passenger Property														
Mishandling of Passenger Property - Diamaged/Missing Items-Carry-on or Checked Patdown Patdown Property - Special Handling Property - Special Handling Property - Special Handling Missing Items - Checked 1 1 1 1 1 1 1 1 1														
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked												1		
Patdown - Flyer						1		1	1	1			1	
Patdown - Flyer		rrayed Items	sCarry-on	or Check	ed							1		
Property - Special Handling	Patdown							1						
Property - Special Handling - Missing Items - Checked								1						
Screening	Property - Special Handling				1	1					1			
Screening - Procedures/Process	Property - Special Handling - Missing Iter	ns - Checked	d		1	1					1			
2020 2 1 2 1 1	Screening					1					1			
Civil Rights - SeviGender/Gender Identity - Not Transgender	Screening - Procedures/Process					1					1			
Civil Rights - Transgender Screening Property	2020	2	1		2 1	1			2		1	1		1
Civil Rights - Transgender Screening Property	Civil Rights								1		1			
Civil Rights - Transgender Screening		- Not Transq	ender						1					
Locks											1			
Locks - Missing or Damaged Lock		1												
Mishandling of Passenger Property - Damaged/Missing Items-C														
Mishandling of Passenger Property - Damaged/Missing Items-C 1		· '			1									
Patdown		 	a Itame C											
Patdown - Flyer		lageu/iviissiii	ig itemsc						1					
Property - Special Handling														
Property - Special Handling - Missing Items - Checke	•		4		ı				Į.			4		
Screening		Ola salas												
Screening - Procedures/Process			1									1		
2021 1 2 2 1 1 1 1 2 2 1 1	<u>~</u>													
Customer Service - TSO 2 Expedited Passenger Screening Program 1 1 2 1 Expedited Passenger Screening Program - TSA Application Program - TSA Application Program - TSA PreCheck 1 2 1 Expedited Passenger Screening Program - TSA PreCheck 1 2 1 Persons w/ Disabilities (PWD) 1 2 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 1 2 1 Property - Special Handling 1 1 2 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 4 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 4 1 2 4 2 4 1 2 4 1 2 4 1 1 2 4 1 1 2 4 1 <td></td>														
Customer Service - TSO 2 Expedited Passenger Screening Program - TSA Application Program 1 1 2 1 Expedited Passenger Screening Program - TSA PreCheck 1 2 1 Persons w/ Disabilities (PWD) 1 2 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1		1			2		1	1		1	1	2	1	1
Expedited Passenger Screening Program														
Expedited Passenger Screening Program - TSA Application Program						2								
Expedited Passenger Screening Program - TSA PreCheck							1					2	1	
Persons w/ Disabilities (PWD) Medically Necessary Medication and Medical Supplies 1				ıram				1						
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies		- TSA PreC	heck				1					2	1	
Prohibited & Permitted Items 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD)										1			
Prohibited & Permitted Items - Beauty & Grooming Items 1 Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 1 Screening 1 1 Screening - Procedures/Process 1 2 6 3 2 2022 3 2 6 3 2 Customer Service 1 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling - Property - Special Handling - Missing Items - Checked 1 2 4 1 1 Screening 1 2 4 1 1 1	Persons w/ Disabilities (PWD) - Medically	Necessary Necessary	Medication	and Medi	cal Supplies						1			
Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 1 Screening 1 1 Screening - Procedures/Process 1	Prohibited & Permitted Items									1				
Property - Special Handling - Damaged It 1 1 Screening 1 1 Screening - Procedures/Process 1 2 2022 3 2 2 6 3 2 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling 1 2 4 1 1 Property - Special Handling - Missing Items - Checked 1 2 4 1 1 Screening 1 2 4 1 1 1	Prohibited & Permitted Items - Beauty & 0	Grooming Ite	ms							1				
Screening	Property - Special Handling	1			1									
Screening - Procedures/Process 2022 3 2 2 6 3 2 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling - Missing Items - Checked 1 1 2 Screening 1 2 4 1 2	Property - Special Handling - Damaged II	1			1									
2022 3 2 2 6 3 2 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling - Property - Special Handling - Missing Items - Checked 1 1 2 Screening - Special Handling - Missing Items - Checked 1 2 4 1 2	Screening				1									
2022 3 2 2 6 3 2 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling - Property - Special Handling - Missing Items - Checked 1 1 2 Screening 1 2 4 1 2	Screening - Procedures/Process				1									
Customer Service 1 1 Customer Service - TSO 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Missing Items - Checked 1 2 Screening 1 2	<u> </u>		3		2	2	6	3	2					1
Customer Service - TSO 1 1 Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Missing Items - Checked 1 2 Screening 1 2			•			_								
Expedited Passenger Screening Program 3 1 2 4 1 1 Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 2 4 1 2 Screening 1 2 4 1 2 4 1 1					1									
Expedited Passenger Screening Program - TSA PreC 3 1 2 4 1 1 Property - Special Handling - Missing Items - Checked 1 1 Screening 1 2			3			2	Λ	1						1
Property - Special Handling 1 Property - Special Handling - Missing Items - Checked 1 Screening 1 2		L TSA Drof												
Property - Special Handling - Missing Items - Checked 1 Screening 1 2		- TOA FIEL	3		1		4	- 1	- 1					
Screening 1 2		no Chasker	1				1							
· · · · · · · · · · · · · · · · · · ·		пь - опескес Г	ı				1	0						
	Screening Screening - Procedures/Process						1	2						

Categories	10.004 4		12-Dec	act Center (04 4==	OE Mess	06 1	07 11	00 4	00 84	Total
		11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ANC	39	42	4	0 55	54	45	37	46	48	73	67	51	597
2019				12	10	15	9	18	31	35		27	189
Civil Rights Age					2						1	1	4
Civil Rights - Age Civil Rights - Racial Profiling or Discrimin	otion										1	1	1
Civil Rights - Sex/Gender/Gender Identity		nder			2							1	2
Customer Service	- Not Transgen	idei		1	2	1		2	6	3	4	2	20
Customer Service - TSO				1	1	1		2	6	3		2	20
Locks				- 1	1	2			1	1	1	1	7
Locks - Missing or Damaged Lock					1	2			1	1	1	1	7
Lost and Found					- 1				- 1	1	1	1	1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				6	3	4	2	6	7	10	14	6	
Mishandling of Passenger Property - Dan	l nagod/Missing	Itomo C	'orn/ on Li		3	4		0	1	10	14	1	58
Mishandling of Passenger Property - Dan					2	4	2	6	3	9	10	4	46
Mishandling of Passenger Property - Disa						4		0	3	9	3	1	8
Patdown	irayeu itellist	Carry-or	TOT CHECK	1	- 1	3	1		3	3		1	9
Patdown - Children				I I		3	ļ.			1	'		1
						2	1			2	1		7
Patdown - Flyer				1		3	1				1		
Patdown - Flyer as Observer				I I	- 1	2			2	2		4	9
Persons w/ Disabilities (PWD)					1	2			3	2		1	
Persons w/ Disabilities (PWD) - Breast C									1				1
Persons w/ Disabilities (PWD) - Diabetes									2			4	2
Persons w/ Disabilities (PWD) - Medically										1		1	2
Persons w/ Disabilities (PWD) - Mobility I			air or Sco	oter)	1								1
Persons w/ Disabilities (PWD) - Touch Av		auma)								1			1
Persons w/ Disabilities (PWD) - Visual Im						1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway				1							1
Property - Special Handling				3	2	2	6	7	12	10	8		61
Property - Special Handling - Damaged It				1				1	2	1		1	6
Property - Special Handling - Damaged It		i		1	2	1	3	2	2	4	5	3	23
Property - Special Handling - Missing Iter								1	1	1	1	2	6
Property - Special Handling - Missing Iter	ns - Checked			1		1	3	3	7	4	2	5	26
Screening				1		1		3	2	5	3	5	20
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines										2		1	3
Screening - Procedures/Process						1		3	1	2	2	4	13
Screening - Security Breach									1		1		2
2020	19	16	2	1 16	20	10	1	4	6	15	15	10	153
Civil Rights		1		1						2			4
Civil Rights - Racial Profiling or Discrimin	ation			1						1			2
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	nder								1			1
Civil Rights - Transgender Screening		1											1
Customer Service	3	1		2 4	3	1				1	1	1	17
Customer Service - TSO	3	1		2 4	3	1				1	1	1	17
Locks	2	2		1 2		2	1			1		2	13
Locks - Missing or Damaged Lock	2	2		1 2		2	1			1		2	13
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	2		6 2	8			2	2	4	4	2	35
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	arry-on Lu	uggage								1	1
Mishandling of Passenger Property - Dam	2	1		6 2	6			2	2	4	3	1	29
Mishandling of Passenger Property - Dam	naged/Missii	1											1
Mishandling of Passenger Property - Disa	1				2						1		4
Patdown	1	1		1									3
Patdown - Flyer	1	1		1									3
Persons w/ Disabilities (PWD)		1		1	2	1					2		7
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical I	Devices - Attac	hed to th	ne Body								1		1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication	and Med	ical Supplies							1		1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1									1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not \	Wheelch	air or Sco	oter)	1								1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)			1								1
Property - Special Handling	7	5		5 6	3	3		2	4	3	8	3	49
Property - Special Handling - Damaged It	ems - Carry-Or				1					1			2
Property - Special Handling - Damaged It		2		1 4	1	2			1		5	2	21
Property - Special Handling - Missing Iter				2 1					1		1		7
Property - Special Handling - Missing Iter		3		2 1	1	1		2	2	2	2	1	19
Screening	2	3		5 1	4	3				4		2	24
Screening - Lengthy Lines		1		1 1									3
Screening - Procedures/Process	2	2		3	4	3				4		2	20
Screening - Security Breach				1									1
2021	7	3		6 6	7	7	12	9	11	23	20	14	125
Civil Rights				•	1	•			• • •		1	1	3
Civil Rights - Racial Profiling or Discrimin	ation				1						1	1	3
Customer Service	1	1		5 2	1	1	1		3	5		1	26
Customer Service - TCC				1 1						J			2
Customer Service - TSO	1	1		4 1	1	1	1		3	5	5	1	24
Expedited Passenger Screening Program	<u> </u>				1	1	3	3	3	8			31
Expedited Passenger Screening Program	I - Active Duty	Military			ı	1	J	3	3	1	J	ı	1
Expedited Passenger Screening Program			gram			1					1	1	3
Expedited Passenger Screening Program			9,4111		1	1	3	3	3	7		6	27
Identification (ID) Requirements	. ISATTEONE	JK					1	3	1	- 1	1	U	3
Identification (ID) Requirements - Domest	I						1		1				2
Identification (ID) Requirements - Bornesi							1		1		1		1
Tachancadon (10) Nequirements - Real ID	1										1		1

ries	10-Oct			nter (TCC Jan 02		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
Locks						1	*						
Locks - Missing or Damaged Lock						1							
ŭ ŭ					-	ı							
Lost and Found					1						1		
Lost and Found - Airport/TSA					1						1		
Mishandling of Passenger Property	4				1	2	1			2	1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarry	on Luggage		1						1		
Mishandling of Passenger Property - Dam	4					2				2			
Mishandling of Passenger Property - Disar	rrayed Items-	Carry-on or 0	Checked				1						
Patdown						1				2			
Patdown - Flyer						1				2			
Persons w/ Disabilities (PWD)			1	1		- 1	1	2		1		2	
	/D	4 - 1 - /8 4 4		1			1			1	1		
Persons w/ Disabilities (PWD) - Cognitive		tai /ivient	1										
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment											1	
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	ched to the Bo	ody					2					
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees a	nd Casts									1		
Persons w/ Disabilities (PWD) - Respirato										1			
Persons w/ Disabilities (PWD) - Touch Ave				1									
				ļ								4	
Persons w/ Disabilities (PWD) - Wheelcha	iii/ Scooler/ S	egway										1	
Prohibited & Permitted Items				1									
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sha	arp Objects		1									
Property - Special Handling	2	1		2	1		2	3	3	2	3		
Property - Special Handling - Damaged Ite	ems - Carry-C	n							2		1		
Property - Special Handling - Damaged Ite	1	1		2	1		2	1		2	1		
Property - Special Handling - Missing Item								2	1		1		
Screening		1			1	1	3	1	1	3			
-	1	·			- '		3	1		3		3	
Screening - Crew Member or Airline Emplo	l							1					
Screening - Inconsistency									1				
Screening - Lengthy Lines							2			1			
Screening - Procedures/Process		1			1	1	1			2	2	3	
122	13	23	13	21	17	13	15	15					
Additional Information Required/Insufficient Inf		1											
Additional Information Required/Insufficier		1											
	lillomiauc	ı			4		4						
Airline					1		1						
Airline - Policy/Regulations/Service					1		1						
Civil Rights			1		1		1	1					
Civil Rights - National Origin	1							1					
Civil Rights - Racial Profiling or Discrimina	ation				1								
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	nder					1						
Civil Rights - Transgender Screening			1										
Customer Service	1	3	2	2	1	2	2	1					
Customer Service - TSO	1	3	2	2	1		2	1					
						2							
Expedited Passenger Screening Program	6	17	9	12	7	9	9	10					
Expedited Passenger Screening Program Expedited Passenger Screening Program			9	12				10					
	- Active Duty		9	12	7			10					
Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty - DoD	Military	9	12	7 1			10					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty - DoD - Known Crev	Military v Member	9		7 1			10					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty - DoD - Known Crev	Military Member 3		1	7 1 1	9	9						
Expedited Passenger Screening Program	- Active Duty - DoD - Known Crev	Military v Member	9		7 1 1			10					
Expedited Passenger Screening Program Locks	- Active Duty - DoD - Known Crev	Military Member 3		1	7 1 1 5 2	9	9						
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	- Active Duty - DoD - Known Crev	Military Member 3		1	7 1 1	9	9	10					
Expedited Passenger Screening Program Locks	- Active Duty - DoD - Known Crev	Military Member 3		1	7 1 1 5 2	9	9						
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	- Active Duty - DoD - Known Crev 1 5 1	Military v Member 3 14	9	1	7 1 1 5 2	9	9	10					
Expedited Passenger Screening Program Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- Active Duty - DoD - Known Crev 1 5 1	Military v Member 3 14	9	1 11 1	7 1 1 5 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disar Patdown	- Active Duty - DoD - Known Crev 1 5 1	Military v Member 3 14	9	1 11 1 1 1 1 1	7 1 1 5 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disal Patdown Patdown - Flyer	- Active Duty - DoD - Known Crev 1 5 1 1	Military v Member 3 14	9 Checked	1 11 1 1 1	7 1 1 5 2 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	- Active Duty - DoD - Known Crev 1 5 1 1 rrayed Items	Military v Member 3 14	9 Checker	1 11 1 1 1 1 1	7 1 1 5 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items	Military v Member 3 14 Carry-on or (9 Checker	1 11 1 1 1 1 1	7 1 1 5 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items 1 pectrum //Developmer	Military v Member 3 14 Carry-on or (9 Checker	1 11 1 1 1 1 1	7 1 1 5 2 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items 1 pectrum //Developmer	Military v Member 3 14 Carry-on or (9 Checker	1 11 1 1 1 1 1	7 1 1 5 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items 1 pectrum //Developmen	Military v Member 3 14 Carry-on or 0	9 Checker	1 11 1 1 1 1 1	7 1 1 5 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items //Developmen 1 air/ Scooter/ S	Military v Member 3 14 Carry-on or 0	9 Checker	1 11 1 1 1 1 1 1	7 1 1 5 2 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Screensons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items //Developmen 1 air/ Scooter/ S 2	Military v Member 3 14 Carry-on or 0	9 Checker	1 11 1 1 1 1 1 2	7 1 1 5 2 2	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spresons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items 1 pectrum 1 ir/Developmer 1 air/ Scooter/ S 2 2	Military v Member 3 14 Carry-on or 0	9 Checker	1 11 1 1 1 1 1 1	7 1 1 5 2 2 1 1 1 1	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Screensons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	- Active Duty - DoD - Known Crew 1 5 1 1 1 rrayed Items //Developmen 1 air/ Scooter/ S 2 2 s - Checked	Military v Member 3 14 Carry-on or (tal /Mental D egway	9 Checker	1 11 1 1 1 1 1 1 2 2 2	7 1 1 5 2 2 1 1 1 1	9 9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	- Active Duty - DoD - Known Crev 1 5 1 1 1 rrayed Items 1 pectrum 1 ir/Developmer 1 air/ Scooter/ S 2 2	Military v Member 3 14 Carry-on or 0	9 Checker	1 11 1 1 1 1 1 1 2 2 2 3	7 1 1 5 2 2 1 1 1 1	9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Screensons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	- Active Duty - DoD - Known Crew 1 5 1 1 1 rrayed Items //Developmen 1 air/ Scooter/ S 2 2 s - Checked	Military v Member 3 14 Carry-on or (tal /Mental D egway	9 Checker	1 11 1 1 1 1 1 1 2 2 2	7 1 1 5 2 2 1 1 1 1	9 9	9	10					
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	- Active Duty - DoD - Known Crew 1 5 1 1 1 rrayed Items 1 pectrum /Developmen 1 air/ Scooter/ S 2 2 s - Checked 2	Military v Member 3 14 Carry-on or (tal /Mental D egway	9 Checker	1 11 1 1 1 1 1 1 2 2 2 3	7 1 1 5 2 2 1 1 1 1	9 9	9	10					

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

				ici Ociitci (,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN		1		1 1		1	1			2	2	1	10
2019										2			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	iggage						1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Check	ked								1			1
2020				I							1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed							1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged It	ems - Check	ked		1									1
2021		1					1				1	1	4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missir	1											1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged It	ems - Checl	ked					1						1
Property - Special Handling - Missing Iten	ns - Checke	d										1	1
Screening											1		1
Screening - Procedures/Process											1		1
2022				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program	- TSA PreC	heck		1		1							2

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

			Contact C										
Categories	10-Oct 11	1-Nov 1:	2-Dec 0'	I-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	7	4	4	6	11	19	5	1	5	6	9	2	79
2019					1	3			3	1			8
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1			2	1			4
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Baggag	je		1			2	1			4
Patdown					1				1				2
Patdown - Flyer					1				1				2
Property - Special Handling						1							1
Property - Special Handling - Missing Item	ns - Carry-On					1							1
2020	1		2	1	3				1		1	1	10
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Locks					2								2
Locks - General					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Baggag	je	1							1	2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not Bre	east Cai	1										1
Property - Special Handling	1								1				2
Property - Special Handling - Missing Item	1								1				2
2021		2	1	1		3	2		1	5	8	1	24
Civil Rights						2	1						3
Civil Rights - Perceived Religion							1						1
Civil Rights - Transgender Screening						2							2
Customer Service			1	1									2
Customer Service - TCC			1										1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						1			1	4		1	14
Expedited Passenger Screening Program			1								1		1
Expedited Passenger Screening Program	- TSA PreChec	k				1			1	4	6	1	13
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Dam			-on Luggag	е						1			1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Patdown		1									1		2
Patdown - Children											1		1
Patdown - Non-Flyer		1											1
Property - Special Handling							1						1
Property - Special Handling - Damaged Ite							1						1
2022	6	2	1	4	7	13	3	1					37
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1					32
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1					32
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling	L					1							1
Property - Special Handling - Missing Item						1							1
Screening	2				1								3
Screening - Procedures/Process	2				1								3

		TS	A Contact	Center (TC	C) Data Too	ol - FOIA							
ategories	10-Oct 1	1-Nov 1	12-Dec	01-Jan (02-Feb (3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	431	493	528	520	574	662	593	773	369	389	407	396	6,135
2019				123	114	158	141	195	173	161	154	154	1,373
Civil Rights				3	2	2	6	11	7	1	3	7	42
Civil Rights - National Origin					1		-	1				2	4
Civil Rights - Perceived Religion					'		1	- '					1
ŭ ŭ	4												
Civil Rights - Racial Profiling or Discrimina				3	1	1	5	8	3	1	3	3	28
Civil Rights - Screening of Religious Cultu									2				2
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	ıder				1		2	2			1	6
Civil Rights - Sexual Orientation - Not Tran	nsgender											1	1
Customer Service				25	26	42	43	48	55	45	24	54	362
Customer Service - Others					1	2	2	4	4	3		2	18
Customer Service - TSO				25	25	40	41	44	51	42	24	52	344
Locks				8	8	13	6	9	12	7	12	11	86
Locks - General										1			1
Locks - Missing or Damaged Lock				8	8	13	6	9	12	6	12	11	88
Lost and Found					3	2	4	2		4	1	2	18
Lost and Found - Airport/TSA					3	2	4	2		4	1	2	18
Mishandling of Passenger Property				34	25	35	28	33	26	40	33	35	289
	agad/Missing I	Itoma Carr	y on Luc	4	20	2	4	1	1	1	5	2	20
Mishandling of Passenger Property - Dam					0.4								
Mishandling of Passenger Property - Dam				27	21	29	20	23	22	35	25	29	23
Mishandling of Passenger Property - Dam	aged/Missing I	temsUns	pecified I	1	1			1					
Mishandling of Passenger Property - Disar	rayed Items0	Carry-on or	Checker	2	3	4	4	8	3	4	3	4	3
Patdown				1	3	4	1	3	2	1	1	2	1
Patdown - Flyer				1	2	4		3	1	1	1	2	1
Patdown - Flyer as Observer							1	<u> </u>	1	1	- 1		
							1		- 1				
Patdown - Non-Flyer					1	_							_
Persons w/ Disabilities (PWD)				7	6	8	5	13	13	6	7	6	7
Persons w/ Disabilities (PWD) - Autism Sp	ectrum			1			1						
Persons w/ Disabilities (PWD) - Breast Ca	incer					1							
Persons w/ Disabilities (PWD) - Cancer (g		east Cance	er			1						1	
Persons w/ Disabilities (PWD) - Cognitive									2				
	/Development	ai /iviciitai i	Disability				4					1	
Persons w/ Disabilities (PWD) - Diabetes							1				1	1	
Persons w/ Disabilities (PWD) - General					1			3		1	1		
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment			1	1		1		1		1		
Persons w/ Disabilities (PWD) - Internal M	ledical Devices	S							2		1		
Persons w/ Disabilities (PWD) - Medical D	evices - Attacl	hed to the E	Body							1		1	
Persons w/ Disabilities (PWD) - Medically				1	1	2		2	1		1	1	
Persons w/ Disabilities (PWD) - Metal Imp				2	1	1			1	1			
		۸/اه م ما ماه مانه	04		ı		0						
Persons w/ Disabilities (PWD) - Mobility D			or Scool	1		2	2	3	3	3	2		1
Persons w/ Disabilities (PWD) - Prosthesis		nd Casts						1					
Persons w/ Disabilities (PWD) - Service A	nimals			1									
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	auma)			1	1							
Persons w/ Disabilities (PWD) - Visual Imp	pairment							2					
Persons w/ Disabilities (PWD) - Wheelcha		adway			1			2	3			2	
Prohibited & Permitted Items	iii/ Occobici/ Oc	gway							1				
Prohibited & Permitted Items - Alcohol and	lobacco								1				
Property - Special Handling				33	24	33	31	40	27	37	34	23	282
Property - Special Handling - Damaged Ite	ems - Carry-Or	1		3	3	3	4	5	2	4	6	3	33
Property - Special Handling - Damaged Ite	ms - Checked			8	8	6	6	12	4	6	12	4	66
Property - Special Handling - Missing Item				5	4	11	5	6	5	8	7	7	5
Property - Special Handling - Missing Item				17	9	13	16	17	16	19	9	9	12
	is - Checked			17	9	13	10	17		19			
Request for Assistance									1			1	
Request for Assistance - Other									1			1	
Screening				12	17	19	17	36	29	20	39	13	202
Screening - Inconsistency				1	1	2				1	1		(
Screening - Lengthy Lines				1	3	3	5	13	12	7	9	2	5
Screening - Procedures/Process				9	12	12	11	21	16	11	28	11	
ŭ .					12		- 11					- 11	13
Screening - Retrieving Abandoned/Confisc	cated Items			1		1		1	1	1			
Screening - Security Breach					1	1	1	1			1		5
2020	144	136	187	142	145	94	22	34	46	52	66	50	1,118
Civil Rights	3	2	6	6	8	3	1	1	1		3	1	35
Civil Rights - Age					1		1						
Civil Rights - Hair Patdowns			1										
Civil Rights - Perceived Religion			'		4								
Ü					1								
Civil Rights - Racial Profiling or Discrimina		1	4	5	4	3			1		2		2:
		opial Itama		1									
Civil Rights - Screening of Religious Cultu		oniai items			2			1			1	1	
		oniai items											
Civil Rights - Sex/Gender/Gender Identity	ral and Cerem		1										
Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	ral and Cereman	1	1	40	45	10	2	0	1.1	17	11	12	207
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	ral and Ceremon 1 33	1 44	50	40	45	18	3	9	14	17	11	13	
Civil Rights - Sex/Gender/Gender Identityl Civil Rights - Transgender Screening Customer Service Customer Service - Others	ral and Ceremond 1 33 2	1 44 4	50 3	2	3	2			1	2			1
Civil Rights - Sex/Gender/Gender Identityl Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	33 2 31	1 44 4 40	50 3 47	2 38	3 42	2 16	3	9			11	13	19 278
Civil Rights - Sex/Gender/Gender Identityl Civil Rights - Transgender Screening Customer Service Customer Service - Others	ral and Ceremond 1 33 2	1 44 4	50 3	2	3	2			1	2			19 278
Civil Rights - Sex/Gender/Gender Identityl Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	33 2 31	1 44 4 40	50 3 47	2 38	3 42	2 16			1	2	11	13	1: 27: 4:
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General	33 2 31 8	1 44 4 40 6	50 3 47 4	2 38 9	3 42 5 1	2 16 5			1	2	11 2	13 1	1: 27: 4:
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	33 2 31	1 44 4 40 6	50 3 47 4	2 38 9	3 42 5 1	2 16 5	3		1 13	2	11 2 2	13	1: 27: 4: 3:
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	33 2 31 8	1 44 4 40 6	50 3 47 4 4 2	2 38 9 9	3 42 5 1 4 2	2 16 5 5	3		1 13	2	11 2 2	13 1	1: 27: 4: 3:
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	33 2 31 8 8	1 44 4 40 6 6 3 3	50 3 47 4 4 2 2	2 38 9 9 3 3	3 42 5 1 4 2 2	2 16 5 5 1	1 1	9	1 13 1 1	2 15	11 2 2 1 1	13 1	1 27 4 3 1
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	33 2 31 8 8 43	1 44 4 40 6 6 3 3 25	50 3 47 4 4 2 2 52	2 38 9 9 3 3 26	3 42 5 1 4 2	2 16 5 5	3		1 13	2 15	11 2 2	13 1 1	1 27 4 3 1
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	33 2 31 8 8	1 44 4 40 6 6 3 3	50 3 47 4 4 2 2	2 38 9 9 3 3	3 42 5 1 4 2 2	2 16 5 5 1	1 1	9	1 13 1 1	2 15	11 2 2 1 1	13 1	1 27 4 3 1 1 22
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 33 2 31 8 8 43 5	1 44 4 40 6 6 3 3 25	50 3 47 4 4 2 2 52	2 38 9 9 3 3 26	3 42 5 1 4 2 2 30	2 16 5 5 1	1 1	9	1 13 1 1 1 9	2 15	11 2 2 1 1	13 1 1	1 27 4 3 1 1 22
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 33 2 31 8 8 43 5 31	1 44 4 40 6 6 3 3 25 2	50 3 47 4 4 2 2 52 3 41	2 38 9 9 3 3 26 1 24	3 42 5 1 4 2 2 30	2 16 5 5 1 1 13	1 1 1	9	1 13 1 1 1 9	2 15 7 2 4	11 2 2 1 1 8	13 1 1 8 2	1! 273 4! 3! 1. 1. 223 1! 18
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 33 2 31 8 8 43 5 31 aged/Missing I	1 44 4 40 6 6 3 3 25 2 20 (temsUnspired)	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24	3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	6 5	1 13 1 1 1 9	2 15 7 2	11 2 2 1 1 8	13 1 1 8 2	19 278 40 39 14 14 228 10 18
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 33 2 31 8 8 43 5 31 aged/Missing I 7	1 44 4 40 6 6 3 3 25 2	50 3 47 4 4 2 2 52 3 41	2 38 9 9 3 3 3 26 1 24 Jggage	3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	9	1 13 1 1 1 9	7 2 4 1	11 2 2 1 1 8	13 1 1 8 2	19 278 40 39 14 14 228 16 187 2
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 33 2 31 8 8 43 5 31 aged/Missing I 7 4	1 44 4 40 6 6 3 3 25 2 20 (temsUnspired)	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 uggage 1 3	3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1 1	6 5	1 13 1 1 1 9	2 15 7 2 4 1	11 2 2 1 1 8 8	13 1 1 8 2	15 278 40 38 14 14 228 16 187 2
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 33 2 31 8 8 43 5 31 aged/Missing I 7	1 44 4 40 6 6 3 3 25 2 20 (temsUnspired)	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 Jggage	3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	6 5	1 13 1 1 1 9	7 2 4 1	11 2 2 1 1 8	13 1 1 8 2	15 278 40 1 1 35 14 14 228 187 2 23
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 33 2 31 8 8 43 5 31 aged/Missing I 7 4	1 44 4 40 6 6 3 3 25 2 20 (temsUnspired)	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 uggage 1 3	3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1 1	6 5	1 13 1 1 1 9	2 15 7 2 4 1	11 2 2 1 1 8 8	13 1 1 8 2	15 278 40 1 39 14 228 16 187 2 2 3
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 33 2 31 8 8 43 5 31 aged/Missing I 7 4	1 44 4 40 6 6 3 3 25 2 20 (temsUnspired)	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 Juggage 1 3	3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1 1	6 5	1 13 1 1 1 9	2 15 7 2 4 1	11 2 2 1 1 8 8	13 1 1 8 2	297 19 278 40 11 38 14 14 228 16 187 2 2 3 15 14 14

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

			ISA Contact	Center (1C	C) Data Too	ol - FOIA							
ories	10-Oct	11-Nov	12-Dec	01-Jan (02-Feb (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General							1				,	,	1
Persons w/ Disabilities (PWD) - Hearing	mpairment											1	1
Persons w/ Disabilities (PWD) - Internal N		es		1									1
Persons w/ Disabilities (PWD) - Medical			ne Body						1			1	2
Persons w/ Disabilities (PWD) - Medically		1	-					1	1				3
Persons w/ Disabilities (PWD) - Metal Im		'							'			1	1
Persons w/ Disabilities (PWD) - Respirate		or Equipm	ont			1							1
		er Equipin	ent			ı			4	4			
Persons w/ Disabilities (PWD) - Service A									1	4			5
Persons w/ Disabilities (PWD) - Touch Av							1		1				2
Persons w/ Disabilities (PWD) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ :	Segway		1		1				1	1		4
Prohibited & Permitted Items			2	3	1		2		1		2	2	13
Prohibited & Permitted Items - Alcohol an	d Tobacco						2				1	1	4
Prohibited & Permitted Items - Breast Mil	k/Babv Formu	ıla/Breast	Pump									1	1
Prohibited & Permitted Items - Firearm/A			'						1				1
Prohibited & Permitted Items - Food/Beve			2	1	1								4
	l				- '								
Prohibited & Permitted Items - General				2									2
Prohibited & Permitted Items - Liquids/Ge											1		1
Property - Special Handling	23	12	3	5	4	16	6	14	21	11	13	8	136
Property - Special Handling - Damaged It	3					2		1	2	1	1	2	12
Property - Special Handling - Damaged It	4	4	1	2		6		2	8	4	2	3	36
Property - Special Handling - Missing Iter		5		1	3	4	3	6	5	3	7	2	44
Property - Special Handling - Missing Iter		3		2	1	4	3	5	6	3	3	1	44
	'''	J			'	4	3	3	0	3	1		1
Request for Assistance													
Request for Assistance - Other											1		1
Screening	16	9	5	7	6	15	9	18	12	18	18	25	158
Screening - Children						1							1
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - Inconsistency				3		1	1	1	2				8
Screening - Lengthy Lines	1	1			1		2	6	3	6	6	4	30
Screening - Procedures/Process	13	8		4	5	11	6	10	7	12	11	21	112
<u> </u>		0	4	4	5		0		- /	12			
Screening - Retrieving Abandoned/Confis	2					2		1					5
Screening - Shoe Screening			1										1
2022	213	284	292	197	254	336	354	425					2,355
Airline		1	1	1	1		1						5
Airline - Policy/Regulations/Service		1	1	1	1		1						5
Civil Rights	3	2	2	4	4	2	7	2					26
Civil Rights - Age				1									1
				ı			4						
Civil Rights - Constitutional Rights							1						1
Civil Rights - Perceived Religion		1											1
Civil Rights - Profiling						1	2						3
Civil Rights - Race						1	3	1					5
Civil Rights - Racial Profiling or Discrimin	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity	- Not Transc	1			1		1						3
Civil Rights - Sexual Orientation - Not Tra								1					1
Claims	1			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					281
Customer Service - CSM		1	1				1						3
Customer Service - Others			1		1								2
Customer Service - TSO	36	49		19	28	40	27	49					276
	30	49		19		40	21	49					
DHS TRIP Conord			1		1								2
DHS TRIP - General			1		1								-
Duplicate E-mail													2
			1	1									2
Duplicate E-mail - General			1	1 1									
Duplicate E-mail - General Expedited Passenger Screening Program	123	182	1		184	254	261	321					2
			1	1	184 1	254	261	321					2
Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty	/ Military	1 203	1	1								2 2 1,669 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty		1 203	1		254	261	321					2 2 1,669 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty 1 1	/ Military 3	1 203	1 141	1	1	1	4					2 1,669 1 14 1
Expedited Passenger Screening Program	- Active Duty 1 1 9	Military 3	1 203 3	1 141	1 1 6	1	1	4					2 1,669 1 14 1 98
Expedited Passenger Screening Program	- Active Duty 1 1 9 112	y Military 3 25 154	1 203 3 17 183	1 141	1 1 6 175	1 9 242	1 9 247	4 15 299					2 1,669 1 14 1 98 1,545
Expedited Passenger Screening Program	- Active Duty 1 1 9 112	y Military 3 25 154	1 203 3 17 183	1 141	1 1 6	1	1	4					2 1,669 1 14 1 98
Expedited Passenger Screening Program	- Active Duty 1 1 9 112	y Military 3 25 154	1 203 3 17 183	1 141	1 1 6 175	1 9 242	1 9 247	4 15 299					2 1,669 1 14 1 98 1,545
Expedited Passenger Screening Program	- Active Duty 1 1 9 112 - TSA/DHS I	y Military 3 25 154	1 203 3 17 183	1 141	1 1 6 175	1 9 242	1 9 247	4 15 299					2 1,669 1 14 1 98 1,545
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesi	- Active Duty 1 1 9 112 - TSA/DHS I 1 ic	y Military 3 25 154	1 203 3 17 183	1 141	1 1 6 175 1 2	1 9 242	1 9 247	4 15 299					2 1,669 1 14 1 98 1,545 10 3
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Internat	- Active Duty 1 1 9 112 - TSA/DHS I 1 icicional Travel	y Military 3 25 154	1 203 3 17 183	1 141	1 1 6 175 1 2	1 9 242	1 9 247	4 15 299					2 1,669 1 14 1 98 1,545 10 3 1
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors	- Active Duty 1 1 9 112 - TSA/DHS I 1 ic	/ Military 3 25 154 Employee	1 203 3 17 183 s - Opt In	1 141	1 1 6 175 1 2 1	1 9 242 2	9 247 4	4 15 299 3					2 1,669 1 14 1 98 1,545 10 3 1
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks	- Active Duty 1 1 9 112 - TSA/DHS I 1 icicional Travel	/ Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In	1 141	1 1 6 175 1 2 1	1 9 242 2	1 9 247 4	4 15 299 3					2 1,669 1 14 1 98 1,545 10 3 1 1
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock	- Active Duty 1 1 9 112 - TSA/DHS I 1 icicional Travel	/ Military 3 25 154 Employees	1 203 3 17 183 s - Opt In	1 141	1 1 6 175 1 2 1	1 9 242 2	9 247 4	4 15 299 3					2 1,669 1 14 1 1 98 1,545 10 3 1 1 1 7
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks	- Active Duty 1 1 9 112 - TSA/DHS I 1 icicional Travel	/ Military 3 25 154 Employee	1 203 3 17 183 s - Opt In	1 141	1 1 6 175 1 2 1	1 9 242 2	1 9 247 4	4 15 299 3					2 1,669 1 14 11 98 1,545 10 3 1 1 1 7 7
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock	- Active Duty 1 1 9 112 - TSA/DHS I 1 icicional Travel	/ Military 3 25 154 Employees	1 203 3 3 17 183 s - Opt In 1 1	1 141	1 1 6 175 1 2 1	1 9 242 2	1 9 247 4	4 15 299 3					2 1,669 1 14 1 1 98 1,545 10 3 1 1 1 7
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Internat Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Active Duty 1 1 9 112 - TSA/DHS I 1 icicional Travel	Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In 1 1	8 133	1 1 6 175 1 2 1 1	1 9 242 2	1 9 247 4	4 15 299 3					2 1,669 1 14 1 1 98 1,545 10 3 1 1 1 1 7 7
Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Internat Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Active Duty 1 1 1 9 112 - TSA/DHS I 1ic ional Travel	/ Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In 1 1	1 141	1 1 6 175 1 2 1	1 9 242 2 1 1 1 1	1 9 247 4	4 15 299 3					2 2 1,669 1 4 1 1 4 1 1 9 8 1,545 1 0 3 1 1 1 1 7 7 5 5 5 4 4 4
Expedited Passenger Screening Program Identification (ID) Requirements Program Identification (ID) Requirements Identification (ID	- Active Duty 1 1 9 112 - TSA/DHS I ici ional Travel 1 1 aged/Missii	7 Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In 1 1 1 7 5	8 133	1 1 6 175 1 2 1 1 1	1 9 242 2 1 1 1 1 1	1 9 247 4 1 1 1 1 4	4 15 299 3 2 2 2					2 2 1,669 14 14 18 98 1,545 10 3 3 1 1 1 1 7 7 7 5 5 5 444 14
Expedited Passenger Screening Program Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	- Active Duty 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missii	7 Military 3 25 154 Employees 1 1 1 4 4 6 6 1 1	1 203 3 17 183 s - Opt In 7 5 2	8 133 5 4	1 1 6 175 1 2 1 1 1 1	1 9 242 2 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6	4 15 299 3					2 1,669 1 14 18 98 1,545 10 3 1 1 1 1 7 7 7 5 5 44 44 14
Expedited Passenger Screening Program Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	- Active Duty 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missil maged/Missil urrayed Item	7 Military 3 25 154 Employees	1 203 3 3 17 183 s - Opt In 1 1 1 5 5 2	8 133 5 4	1 1 6 175 1 2 1 1 1 1 5	1 9 242 2 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6	4 15 299 3 2 2 2 9 3 6					2 1,669 1 14 18 98 1,545 10 3 1 1 1 1 7 7 5 5 44 144 26
Expedited Passenger Screening Program Identification (ID) Requirements - Domest Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction	- Active Duty 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missii	7 Military 3 25 154 Employees 1 1 1 4 4 6 6 1 1	1 203 3 3 17 183 s - Opt In 1 1 1 5 5 2	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1	1 9 242 2 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6	4 15 299 3 3 2 2 2 9 3 6					2 1,669 1 14 18 98 1,545 10 3 1 1 1 7 7 5 5 5 44 44 26 4
Expedited Passenger Screening Program Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	- Active Duty 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missil maged/Missil urrayed Item	7 Military 3 25 154 Employees	1 203 3 3 17 183 s - Opt In 1 1 1 5 5 2	8 133 5 4	1 1 6 175 1 2 1 1 1 1 5	1 9 242 2 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6	4 15 299 3 2 2 2 9 3 6					2 1,669 1 14 18 98 1,545 10 3 1 1 1 1 7 7 5 5 44 144 26
Expedited Passenger Screening Program Identification (ID) Requirements - Domest Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction	- Active Duty 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missil maged/Missil urrayed Item	7 Military 3 25 154 Employees	1 203 3 17 183 s - Opt In 7 5 2	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1 5	1 9 242 2 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6	4 15 299 3 3 2 2 2 9 3 6					2 1,669 1 14 18 98 1,545 10 3 1 1 1 7 7 5 5 5 44 44 26 4
Expedited Passenger Screening Program Identification (ID) Requirements Program Identification (ID) Requirements Identification (ID) Requirements Internat Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan	- Active Duty 1 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missil arrayed Item 2	/ Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In 1 1 1 7 5 2 1	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1 5	1 9 242 2 1 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6 1 3	4 15 299 3 2 2 2 2 9 3 6					2 2 1,669 1 1 144 1 1 98 1,545 10 3 3 1 1 1 1 7 7 5 5 5 4 4 4 4 2 6 4 2 0 4 9
Expedited Passenger Screening Program Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	- Active Duty 1 1 1 9 112 - TSA/DHS I 1 ici ional Travel 1 1 agged/Missii agged/Missii arrayed Item 2	7 Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1 5	1 9 242 2 1 1 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6 6 1 3	4 15 299 3 2 2 2 2 9 3 6					2 2 1,669 14 14 18 98 1,545 10 3 3 1 1 1 1 1 7 7 7 5 5 444 14 26 4 20 4 9 7
Expedited Passenger Screening Program Identification (ID) Requirements - Domest Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	- Active Duty 1 1 1 9 112 - TSA/DHS I icic ional Travel 1 1 agged/Missil arrayed Item 2	/ Military 3 25 154 Employee	1 203 3 17 183 s - Opt In 1 1 1 1 2 1 2 1 2	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1 5 4 1 1	1 9 242 2 1 1 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6 1 3	4 15 299 3 2 2 2 2 9 3 6					2 2 1,669 1 1 1 1 98 1,545 10 3 3 1 1 1 1 1 1 7 7 7 5 5 5 5 4 4 4 1 2 6 4 2 0 4 9 9 7 3 3
Expedited Passenger Screening Program Identification (ID) Requirements - Domesi Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer	- Active Duty 1 1 1 9 112 - TSA/DHS I 1 icic ional Travel 1 1 1 agged/Missii arrayed Item 2 1 1	/ Military 3 255 154 Employee	1 203 3 3 17 183 s - Opt In 1 1 1 1 1 2 2 2	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1 5 4 1 1 1	1 9 242 2 1 1 1 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6 1 3	4 15 299 3 2 2 2 2 9 3 6 4 3					2 2 1,669 1 1 14 1 98 1,545 10 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Identification (ID) Requirements - Domest Identification (ID) Requirements - Internat Identification (ID) Requirements - Minors Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	- Active Duty 1 1 1 9 112 - TSA/DHS I 1 ici ional Travel 1 1 agged/Missii arrayed Item 2 1 1 7	/ Military 3 25 154 Employee	1 203 3 3 17 183 s - Opt In 1 1 1 1 1 2 2 2	8 133 5 4 1	1 1 6 175 1 2 1 1 1 1 5 4 1 1	1 9 242 2 1 1 1 1 1 1 1	1 9 247 4 1 1 1 1 4 6 1 3	4 15 299 3 2 2 2 2 9 3 6					2 2 1,669 1 1 1 1 98 1,545 10 3 3 1 1 1 1 1 1 7 7 7 5 5 5 5 4 4 4 1 2 6 4 2 0 4 9 9 7 3 3

					TCC) Data								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes		1	1			1							
Persons w/ Disabilities (PWD) - Diapers/G			1										
Persons w/ Disabilities (PWD) - Internal M	edical Devi	ces			1								
Persons w/ Disabilities (PWD) - Medical D	evices - Att	ached to th	1				1	1					
Persons w/ Disabilities (PWD) - Medically	2					1							
Persons w/ Disabilities (PWD) - Mobility [1				2		1	1					
Persons w/ Disabilities (PWD) - Prosthesi	1												
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipme	nt			1							
Persons w/ Disabilities (PWD) - Service A	nimals		1		1	1							
Persons w/ Disabilities (PWD) - Wheelcha	1	3											
Prohibited & Permitted Items	3	3	1										
Prohibited & Permitted Items - Alcohol an	1												
Prohibited & Permitted Items - Beauty & G	rooming Ite	1											
Prohibited & Permitted Items - Electronic [Devices	1											
Prohibited & Permitted Items - Food/Beve	2	1	1										
Property - Special Handling	25	13	13	14	8	13	13	13					1
Property - Special Handling - Damaged Ite	4	1	1		2	2	1	3					
Property - Special Handling - Damaged Ite	1	2	3	5	1	2	2	4					
Property - Special Handling - Missing Item	14	8	7	6	4	2	4	3					
Property - Special Handling - Missing Item	6	2	2	3	1	7	6	3					
Screening	13	12	23	10	13	16	26	21					1
Screening - Crew Member or Airline Emplo	oyee				1	1							
Screening - Gate Pass							1						
Screening - Inconsistency	2	2	4	1	1	2	6	2					
Screening - Lengthy Lines	1	3	6	4	3	1	4	5					
Screening - Procedures/Process	10	7	13	5	8	10	12	13					
Screening - Retrieving Abandoned/Confisc	ated Items					1	3	1					
Screening - Shoe Screening						1							
Transfer to Security Specialist			1										
Transfer to Security Specialist - Reportable	e Communi	cation	1										
TWIC			1										
TWIC - General			1										

ogorios	40.0-4		A Contact C				04 6	05.14	00 1	07 11	00 4	00 0	T-4
egories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
TW	8	5	3	5	8	8	10	3	1	3	4		
2019				1	2		2			1		2	
Mishandling of Passenger Property					1		1			1		2	
Mishandling of Passenger Property - Dam				ge	1					1		2	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	r Checked				1						
Property - Special Handling					1		1						
Property - Special Handling - Missing Item					1								
Property - Special Handling - Missing Item	ns - Checked						1						
Screening				1									
Screening - Procedures/Process				1									
2020	3		2	2	1	1		1		1	1		
Civil Rights	1		1										
Civil Rights - Racial Profiling or Discrimina			1										
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service						1							
Customer Service - TSO						1							
Locks	1										1		
Locks - Missing or Damaged Lock	1										1		
Mishandling of Passenger Property			1							1			
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1							1			
Patdown	-9							1					
Patdown - Flyer								1					
Property - Special Handling				1	1								
Property - Special Handling - Damaged Ite	ome - Chackar	4			1								
Property - Special Handling - Missing Item		4		1									
Screening	1			1									
ů .	1			1									
Screening - Procedures/Process				1									
2021	1		1		3	1		1	1	1	3	3	
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	ation				1								
Expedited Passenger Screening Program								1		1	2		
Expedited Passenger Screening Program	- TSA PreChe	ck						1		1	2	2	
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1										
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling	1				1							1	
Property - Special Handling - Damaged Ite	ems - Carry-O	n			1								
Property - Special Handling - Missing Item	1											1	
Screening					1	1			1				
Screening - Lengthy Lines					1								
Screening - Procedures/Process						1			1				
2022	4	5		2	2	6	8	1					
Customer Service	1			_	_		•						
Customer Service - TSO	1												
Expedited Passenger Screening Program	3	4		1	2	3	7						
Expedited Passenger Screening Program			am				1						
Expedited Passenger Screening Program	3	4	4111	1	2	3	6						
No Jurisdiction	J	-		1		3	0						
No Jurisdiction - Refer to Other				1									
				l l		A							
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling		1											
B . 6													
Property - Special Handling - Missing Item	ns - Checke	1											
Screening	ns - Checke	1				2	1	1					
	ns - Checke	1				2	1	1					

			SA CUIILA	Ct Center (icc, Dala	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATY	2	2		1		1			1				7
2020	2												2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2021									1				1
Customer Service									1				1
Customer Service - TSO									1				1
2022		2		1		1							4
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											1
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program	- TSA PreC	1				1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disa	rraved Items	sCarry-on	or Checke	(1									1

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

				Center (TCC	•								
Categories	10-Oct 11	1-Nov 1	12-Dec (01-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	101	138	147	134	128	198	235	207	89	102	95	106	1,680
2019				26	28	35	37	34	37	37	33	29	296
Civil Rights				1	1			1	2	2	3	2	12
Civil Rights - Hair Patdowns								1			0	1	2
Civil Rights - Racial Profiling or Discrimina	ation			4	1			1			1		
		t		1	1							1	4
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	aer							1	2	2		5
Civil Rights - Transgender Screening									1				1
Customer Service				4	9	7	7	7	5	4	7	4	54
Customer Service - Others											1		1
Customer Service - TSO				4	9	7	7	7	5	4	6	4	53
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
				2	'	0	0	2	4	4	2	2	
Locks				3		2	2	3	4	1	3	3	21
Locks - Missing or Damaged Lock				3		2	2	3	4	1	3	3	21
Mishandling of Passenger Property				7	3	8	12	10	11	11	7	5	74
Mishandling of Passenger Property - Dam	aged/Missing It	emsCarr	y-on Lug	1		1			2				4
Mishandling of Passenger Property - Dam	aged/Missing It	emsChe	cked Bac	4	2	6	11	8	7	8	6	3	55
Mishandling of Passenger Property - Disa				2	1	1	1	2	2	3	1	2	15
Patdown	,			1	1	4	2	2	1	2	3	1	17
Patdown - Flyer				1	1	4	2	1	1	2	3	1	16
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				2		2	3	3	2	3	3	4	22
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental I	Disability					1		1			2
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	3
Persons w/ Disabilities (PWD) - General				1			- 1		1			1	1
	Indical David			- 1				4					
Persons w/ Disabilities (PWD) - Internal M			1.84					1					1
Persons w/ Disabilities (PWD) - Medically		dication ar	nd Medical	Supplies				1				2	3
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	/heelchair	or Scoot	1						1	1		3
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		uma)									1		1
							0						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ Se	gway				2	2				1		5
Property - Special Handling				5	7	6	7	7	8	10	7	7	64
Property - Special Handling - Damaged Ite	ems - Carry-On				1		1			3	1	2	8
Property - Special Handling - Damaged Ite	ems - Checked			1	3	4	2	1	1	1	2	4	19
Property - Special Handling - Missing Item	ns - Carry-On			1			1	2	3	2			9
Property - Special Handling - Missing Item				3	3	2	3	4	4	4	4	1	28
Screening	io Orioonou			3	6	6	4	1	4	4		3	31
<u> </u>				3	0		4		4	4		3	
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1			1	1				3
Screening - Procedures/Process				3	5	4	3		3	3		3	24
Constraint Detrieving Abandonad/Config						4				1			2
Screening - Retrieving Abandoned/Confis	cated Items					1							_
Screening - Retrieving Abandoned/Confision	cated Items					1	1						1
Screening - Security Breach		35	32	35	22		1	5			12	18	1
Screening - Security Breach 2020	31	35	32	35	33	18	1 6	5	9	17	12	18	1 251
Screening - Security Breach 2020 Civil Rights		35	32	35	2			5	9		12	18	1 251 11
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin	31					18			9	17			1 251 11 1
Screening - Security Breach 2020 Civil Rights	31				2	18			9	17			1 251 11
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin	31 1				2	18			9	17			1 251 11 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	31 1 1 ation	1	1		1	18			9	17 1	1	1	1 251 11 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu	31 1 1 ation iral and Ceremo	1 1 onial Items	1	1	1	18		1	9	17 1	1	1	1 251 11 1 1 6
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity	31 1 1 ation iral and Ceremo	1 1 onial Items	1	1	1	18			9	17 1	1	1	1 251 11 1 1 6 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	31 1 1 ation Iral and Ceremo	1 1 onial Items der	1	1	1	18		1		17 1	1	1	1 251 11 1 1 6 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	31 1 1 ation iral and Ceremo	1 1 onial Items	1	1 1 2	1 1 3	18		1	9	17 1	1	1	1 251 11 1 1 6 1 1 1 30
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	31 1 1 ation rral and Ceremo - Not Transgeno	1 nonial Items der	1 1 5	1 2 1	2 1 1 3 1	18		1	2	17 1	1 2	1 1 3	1 251 11 1 1 6 1 1 1 30
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimins Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	31 1 1 ation ural and Ceremo Not Transgeno 7	1 1 onial Items der	1 5 5	1 2 1 1	2 1 1 3 1 2	18		1		17 1	1	1	1 251 11 1 1 6 1 1 1 30 2 28
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	31 1 1 ation rral and Ceremo - Not Transgeno	1 nonial Items der	1 1 5	1 2 1	2 1 1 3 1	18		1	2	17 1	1 2	1 1 3	1 251 11 1 1 6 1 1 1 1 30 2
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	31 1 1 ation ural and Ceremo Not Transgeno 7	1 onial Items der 6	1 5 5	1 2 1 1	2 1 1 3 1 2	18		1	2	17 1	1 2 2	1 1 3	1 251 11 1 1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2	1 onial Items der 6 6 1 1	1 1 5 5 2 2	1 2 1 1 3 3 3	2 1 1 3 1 2 1	18 1	6	1	2	1 1 1 1 1 1	1 2 2 1 1	1 3 3	1 251 11 1 1 1 1 1 6 6 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5	1 1 2 2 2 3 4 4 6 6 1 1 7	1 1 5 5 2 2 2	1 1 2 1 1 3 3 10	2 1 1 3 1 2 1 1 8	18	6	1	2	17 1 1 1 1 1 1 9 9	1 2 2 1	1 1 3	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It	1 1 1 nonial Items der 6 6 1 1 7 ems-C	1 1 5 5 2 2 9	1 2 1 1 3 3 3 10 1 1	2 1 1 3 1 2 1 1 8 2	18 1	3 1	1 1 3 1	2 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 3 3	1 251 11 1 1 1 1 1 1 3 3 0 2 2 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	31 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It	1 1 1 nial Items der 6 6 1 7 rems—C 5	1 5 5 2 2 9 1	1 1 2 1 1 3 3 10	2 1 1 3 1 2 1 1 8 2 4	18 1 1	6	1	2 2 3 3 2	17 1 1 1 1 1 1 9 9	1 1 2 2 1 1 4	1 1 3 3 6 5	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	31 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It	1 1 1 nonial Items der 6 6 1 1 7 ems-C	1 1 5 5 2 2 9	1 2 1 1 3 3 3 10 1 1	2 1 1 3 1 2 1 1 8 2	18 1	3 1	1 1 3 1	2 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 3 3	1 251 11 1 1 1 1 1 1 3 3 0 2 2 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	31 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It	1 1 1 nial Items der 6 6 1 7 rems—C 5	1 5 5 2 2 9 1	1 2 1 1 3 3 3 10 1 1	2 1 1 3 1 2 1 1 8 2 4	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	31 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item	1 1 1 nonial Items der 6 6 1 7 rems—C 5 2	1 5 5 2 2 9 1 7	1 1 2 1 1 3 3 10 1 9	2 1 1 3 1 2 1 1 8 2 4 2	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 agged/Missing It 5 rrayed Item 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 1 1	1 1 2 1 1 3 3 10 1 1 9	2 1 1 3 1 2 1 1 8 2 4 2 1	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 3 3 0 2 2 8 8 1 1 1 1 1 1 7 4 8 5 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3	1 1	1 5 5 2 2 9 1 7 1	1 1 2 1 1 3 3 10 1 1 9	2 1 1 3 1 2 1 1 8 2 4 2	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	31 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 1 1	1 1 2 1 1 3 3 10 1 1 9	2 1 1 3 1 2 1 1 8 2 4 2 4 2 1 1 1 3	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sexening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 1 1	1 1 2 1 1 3 3 10 1 1 9	2 1 1 3 1 2 1 1 8 2 4 2 1	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Inabetes Persons w/ Disabilities (PWD) - Medical D	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 2 2 2 9 1 7 7 1 1 1 1 1 1 1 Body	1 1 2 1 1 1 3 3 3 10 1 9	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sexening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 2 2 2 9 1 7 7 1 1 1 1 1 1 1 Body	1 1 2 1 1 1 3 3 3 10 1 9	2 1 1 3 1 2 1 1 8 2 4 2 4 2 1 1 1 3	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Inabetes Persons w/ Disabilities (PWD) - Medical D	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 //Developm Devices - Attach	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 2 2 2 9 1 7 7 1 1 1 1 1 1 1 Body	1 1 2 1 1 1 3 3 3 10 1 9	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Medisability (Ni	1 1 nial Items der 6 6 1 7 ems—C 5 2 2 2 1 2 ed to the Idication an	1 1 5 5 2 2 2 9 1 7 7 1 1 1 1 1 1 1 Body	1 1 2 1 1 1 3 3 3 10 1 9	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3	18 1 1	3 1	1 1 3 1	2 2 3 3 2	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	31 1 ation ral and Ceremo Not Transgence 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Medicability (Nicair/ Scooter)	1 1 onial Items der 6 6 1 1 7 ems-C 5 2 2 2 5 1 1 2 eled to the It dication an	1 1 5 5 2 2 9 1 1 7 1 1 1 1 1 1 Body and Medical 3	1 2 1 1 1 3 3 3 10 1 9 3 3 3 Supplies	2 1 1 3 1 2 1 1 8 2 4 2 4 2 1 1 3 3	18 1 1 7 5 2	3 1 2	3 1 2	2 2 3 2 1	17 1 1 1 1 1 1 9 2 2 7	1 2 2 1 1 4 3 1	1 1 3 3 6 5 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Ig Persons w/ Disabilities (PWD) - Medically	31 1 ation tral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 /Developm Devices - Attach Necessary Medisability (Neair/ Scooter/	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 5 2 2 9 1 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 5 5 6 6 6 6	1 1 2 1 1 1 3 3 3 100 1 1 9 3 3 3 3 Supplies	2 1 1 3 1 2 1 1 8 2 4 2 4 2 1 1 1 3 3	18 1 1 7 5 2	3 1	1 1 3 1	2 2 3 3 2 1	17 1 1 1 1 1 1 9 2 2	1 1 2 2 1 1 4	1 1 3 3 6 5 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sevening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I	31 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 //Developm Devices - Attach Necessary Me Disability (Niair/ Scooter) 9 ems - Carry-On	1 1 nonial Items der 6 6 1 1 7 rems–C 5 2 2 5 1 2 ted to the Edication ar 1 1 9	1 1 5 5 2 2 9 1 1 7 1 1 1 1 1 1 Body and Medical 3	1 1 2 1 1 3 3 3 10 1 1 9 3 3 3 3 Supplies	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 5 2	3 1 2	1 3 1 2	2 2 3 2 1	17 1 1 1 1 1 1 9 2 7	1 2 2 1 1 4 3 1	1 1 3 3 6 5 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sevening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oighetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite	31 1 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Medisability (Nivair/ Scooter/ 9 ems - Carry-On 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 5 2 2 9 1 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 5 5 6 6 6 6	1 1 2 1 1 3 3 3 10 1 1 9 3 3 3 Supplies	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 5 2	3 1 2	3 1 2	2 2 3 3 2 1	17 1 1 1 1 1 1 9 2 2 7	1 2 2 1 1 4 3 1 1	1 1 3 3 6 5 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oognitive Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Nobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 //Developm Devices - Attach Necessary Me Disability (Ni air/ Scooter/ 9 ems - Carry-On 4 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 1 1 1 1 1 1 1 Body and Medical 3 5 1	1 2 1 1 3 3 10 1 9 3 3 3 110 1 2 5 1	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 5 2 1 1	3 1 2	1 3 1 2	2 2 3 2 1	17 1 1 1 1 1 1 9 2 2 7 7 5 5 3 3	1 2 2 1 1 4 3 1 1	1 1 3 3 3 6 5 1 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sevening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oighetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite	31 1 1 ation Iral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Medisability (Nivair/ Scooter/ 9 ems - Carry-On 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 5 2 2 9 1 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 5 5 6 6 6 6	1 2 1 1 3 3 10 1 9 3 3 3 10 1 2 5 1 1 2 5 1 3	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 5 2	3 1 2	1 3 1 2	2 2 3 3 2 1	17 1 1 1 1 1 1 9 2 7	1 2 2 1 1 4 3 1 1	1 1 3 3 6 5 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach 2020 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oognitive Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Nobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 //Developm Devices - Attach Necessary Me Disability (Ni air/ Scooter/ 9 ems - Carry-On 4 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 1 1 1 1 1 1 1 Body and Medical 3 5 1	1 2 1 1 3 3 10 1 9 3 3 3 110 1 2 5 1	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 5 2 1 1	3 1 2	1 3 1 2	2 2 3 2 1	17 1 1 1 1 1 1 9 2 2 7 7 5 5 3 3	1 2 2 1 1 4 3 1 1	1 1 3 3 3 6 5 1 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Me- Disability (Ni- air/ Scooter/ 9 ems - Carry-On 4 1 4	1 1	1 1 5 5 2 2 9 1 7 7 1 1 1 1 1 Body and Medical 3 1 5 1	1 2 1 1 3 3 10 1 9 3 3 3 10 1 2 5 1 1 2 5 1 3	2 1 1 3 1 2 1 1 1 8 2 4 2 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 7 5 2 1 1 1 1 8 8 1 4 4 3 3	3 1 2 2 1 1	1 3 1 2	2 2 3 3 1 1 2 2	17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 4 3 1 1	1 1 3 3 6 5 1 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Madically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Madically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	31 1 ation ral and Ceremo Not Transgeno 7 7 2 2 5 aged/Missing It 5 rrayed Item 3 /Developm Devices - Attach Necessary Mer Disability (Niair/ Scooter) 9 ems - Carry-On 4 1 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 1 1 7 1 1 7 1 1 1 1 7 1	1 5 5 2 2 9 1 7 7 1 1 1 1 1 1 1 1 5 5 1 1 5 1 4 8 8 2	1 1 2 1 1 3 3 3 10 1 9 3 3 3 3 Supplies 11 2 5 1 3 5 5	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 6 1 1 1 2 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1	18 1 1 7 5 2 1 1 8 1 4	3 1 2	1 3 1 2	2 2 3 3 1 1 2 2	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 4 3 1 1	1 3 3 3 6 5 1 1 1 1	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2021 Airline	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Me Disability (Ni air/ Scooter/ 9 ems - Carry-On 4 1 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 7 1 1 1 1 1 1 1 1 1 5 5 1 1 4 8 8 2 6	1 2 1 1 3 3 10 1 9 3 3 3 10 1 1 9 5 1 1 2 5 1 3 5	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 6 1 1 1 2 2 9 9 9 9 9 9 1 1 1 1 1 1 2 9 9 9 9	18 1 1 7 7 5 2 1 1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 2 1 1 1 1 1	1 1 1	2 2 3 2 1	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 4 3 1 1 3	1 1 3 3 6 5 1 1 1 1 5	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2021 Airline	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Me Disability (Ni air/ Scooter/ 9 ems - Carry-On 4 1 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 2 2 9 1 7 7 1 1 1 1 1 1 1 1 1 5 5 1 1 4 8 8 2 6	1 2 1 1 3 3 10 1 9 3 3 3 10 1 1 9 5 1 1 2 5 1 3 5	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 1 6 1 1 1 2 2 9 9 9 9 9 9 1 1 1 1 1 1 2 9 9 9 9	18 1 1 7 7 5 2 1 1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 2 1 1 1 1 1	1 1 1	2 2 3 2 1	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 4 3 1 1 3	1 1 3 3 3 6 5 1 1 1 1 2 5 5 2 2 5 9	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Origitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilitie	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Me Disability (Ni air/ Scooter/ 9 ems - Carry-On 4 1 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 2 2 9 1 1 7 1 1 1 1 1 1 1 1 1 1 5 1 1 1 1 1 1	1 2 1 1 3 3 10 1 9 3 3 3 10 1 1 9 5 1 1 2 5 1 3 5	2 1 1 3 1 2 1 1 8 2 4 2 4 2 1 1 1 3 3 1 1 1 6 1 1 2 9 9 9 9 9 9 1 1 1 1 1 2 9 9 9 9 9	18 1 1 7 7 5 2 1 1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 2 1 1 1 1 1	1 1 1 1 1 32	2 2 3 2 1 1 2 1 1 43 1	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 4 3 3 1	1 1 3 3 3 6 5 1 1 1 1 2 5 5 2 2 5 9	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Hair Patdowns	31 1 1 ation IT aland Ceremo Not Transgeno 7 7 2 2 2 5 aged/Missing It 5 IT ayed Item 3 /Developm Devices - Attach Necessary Merbisability (Niair/ Scooter) 9 erms - Carry-On 4 1 4 4 11	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 2 1 1 3 3 10 1 9 3 3 3 10 1 1 9 5 1 1 2 5 1 3 5	2 1 1 3 1 2 1 1 8 2 4 2 1 1 1 3 1 1 1 6 1 1 2 2 9 1 1 1 8 8 8 8 8 8 8 1 1 1 1 1 1 1 1 1	18 1 1 7 7 5 2 1 1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 2 1 1 1 1 1	1 1 1 1 32 2 1	2 2 1 3 1 1 43 1 1	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 1 1 1 4 3 1	1 1 3 3 3 6 5 1 1 1 1 2 5 2 5 9	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service Civil Rights	31 1 1 ation ral and Ceremo Not Transgeno 7 7 2 2 2 5 agged/Missing It 5 rrayed Item 3 3 /Developm Devices - Attach Necessary Medisability (Nivair/ Scooter/ 9 ems - Carry-On 4 4 4 11	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 2 2 9 1 1 7 1 1 1 1 1 1 1 1 1 1 5 1 1 1 1 1 1	1 2 1 1 3 3 10 1 9 3 3 3 10 1 1 9 5 1 1 2 5 1 3 5	2 1 1 3 1 2 1 1 8 2 4 2 4 2 1 1 1 3 3 1 1 1 6 1 1 2 9 9 9 9 9 9 1 1 1 1 1 2 9 9 9 9 9	18 1 1 7 7 5 2 1 1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 2 1 1 1 1 1	1 1 1 1 32 2	2 2 3 2 1 1 2 1 1 43 1	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 4 3 3 1	1 1 3 3 3 6 5 1 1 1 1 2 5 5 2 2 5 9	1 251 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

ries Claims	40.0-4				Tool - FOIA							
Claims	10-Oct	11-Nov 12	-Dec 01-Ja	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
						1						
Claims - Status						1						
Customer Service		2	6	4 4	4	7	5	3	8	4	4	5
Customer Service - TCC			0	7		- 1		- 0	- 0			
						_	_					
Customer Service - TSO		2	6	4 3	3 4	7		3	8	4	4	5
Duplicate E-mail						1						
Duplicate E-mail - General						1						
Expedited Passenger Screening Program			1	3	4	7	15	21	25	31	37	14
			1	3	4	- 1		21	25	31	31	
Expedited Passenger Screening Program							1					
Expedited Passenger Screening Program	 TSA Applica 	ation Program			1	2	3	1		2	1	10
Expedited Passenger Screening Program	- TSA PreChe	eck	1	3	3	5	11	20	25	29	36	134
Human Capital							1					
·												
Human Capital - Prospective Employment	with ISA						1					
Locks	2				1			1				4
Locks - Missing or Damaged Lock	2				1			1				
			0									
Lost and Found			2				1					
Lost and Found - Airport/TSA			2				1					
Mishandling of Passenger Property	2	3	4	1 '		3			4			1
Mishandling of Passenger Property - Dam		1	1	1					1			
Mishandling of Passenger Property - Dam	aged/Missii	1	3			1			3			
Mishandling of Passenger Property - Disa	2	1				2						
No Jurisdiction									1		1	
No Jurisdiction - Refer to Other									1		1	
Patdown										1	2	
Patdown - Children										1		
											•	
Patdown - Flyer											2	
Persons w/ Disabilities (PWD)		1		1	1		1	1	1		1	
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1					
Persons w/ Disabilities (PWD) - Cognitive		ital /Montal Di	eability.				-					
					1							
Persons w/ Disabilities (PWD) - Medical D											1	
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication and	Medical Supp	ies				1				
Persons w/ Disabilities (PWD) - Metal Imp	lants (ioint)								1			
									<u>'</u>			
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	1		1								
Prohibited & Permitted Items			1					1		1	1	4
Prohibited & Permitted Items - Alcohol and	d Tobacco		1									
Prohibited & Permitted Items - Food/Beve											1	
											- 1	
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sha	arp Objects						1		1		
Property - Special Handling	3	5	2		1	2	2	7	4	3		30
Property - Special Handling - Damaged Ite	ems - Carry-O	n				1						2
Property - Special Handling - Damaged Ite						- '		-	0			
		3						4	3	2		14
Property - Special Handling - Missing Item	is - Carry-On		1					1				
Property - Special Handling - Missing Item	1	2	1		1	1	2	2	1	1		12
Screening	4		1	4	4	4		7	5	8	11	53
-	4		1	4	4	4	5				- 11	
Screening - Children									2			2
3												
ŭ .				1			1					2
Screening - Inconsistency				1		2		5			3	
Screening - Inconsistency Screening - Lengthy Lines	4		4		4	2	2	5	2	2	3	14
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4		1	3	4	2	2	5 2	3		3	14 35
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 59	92	97				2		3			14 35
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process		92		3		2	2 2 136		3			14 35 80 0
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights	59	92	97 2	3 60 59	130	2 167	2 2 136		3			14 35 800 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns	59	92	97	3 60 59	130 1	2 167 1	2 2 136		3			14 35 800 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights	59	92	97 2	3 60 59	130	2 167	2 2 136		3			14 35 800 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns	59 3 1	92	97 2	3 60 59	130 1	2 167 1	2 2 136		3			14 35 800 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race	59 3 1	92	97 2	3 60 59	130 1	2 167 1	2 2 136		3			14 35 800 8 2 2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	59 3 1 ation	92	97 2 1	3 60 59	130 1	2 167 1	2 2 136		3			14 35 800 8 2 2 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	59 3 1 ation		97 2 1	3 60 59 1	130	2 167 1	2 2 136		3			14 35 800 8 2 2 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	59 3 1 ation	92	97 2 1	3 60 59	130	2 167 1	2 2 136		3			14 35 800 8 2 2 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	59 3 1 ation		97 2 1	3 60 59 1	130	2 167 1	2 2 136		3			14 35 800 8 2 2 1 1 1 2 64
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM	59 3 1 ation 1 1 7	12	97 2 1 1 8 1	3 60 59 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 167 1 1	2 2 136		3			14 35 800 8 2 2 1 1 1 2 64
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO	59 3 1 1 ation 1 7	12	97 2 1 1 8 1 7	3 60 59 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 1 1 1 3 15	2 167 1 1	2 2 136		3			14 35 800 8 2 2 2 64
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Transgender Screening Customer Service Customer Service - CSM	59 3 1 ation 1 1 7	12	97 2 1 1 8 1 7	3 60 59 1	130 1 1 1 3 15	2 167 1 1	2 2 136		3			14 35 800 8 4 2 2 6 4 6 6
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	3 1 1 ation 1 7 7 36	12 12 69	97 2 1 1 8 1 7 70	3 60 59 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 1 1 1 3 15	2 167 1 1	2 2 136		3			14 38 800 8 2 2 2 6 6 6 6 5 9
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	59 3 1 ation 1 1 7 7 36 - Active Duty	12 12 69 Military	97 2 1 1 8 1 7 70	3 60 59 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 1 1 1 3 15	2 167 1 1 1 9 9	2 2 136 5 5		3			14 38 800 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 1 ation 1 7 36 - Active Duty - DoD	12 12 69 Military	97 2 1 1 8 1 7 70 1 2	3 60 59 1 1 5 5 5 41 41 47	130 1 1 1 3 15 8 15 88	2 167 167 1 1 1 9 9 128	2 2 136 5 5 118		3			1. 33. 80: 5: 6: 6: 59
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 1 ation 1 7 36 - Active Duty - DoD	12 12 69 Military	97 2 1 1 8 1 7 70	3 60 59 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 1 1 1 3 15 8 15 88	2 167 1 1 1 9 9	2 2 136 5 5 118		3			1. 33. 80: 5: 6: 6: 59
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	3 1 1 sation 1 7 7 36 - Active Duty - DoD 3	12 12 69 Military	97 2 1 1 8 1 7 70 1 2 8	3 60 59 1 1 1 5 3 3 41 41 47 2 2 2	130 1 1 1 3 15 8 15 88	2 167 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118		3			14 35 800 8 2 2 2 2 64 63 59 59
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33	12 12 69 Military 1 9 59	97 2 1 1 8 1 7 70 1 2 8 59	3 60 59 1 1 5 5 5 41 41 47	130 1 1 1 3 15 8 15 88	2 167 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4		3			14 38 80i 4 2 2 3 6 6 6 5 9
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33	12 12 69 Military 1 9 59	97 2 1 1 8 1 7 70 1 2 8 59	3 60 59 1 1 1 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 2 2 2 64 63 59 8 3 3 555
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33	12 12 69 Military 1 9 59	97 2 1 1 8 1 7 70 1 2 8 59	3 60 59 1 1 1 5 3 3 41 41 47 2 2 2	130 1 1 1 3 15 8 15 8 88	2 167 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 4 2 2 4 6 6 5 5 9 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33	12 12 69 Military 1 9 59	97 2 1 1 8 1 7 70 1 2 8 59	3 60 59 1 1 1 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 35 800 8 2 2 2 1 1 1 1 2 6 4 1 1 6 5 5 9 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	59 3 1 ation 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E	12 12 69 Military 1 9 59 mployees - O _I	97 2 1 1 8 1 7 70 1 2 8 59	3 60 59 1 1 1 5 5 5 5 5 5 41 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 2 2 2 6 6 5 5 9 8 8 8 8 6 4 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property	3 1 ation 1 1 7 36 - Active Duty - DoD 3 - TSA/DHS E	12 12 69 Military 1 9 59 mployees - O ₁	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 6 6 6 5 5 9 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 1222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E	12 12 69 Military 1 9 59 mployees - O ₁	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 47 47 47 39 39 39 39	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			1. 33. 80 6. 59 3 555 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E	12 12 69 Military 1 9 59 mployees - O ₁	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 5 5 5 5 5 41 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			1. 33. 80 6. 59 3 555 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1	12 12 69 Military 1 9 59 mployees - Op	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 47 47 47 39 39 39 39	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 33 801 1 2 3 6 6 6 5 9 3 3 3 5 5 5
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1	12 12 69 Military 1 9 59 mployees - O ₁	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 4 4 4 4 3 3 9 3 9 3 9 3 9 3 9 3 9 3 9 3	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 64 66 59 8 3 3 556
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 922 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1	12 12 69 Military 1 9 59 mployees - Op	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 47 47 47 39 39 39 39	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			1. 3. 80 6. 6. 59
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 722 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1	12 12 69 Military 1 9 59 mployees - Op	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 4 4 4 4 3 3 9 3 9 3 9 3 9 3 9 3 9 3 9 3	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			1. 3. 80 6. 6. 59
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 922 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1	12 12 69 Military 1 9 59 mployees - Op	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 5 5 5 5 5 41 4 4 4 7 4 7 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			1. 3. 80 6. 6. 59 3. 55.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 7022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Pogram Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Op 1 ItemsCarry-	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 33 800 6 6 6 59 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Op 1 Items—Carry- 1	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 41 41 41 41 41 41 41 41 41 41 41 41	130 1 1 1 3 15 8 15 8 88 2 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 33 800 6 6 6 59 55 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Facial Profiling or Discrimina Civil Rights - Transgender/Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Op 1 ItemsCarry-	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 2 2 2 6 6 6 5 5 5 7 4 4 4 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer	3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Op 1 Items—Carry- 1	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 41 41 41 41 41 41 41 41 41 41 41 41	130 1 1 1 3 15 8 15 8 88 2 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 64 64 63 559 4 4 4 11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer	3 1 1 1 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Ol	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			144 358 8000 8 8 2 2 2 1 1 1 2 6 4 4 1 1 3 3 5 5 1 3 1 1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	\$59 3 1 1 ation 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Op 1 Items—Carry- 1	97 2 1 1 8 1 7 70 1 2 8 59 ot In	3 60 59 1 1 1 5 3 3 41 41 41 41 41 41 41 41 41 41 41 41 41	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			14 38 800 8 64 64 65 59 55 55 63 44 42 11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer	\$59 3 1 1 ation 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item	12 12 69 Military 1 9 59 mployees - Ol	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			144 388 800 8 11 11 12 64 11 63 591 11 44 42 11 11 77 11 12 11 11 11 11 11 11 11 11 11 11 11
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G	3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item 2 2 4 pectrum 1	12 12 69 Military 1 9 59 mployees - Op ItemsCarry- 1 1 2	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113 1 1 1 1 1		3			14 38 800 8 2 2 6 6 6 5 5 9 5 5 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process O22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Sex/Gender/Gender Identity/ Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N	3 1 1 ation 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item 2 2 4 bectrum 1 Garments/Dres	12 12 69 Military 1 9 59 mployees - Operation of the control of th	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 on Luggage 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113 1 1 1 1 1		3			14 38 800 8 64 64 63 59 553 44 44 11 11 11 11 11 11 11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In	3 1 1 ation 1 7 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item 2 2 4 bectrum 1 Garments/Dres	12 12 69 Military 1 9 59 mployees - Op ItemsCarry- 1 1 2	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 on Luggage 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113 1 1 1 1 1		3			14 38 800 8 64 64 63 59 553 44 44 11 11 11 11 11 11 11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process O22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N	3 1 ation 1 1 7 36 - Active Duty - DoD 3 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item 2 2 4 pectrum 1 Garments/Dres mpairment 1 Necessary	12 12 69 Military 1 9 59 mployees - Operation of the control of th	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 on Luggage 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			144 388 800 8 8 1 1 1 2 6 6 4 1 1 6 3 3 3 3 1 5 5 5 3 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Screensons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	3 3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item 2 2 4 bectrum 1 Garments/Dres mpairment 1 Necessary 1	12 12 69 Military 1 9 59 mployees - Operation of the control of th	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 on Luggage 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			144 358 8000 88 22 21 11 11 22 644 13 5533 11 44 44 111 110 111 111 111 111 111 11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process O22 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N	3 3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 - TSA/DHS E 1 aged/Missing 1 rrayed Item 2 2 4 bectrum 1 Garments/Dres mpairment 1 Necessary 1	12 12 69 Military 1 9 59 mployees - Operation of the control of th	97 2 1 1 8 1 7 70 1 2 8 59 ot In 3 on Luggage 3 1 2	3 60 55 1 1 5 5 3 41 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	130 1 1 1 3 15 8 15 8 88 2 2 9 86	2 167 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 136 5 5 118 1 4 113		3			144 358 8000 8 8 2 2 1 1 1 2 6 4 4 1 1 1 3 3 7 7 7 3 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beve	rages		1										1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	3			4	2	8	6	2					25
Property - Special Handling - Damaged Ite	ems - Carry-0	On			1	5	4	1					11
Property - Special Handling - Damaged Ite	1				1	1	1	1					5
Property - Special Handling - Missing Iten	1			1		1	1						4
Property - Special Handling - Missing Iten	1			3		1							5
Screening	2	7	8	6	8	15	9	6					61
Screening - Crew Member or Airline Empl	loyee						1						1
Screening - Inconsistency			1	1		1	2						5
Screening - Lengthy Lines		2	1	1	5	8	1	2					20
Screening - Procedures/Process	2	4	6	3	3	6	4	4					32
Screening - Retrieving Abandoned/Confis	cated Items						1						1
Screening - Shoe Screening				1									1
Screening - Traveling with Cash		1											1

`atagorias	10.0-4					Tool - FOIA		OF Mass	00 1	07 1	00 4	00 0	Tatal
Categories		1-Nov	12-Dec		02-Feb		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	14	13	i	16 1			13	14	9	11	12		157
2019						3 5	1	5	2	1	4	6	29
Civil Rights	41					1					2		3
Civil Rights - Racial Profiling or Discrimina	llion					4					1		1
Civil Rights - Transgender Screening						1	4	4	4		1		2
Customer Service - Others						1	1	1	1		1	2 1	7
Customer Service - Others Customer Service - TSO						1	1	- 1	1		1	1	
Locks							1	1	1		1	1	6
						1 1							
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1/h 4: i 1	14 (Ohaaliaal D		1								1
Mishandling of Passenger Property - Dam	aged/iviissing	nemsC	лескеа в	aį	1					- 4			1
Patdown										1		2	3
Patdown - Flyer								4		1		2	3
Persons w/ Disabilities (PWD)						1		1			1	1	4
Persons w/ Disabilities (PWD) - Diabetes	:-/ C4/ C-							1			1	4	2
Persons w/ Disabilities (PWD) - Wheelcha	iir/ Scooler/ Se	egway			4	1		0				1	2
Property - Special Handling					1	3		2				1	7
Property - Special Handling - Damaged Ite		l				1		2				1	4
Property - Special Handling - Missing Item					1								1
Property - Special Handling - Missing Item	s - Checked					2							2
Screening						1		1	1				3
Screening - Procedures/Process						1			1				2
Screening - Retrieving Abandoned/Confisc				_		_		1					1
2020	2	4	,		1	4				1	2	3	19
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	ider		1									1
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Mishandling of Passenger Property		1										2	3
Mishandling of Passenger Property - Dam	aged/Missii	1										2	3
Patdown		1				1							2
Patdown - Flyer		1				1							2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Ca	ncer	1											1
Property - Special Handling						3					1		4
Property - Special Handling - Damaged Ite		l				1					1		2
Property - Special Handling - Missing Item						2							2
Screening	2	1		1						1	1		6
Screening - Procedures/Process	2	1		1						1			5
Screening - Retrieving Abandoned/Confisc											1		1
2021	2	1				2 4	3	3	7	9	6	8	45
Claims									1				1
Claims - General									1				1
Customer Service							1	1		1			3
Customer Service - TSO							1	1		1			3
Expedited Passenger Screening Program						2 1	1		3	5	6	6	24
Expedited Passenger Screening Program			gram									1	1
Expedited Passenger Screening Program	- TSA PreChe	ck				2 1	1		3	5	6	5	23
Locks						1			1				2
Locks - Missing or Damaged Lock						1			1				2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disar	rayed Items0	Carry-or	n or Check	red				1					1
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Ombudsman							1						1
Ombudsman - General							1						1
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Property - Special Handling	2	1				1				1			5
Property - Special Handling - Damaged Ite	1					1							2
Property - Special Handling - Missing Item	1	1											2
Property - Special Handling - Missing Item	s - Checked									1			1
Screening						1			1	1		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process						1			1			1	3
2022	10	8	3 1	14	7	1 9	9	6					64
Customer Service		1		1									2
													2
Customer Service - TSO		1		1									
Expedited Passenger Screening Program	9	6	6	9		1 7	8	5					49
Expedited Passenger Screening Program Expedited Passenger Screening Program	2	6	3	9	2	1		1					9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program		6 3 3	S S	9	2		8						
Expedited Passenger Screening Program Expedited Passenger Screening Program	2	6	S S	9	2	1		1					9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	7	6 3 3	3	9	2	1		1					9 40
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	7	6 3 3 1	3	9	2	1		1					9 40 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	7	6 3 3 1	3	9	2	1		1					9 40 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	7	6 3 3 1	3	9 9	2	1		1					9 40 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	2 7	6 3 3 1	3	9 9 1 1 1	2	1		1					9 40 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items	2 7	6 3 3 1	3	9 9 1 1 1 1 1	2	1		1					9 40 1 1 1 1 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling	2 7 7 c 1 1 rages 1	6 3 3 1 1	3	9 9 1 1 1 1 1 1 1	2	1		1					9 40 1 1 1 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beverners	2 7 7 c 1 1 rages 1	6 3 3 1 1	3	9 9 1 1 1 1 1 1 1	2	1 6		1 4					9 40 1 1 1 1 2 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling	2 7 c 1 rages 1 ems - Carry-Or	6 3 3 1 1	3	9 9 1 1 1 1 1 1 1 1	2	1 6		1 4					9 40 1 1 1 1 2 1 1 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite	2 7 c 1 rages 1 ems - Carry-Or s - Carry-On	6 3 3 1 1	3	9 9 1 1 1 1 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 6		1 4					9 40 1 1 1 1 2 1 1 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Missing Item	2 7 c 1 rages 1 ems - Carry-Or s - Carry-On	6 3 3 1 1	3	9 9 1 1 1 1 1 1 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 6	8	1 4					9 40 1 1 1 1 2 2 1 1 5 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti No Jurisdiction No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Prohibited & Permitted Items - General Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 7 c 1 rages 1 ems - Carry-Or s - Carry-On	6 3 3 1 1	3	9 9 1 1 1 1 1 1 1 1 1	2 2 2 1 1 1	1 6	8	1 4					9 40 1 1 1 1 2 1 1 5 2 1 2

						Tool - FOIA							
tegories			2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
AVP	2	4	9	7	2	10	4	5	1	4		5	
2019				3	1	5	1	4		4	5	2	
Civil Rights								1		1			
Civil Rights - Racial Profiling or Discrimina	ation							1		1			
Customer Service					1		1	1		1			
Customer Service - Others							1	1					
Customer Service - TSO					1					1			
Locks						1					1	1	
Locks - Missing or Damaged Lock						1					1	1	
Mishandling of Passenger Property				2		3				1	1		
Mishandling of Passenger Property - Dam	l laged/Missing Ite	emsChec	cked Bac	2		2					1		
Mishandling of Passenger Property - Disa						1				1			
Patdown		arry orr or	Onconco	•		'		1		1		1	
Patdown - Flyer								1		1		1	
Property - Special Handling				1				1				- '	
Property - Special Handling - Damaged Ite	ome Chocked			1				1					
				1				ı					
Property - Special Handling - Missing Item	is - Checked			1		4							
Screening						1					3		
Screening - Procedures/Process						1					2		
Screening - Security Breach											1		
2020		2	4	2		1			1		2		
Customer Service											1		
Customer Service - TSO											1		
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property			2						1				
Mishandling of Passenger Property - Dam			1						1				
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	1										
Property - Special Handling		1		2		1					1		
Property - Special Handling - Damaged Ite	ems - Checked			2		1					1		
Property - Special Handling - Missing Item	ns - Checke	1											
Screening			2										
Screening - Inconsistency			1										
Screening - Procedures/Process			1										
2021					1		1	1				3	
Civil Rights							1	-					
Civil Rights - Racial Profiling or Discrimina	l ation						1						
Customer Service					1		'					1	
Customer Service - TSO					1							1	
Expedited Passenger Screening Program					1			1				1	
Expedited Passenger Screening Program	TCA Application	on Program	m					1				- 1	
			11					ı				4	
Expedited Passenger Screening Program	- 13A PIEUREC	n.										1	
Patdown												1	
Patdown - Flyer	_	_	_	_			_					1	
2022	2	2	5	2		4	2						
Civil Rights	4	1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program	2	1	4	1		3	2						
Expedited Passenger Screening Program	2	1	4	1		3	2						
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Checked			1									

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO		4	1	3		2	1	3	1	3	3	3	2
2019								2		2	2		
Customer Service								1					
Customer Service - TSO								1					
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property								1		1			
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Ba	ggage				1		1			
2020		3		1		1							
Civil Rights		1				1							
Civil Rights - Racial Profiling or Discrimin	ation					1							
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											
Customer Service		1											
Customer Service - TSO		1											
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Check	ed		1									
Screening		1											
Screening - Lengthy Lines		1											
2021		1					1		1	1		3	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program									1	1			
Expedited Passenger Screening Program	- TSA PreC	heck							1	1			
Property - Special Handling							1						
Property - Special Handling - Missing Iter	ns - Checked	ł					1						
Screening		1										2	
Screening - Inconsistency												1	
Screening - Procedures/Process		1										1	
2022			1	2		1		1					
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program				2				1					
Expedited Passenger Screening Program	- TSA PreC	heck		2				1					
Transfer to Security Specialist			1										
Transfer to Security Specialist - Reportab	le Communio	cation	1										

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

					C) Data Tool								
Categories	10-Oct 1	1-Nov 1	12-Dec 0	1-Jan 0)2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	57	48	72	63	68	95	89	88	31	48	46	36	741
2019				18	12	12	19	14	10	15	14	11	125
Civil Rights						1	1				1		3
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Screening of Religious or Cu	l Iltural Carmont	to.					1				- '		1
Customer Service	ilurai Garrierii I	15		-		- 4		4	4	0			
				5	5	1	6	4	1	6	5		33
Customer Service - Others								1					1
Customer Service - TSO				5	5	1	6	3	1	6	5		32
Locks					1	1	2			1			5
Locks - Missing or Damaged Lock					1	1	2			1			5
Mishandling of Passenger Property				3	2	2	3	2	1	2	2	5	22
Mishandling of Passenger Property - Dam	ı ıaged/Missing I	temsCarr	v-on Lug	2									2
Mishandling of Passenger Property - Dam				1	2	1	2		1	2	2	5	16
Mishandling of Passenger Property - Dam						'	1						1
				gage		4	- '	0					
Mishandling of Passenger Property - Disa	rrayed itemst	carry-on or	Спескеа			1		2					3
Persons w/ Disabilities (PWD)				1		1	2	1		1			6
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal M	Medical Devices	S		1									1
Persons w/ Disabilities (PWD) - Medical D	Devices - Attacl	hed to the E	Body					1					1
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Wheelcha		adway					1			1			2
	I 300001617 36	gway		3	4	2	3	_	2	2	5	4	
Property - Special Handling				3	4	3	3	5	2			4	31
Property - Special Handling - Damaged Ite										1	1		2
Property - Special Handling - Damaged Ite	ems - Checked			1		1	1	2	1		1	2	9
Property - Special Handling - Missing Item	ns - Carry-On			1	2		1	1			2	2	9
Property - Special Handling - Missing Item	ns - Checked			1	2	2	1	2	1	1	1		11
Screening				6		3	2	2	6	3	1	2	25
Screening - Inconsistency				-				1	<u> </u>	2		1	4
Screening - Indonsisterity Screening - Lengthy Lines				- 1				- '	1				
				1		_							2
Screening - Procedures/Process				5		3	2	1	4	1	1		17
Screening - Retrieving Abandoned/Confis									1			1	2
2020	17	15	15	16	15	13	1	1	7	4	9	5	118
Civil Rights	1	1	1	1	1	1						2	8
Civil Rights - Hair Patdowns				1									1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	ation	1	1			1						1	4
Civil Rights - Sex/Gender/Gender Identity					1								2
Customer Service	5	1	5	1	3	2		1	2	2	3		25
				I	3			- 1			3		
Customer Service - Others	1		2			1							4
Customer Service - TSO	4	1	3	1	3	1		1	2	2			21
Locks	1	1		2		2					1		7
Locks - Missing or Damaged Lock	1	1		2		2					1		7
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	4	2	3	4	1			2		2	2	21
		1		0	-	'							
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Dam		3	1	3	4	1			2		1	2	17
Mishandling of Passenger Property - Disa			1								1		3
Patdown	1								1				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3		2	1	2								8
Persons w/ Disabilities (PWD) - Diabetes	J			1									1
,				ı	4								
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I													1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edicatior	1		1								2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	eawav	1										1
Property - Special Handling	4	4	3	5	2	3	1			1	2	1	26
Property - Special Handling - Damaged Ite			1	- 0		1				'			2
				-		- 1							
Property - Special Handling - Damaged Ite				2							2		4
Property - Special Handling - Missing Item		1				1							4
Property - Special Handling - Missing Item	2	3	2	3	2	1	1			1		1	16
Screening	1	4	2	3	3	4			1	1	1		20
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	4	2	2	3	3			1	1	1		18
2021	9	6	9	8	8	4	9	13	14	29		20	152
	9	ь		8	8	4		13				20	
Civil Rights			1				1		1	1	2		6
Civil Rights - Hair Patdowns			1								1		2
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimina	ation						1		1				2
Civil Rights - Sex/Gender/Gender Identity		der								1			1
Claims											1		1
Claims - Status											1		1
	_												
Customer Service	2		3	2	2	1	1	4	2	6	3	4	30
Customer Service - CSM					1								1
Customer Service - TCC				1									1
Customer Service - TSO	2		3	1	1	1	1	4	2	6	3	4	28
Expedited Passenger Screening Program	_		1	1			2	3	4	10		14	50
Expedited Passenger Screening Program	- TSA Applicat	tion Program		1				2	4	10	10	14	3
										40	4-		
Expedited Passenger Screening Program	- TSA PreChe		1	1			2	1	4	10	15	13	47
Locks		1							1				2
Landau Cananal									1				1
Locks - General													

ategories	10-Oct	11-Nov	TSA Contact	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	10-001	11-1404		J I-Jaii	05-1 CD	UU-IVIAI	ν τ- πμι	00-iviay	VV-Juli	or -oui	oo-Aug	oo-oeh	TOtal
Mishandling of Passenger Property	3		1	2	1		2						
Mishandling of Passenger Property - Dam				1									
Mishandling of Passenger Property - Dam		_	1	1			1						
Mishandling of Passenger Property - Disa							1						
Patdown		ou, o						1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)			2	1				1		2			
Persons w/ Disabilities (PWD) - Diabetes			_							1			
Persons w/ Disabilities (PWD) - Medical [ı Devices - Atta	ched to	the Body					1		1			
Persons w/ Disabilities (PWD) - Medically				I Supplies					1				
Persons w/ Disabilities (PWD) - Wheelcha			2	1									
Prohibited & Permitted Items			1						1	1	1		
Prohibited & Permitted Items - Food/Beve	rages		1						1				
Prohibited & Permitted Items - Knives/Too		arp Obje	ects							1			
Prohibited & Permitted Items - Lighters/Ma											1		
Property - Special Handling	2		4			1	2	2	3	3			
Property - Special Handling - Damaged Ite			1					1					
Property - Special Handling - Damaged Ite			1			1	1	1		1			
Property - Special Handling - Missing Item										1			
Property - Special Handling - Missing Item			2				1		1	1			
Screening	2		1	2	5	2	1	2	1	6	1	2	
Screening - Crew Member or Airline Empl	oyee				1								
Screening - Inconsistency				1			1	1					
Screening - Lengthy Lines			1							1		2	
Screening - Procedures/Process	2			1	4	2		1	1	5	1		
2022	31	2	7 48	21	33	66	60	60					34
Airline			1										
Airline - Policy/Regulations/Service			1										
Civil Rights	2		3		1	2	. 1	1					
Civil Rights - Hair Patdowns			2										
Civil Rights - Not Specified							1						
Civil Rights - Profiling						1							
Civil Rights - Race					1								
Civil Rights - Racial Profiling or Discrimina	2												
Civil Rights - Screening of Religious Cultu	ıral and Cere	monial It	e 1										
Civil Rights - Sex/Gender/Gender Identity	Not Transg	ender				1							
Civil Rights - Transgender Screening								1					
Customer Service	6		3 5	4			1						
Customer Service - TSO	6	;	3 5	4	3	3	1	7					
Expedited Passenger Screening Program	15	20		15	26		51	47					2
Expedited Passenger Screening Program			3 2	2	2			1					
Expedited Passenger Screening Program	15	1	7 36	13	24	57	51	46					2
Identification (ID) Requirements				1									
Identification (ID) Requirements - Domest	ic			1									
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Checked Bag	gage				1					
Patdown							1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)	2					1							
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Hearing I													
Persons w/ Disabilities (PWD) - Touch Av						1							
Property - Special Handling	2	:	2 1	1				1					
Property - Special Handling - Damaged Ite				1		1							
Property - Special Handling - Missing Item			1 1										
Property - Special Handling - Missing Item			1		1			1					
Screening	4		1 1		2	2	6						
Screening - Inconsistency	1		1					1					
Screening - Procedures/Process	3		1		2	2	6	2					1

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFF		1	1			1		1		1			5
2019						1				1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d		1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Checke	d								1			1
2020		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2022			1					1					2
Expedited Passenger Screening Program			1					1					2
Expedited Passenger Screening Program	- TSA PreC	Check	1					1					2

				ntact Center									
ategories		1-Nov	12-De		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL	1	3		3 2		•	3	3	-	2	-	_	3
2019					1				2	1	2	2	
Customer Service					1						1		
Customer Service - TSO					1						1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missing I	temsCl	hecked	Baggage							1		
Patdown									1				
Patdown - Children									1				
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication	and Me	edical Supplie	3							1	
Property - Special Handling				•					1	1		1	
Property - Special Handling - Damaged Ite	ems - Checked											1	
Property - Special Handling - Missing Iten	ns - Carry-On												
Property - Special Handling - Missing Iten	ns - Checked								1	1			
2020		1		1		1					1		
Mishandling of Passenger Property		1		1		1							
Mishandling of Passenger Property - Dam	aged/Missii	1		1		1							
Property - Special Handling											1		
Property - Special Handling - Missing Iten	ns - Checked										1		
2021	1			2		1	2	2	2	1			1
Customer Service				1									
Customer Service - Others				1									
Expedited Passenger Screening Program							2	1					
Expedited Passenger Screening Program	- TSA PreChed	ck					2	1					
Mishandling of Passenger Property	1							1	1				
Mishandling of Passenger Property - Dam	i laged/Missing I	temsCa	arry-on	Luggage				1					
Mishandling of Passenger Property - Dam				00 0					1				
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Property - Special Handling						1				1			
Property - Special Handling - Missing Iten	ns - Checked					1				1			
Screening									1				
Screening - Procedures/Process									1				
2022		2				2	1	1					
Expedited Passenger Screening Program		1				_	1	•					
Expedited Passenger Screening Program	- TSA PreC	1					1						
Persons w/ Disabilities (PWD)						2							
Persons w/ Disabilities (PWD) - Medical I	ı Devices - Attach	ned to the	e Body			2							
Property - Special Handling													
Property - Special Handling - Damaged It	ems - Checked												
Screening		1						1					
Screening - Inconsistency		1											
Screening - Procedures/Process								1					

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

			I SA CUIILA	ci Center (ICC) Data	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM			1		2	1	1	1				1	7
2019					2	1	1						4
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Checked Bag	ggage			1						1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	d		1							1
Screening					2								2
Screening - Procedures/Process					2								2
2020			1									1	2
Screening			1									1	2
Screening - Procedures/Process			1									1	2
2022								1					1
Screening								1					1
Screening - Procedures/Process								1					1

gories	10-Oct 11	-Nov 12	-Dec 01	1-Jan 02	-Feb 03	8-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
SR .	6	3	4	1	9	4	8	8	2			•	
2019	U	•	-		1	7	2	3	1	5			
Customer Service								3	'	1		2	
Customer Service - Others										1			
Locks							1					1	
Locks - Missing or Damaged Lock							1					1	
Mishandling of Passenger Property					1					2	2		
Mishandling of Passenger Property - Dam	aged/Missing It	emsCheck	ed Baggag	je	1					2	1		
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	hecked								1		
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)									1	2			
Persons w/ Disabilities (PWD) - Diabetes									1				
` '	NI.		M. P. HO						1				
Persons w/ Disabilities (PWD) - Medically			Medical Si	upplies						1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway								1			
Property - Special Handling							1	2				1	
Property - Special Handling - Damaged Ite	ems - Carry-On						1						
Property - Special Handling - Damaged Ite	ems - Checked							1				1	
Property - Special Handling - Missing Item								1					
2020	1	2	2				1			1			
Civil Rights	1	-	-				•			•			
ů .	1												
Civil Rights - Transgender Screening	ı						-						
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property		1								1			
Mishandling of Passenger Property - Dam	aged/Missii	1								1			
Property - Special Handling		1	1										
Property - Special Handling - Damaged Ite	ems - Checked		1										
Property - Special Handling - Missing Item		1											
Screening	is - Officere	'	1										
ŭ .													
Screening - Procedures/Process			1										
2021					2			2	1	2		1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimina	ation										1		
Customer Service					1								
Customer Service - TSO					1								
Expedited Passenger Screening Program					1			1					
Expedited Passenger Screening Program	- TSA PreChec	k			1			1					
Locks								1	1				
Locks - Missing or Damaged Lock								1	1				
								<u>'</u>	- 1	4			
Patdown										1			
Patdown - Flyer										1			
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Food/Beve	rages										1		
Property - Special Handling											1	1	
Property - Special Handling - Missing Item	ns - Carry-On										1	1	
Screening	, , ,									1	1		
Screening - Lengthy Lines										1			
Screening - Procedures/Process										'	1		
2022	-	4	2	1	c	,	5	3			'		
	5	1	4	ı	6	4	o o	3					
Civil Rights	1												
Civil Rights - Hair Patdowns	1												
Customer Service	1		1			1		1					
Customer Service - TSO	1		1			1		1					
Expedited Passenger Screening Program	2	1		1	5	2	4						
Expedited Passenger Screening Program		on Program		1									
Expedited Passenger Screening Program	2	1		•	5	2	4						
No Jurisdiction		'				1	7						
No Jurisdiction - Refer to Other						1							
Patdown	1				1								
Patdown - Children					1								
Patdown - Flyer	1												
Property - Special Handling			1										
Property - Special Handling - Missing Item	is - Carry-On		1										
Screening	,						1	2					
Corconning													
Screening - Procedures/Process							1	2					

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

Categories	40.0=4			t Center (T				OE 14-	06 1	07 1.1	Λο Α	00.04	Total
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	24	32	22	23	29	46	42	42	21	18	21	18	338
2019				6	5	8	8	12	6	7	6	6	64
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Customer Service					1	2	1	6	2	2	1		15
Customer Service - TSO					1	2	1	6	2	2	1		15
Locks				1	1	1							3
Locks - Missing or Damaged Lock				1	1	1							3
Mishandling of Passenger Property				1		1	3	1	2	2	4		14
Mishandling of Passenger Property - Dam						1							1
Mishandling of Passenger Property - Dam				gage			2		1	2	2		7
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	1			1	1	1		2		6
Patdown				1		1			1	2			5
Patdown - Flyer				1		1			1	1			4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	hed to the	e Body									1	1
Property - Special Handling				3	1	1	2	3	1	1		4	16
Property - Special Handling - Damaged Ite	ems - Carry-O	n										1	1
Property - Special Handling - Damaged Ite	ems - Checked	i			1		2	1				2	6
Property - Special Handling - Missing Item	ns - Carry-On			1		1				1			3
Property - Special Handling - Missing Item	ns - Checked			2				2	1			1	6
Screening					1	1	2	2			1	1	8
Screening - Crew Member or Airline Empl	loyee							1					1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1	2	1			1		5
2020	8	10	10	6	6	7		3	4	1	2	2	59
Civil Rights	Ĭ	1	.,,			•			- - -	•		_	1
Civil Rights - Transgender Screening		1											<u>_</u>
Customer Service	3	3	6	1	2	1		1	1	1	1		20
Customer Service - TSO	3	3	6	1	2	1		1	1	1	1		20
Locks	1	0	1	'							'		2
Locks - Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	1	2	1	1	2	3							10
Mishandling of Passenger Property - Dam			- 1	- 1		3							10
Mishandling of Passenger Property - Dam		1	1	1	2	2							7
Mishandling of Passenger Property - Disa		1	- 1	- 1		1							2
	lirayed item	- 1	1			1							
Patdown								1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service A		4	4	1	4			4	4		4		1
Property - Special Handling	2	1	1	2	1	3		1	1		1	2	15
Property - Special Handling - Damaged Ite											1		1
Property - Special Handling - Damaged Ite		1											2
Property - Special Handling - Missing Item						1		1					2
Property - Special Handling - Missing Item			1	2	1	2			1			2	10
Screening	1	3		1	1				2				8
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1	1							2				4
Screening - Retrieving Abandoned/Confis	cated Items	1											1
Screening - Security Breach		1											1
2021	3	2	2	3	4	4		7	11	10	13	10	75
Civil Rights							1		1	1	1		4
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimina									1				1
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Civil Rights - Transgender Screening							1						1
Customer Service	2	1	2	2	3	1	1	4	1	2	4		23
Customer Service - CSM								1					1
Customer Service - TSO	2	1	2	2	3	1	1	3	1	2	4		22
Expedited Passenger Screening Program						1	2	2	3	6	5	8	27
Expedited Passenger Screening Program			ram				1	1				1	3
Expedited Passenger Screening Program	- TSA PreChe	ck				1	1	1	3	6	5	7	24
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1			1	1		1		1	1			6
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCl	necked Bag	gage			1		1				2
Mishandling of Passenger Property - Disa				1	1					1			4
	1								1			1	2
Patdown	1								1			1	2
Patdown Patdown - Flyer	l												
Patdown - Flyer	I	1							2		3		6
Patdown - Flyer Property - Special Handling											3		
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite	ems - Checked												2
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	ems - Checked								2				2
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	ems - Checked	ı				2	1	1	1 1		2		2 1 3
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	ems - Checked	ı				2		1	2		2		2 1 3 6
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	ems - Checked	ı				2	1 1	1	1 1 2		2		2 1 3 6 1
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	ems - Checked	ı							1 1		2		2 1 3 6 1 2
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ems - Checked ns - Carry-On ns - Checke	1	40		11	2	1	1	1 1 2		2		2 1 3 6 1 2 3
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ems - Checked	ı	10	8	14		28		1 1 2		2		2 1 3 6 1 2 3 140
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights	ems - Checked ns - Carry-On ns - Checke	1	10	8	14	2	28 1	1	1 1 2		2		2 1 3 6 1 2 3 140
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race	ems - Checkec ns - Carry-On ns - Checke	1 20				2 27	28 1	1 20	1 1 2		2		2 1 3 6 1 2 3 140
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service	ems - Checkec ns - Carry-On ns - Checke	1 20	2	1	3	2 27 5	28 1 1 4	1 20	1 1 2		2		2 1 3 6 1 2 3 140 1 1 2 2
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race	ems - Checkec ns - Carry-On ns - Checke	1 20				2 27	28 1	1 20	1 1 2		2		2 1 3 6 1 2 3 140

		7	SA Contac	ct Center (*	ΓCC) Data [·]	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	8	19	14	15					85
Expedited Passenger Screening Program	- DoD							1					1
Expedited Passenger Screening Program	ı - TSA Appl	3	1	1	2	1	1						9
Expedited Passenger Screening Program	5	9	7	3	6	18	13	14					75
Locks	2				1								3
Locks - Missing or Damaged Lock	2				1								3
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	1				1					2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	2	1		1									4
Persons w/ Disabilities (PWD) - Diabetes	:	1											1
Persons w/ Disabilities (PWD) - Medically	2			1									3
Property - Special Handling	3							1					4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iter	1							1					2
Screening		2		1	1	3	9	1					17
Screening - Inconsistency		1					2						3
Screening - Lengthy Lines					1	1	4						6
Screening - Procedures/Process		1		1		2	3	1					8

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

orios	40.0-4		Contact Cen		•		4 4	Mari C	· I.ue	7 1. 1	00 A	00.0	T-4 *
ories	10-Oct 11-N	ov 12	2-Dec 01-、 9	an 0 6	2-Feb 03	3-Mar 0- 11	4-Apr 05 11	-May 06	-Jun 0 5	7-Jul (08-Aug 15	09-Sep 5	Total 10:
2019	14	J	J	3	10	2	4	4	2	3	7	2	2
Civil Rights				•		-	-	-	_	•	2	_	
Civil Rights - Age											1		
Civil Rights - Sex/Gender/Gender Identity	- Not Transgender										1		
Customer Service							1	2			1		
Customer Service - Others							1	2			1		
Mishandling of Passenger Property				1		1	1	1	1		2	1	
Mishandling of Passenger Property - Dam	i aged/Missing Item	sCarry	-on Lug	1									
Mishandling of Passenger Property - Dam						1	1	1			2	1	
Mishandling of Passenger Property - Disa									1				
Patdown	,									1		1	
Patdown - Flyer										1		1	
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - General				1									
Property - Special Handling				1		1				2			
Property - Special Handling - Damaged It	ems - Checked									1			
Property - Special Handling - Missing Iten				1		1				1			
Screening	0.1001.00			•			2	1	1	•	2		
Screening - Lengthy Lines									'		1		
Screening - Procedures/Process							2	1	1		1		
2020	4	1	2	2		4	2	- 1	1	2	4	1	2
Customer Service	4	1	1	1		4			ı		4	1	
				- 1									
Customer Service - Others			1	4									
Customer Service - TSO	4			1					4		^		
Mishandling of Passenger Property	1								1		2		
Mishandling of Passenger Property - Dam											2		
Mishandling of Passenger Property - Disa	rrayed ItemsCarr	y-on or (Unecked						1				
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)	1					1					1		
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Hearing I	mpairment										1		
Persons w/ Disabilities (PWD) - Mobility [Disability (Not Whe	elchair d	or Scooter)			1							
Property - Special Handling	2	1				2					1		
Property - Special Handling - Damaged Ite	ems - Checked										1		
Property - Special Handling - Missing Iten	1	1											
Property - Special Handling - Missing Iten	1					2							
Screening			1	1						2		1	
Screening - Lengthy Lines				1									
Screening - Procedures/Process			1							2		1	
2021	2			1	2	3	2	2	2	1	4	2	2
Civil Rights	_			1					1				
Civil Rights - Constitutional Rights									1				
Civil Rights - Racial Profiling or Discrimina	ıation			1									
Customer Service									1	1	1		
Customer Service - TSO									1	1	1		
Expedited Passenger Screening Program						1			'		3	1	
Expedited Passenger Screening Program	TSA ProChook					1					3	1	
Identification (ID) Requirements	- TOA FIECHECK					1		1			3	1	
	-												
Identification (ID) Requirements - Domest	IC				4			1					
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property						1	1						
Mishandling of Passenger Property - Dam	aged/Missing Item	sChec	ked Baggage			1	1						
Patdown					1								
Patdown - Flyer					1								
Property - Special Handling	1					1		1				1	
Property - Special Handling - Damaged It						1		1					
Property - Special Handling - Missing Iten	ns - Carry-On											1	
Screening	1						1						
Screening - Inconsistency	1												
Screening - Procedures/Process							1						
2022	6	4	7		8	2	5	2					3
Civil Rights			1			1	1						
Civil Rights - National Origin							1						
Civil Rights - Sex/Gender/Gender Identity			1			1							
	 Not Transgender 				1								
Customer Service	- Not Transgender				1								
Customer Service	- Not Transgender				1								
Customer Service Customer Service - TSO	-	2	5			1	4	2					
Customer Service Customer Service - TSO Expedited Passenger Screening Program	5	2	5		7	1	4	2					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	5	1	1		7								
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	5 1 4				7	1	4	2					2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	5 1 4	1	1		7								2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	5 1 4	1	1		7								2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items	5 1 4 1	1 1 2	1		7								2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar	5 1 4 1 1	1 1 2 1	1		7								2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar Prohibited & Permitted Items - Liquids/Ge	5 1 4 1 1	1 1 2	1		7								2
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar	5 1 4 1 1	1 1 2 1	1		7								2

novice '	40.0.1				-	ool - FOIA		05.55			00.1	00.0	-
gories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
3	5	4	4	6	9	6	4	11	4	6	4	5	(
2019					1	1	1	1	2	2		4	
Customer Service									1				
Customer Service - TSO									1				
Locks							1			1		1	
Locks - Missing or Damaged Lock							1			1		1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Hearing In	mpairment											1	
Property - Special Handling					1	1		1	1			1	
Property - Special Handling - Damaged Ite	ems - Checked								1				
Property - Special Handling - Missing Item					1	1		1				1	
Screening										1		1	
Screening - Lengthy Lines										1			
Screening - Procedures/Process										'		1	
2020	1		2	1	3	1	1	1	1	2			
Customer Service	1		1	1		1	1	1	1	1			
			1		2								
Customer Service - Others			4							1			
Customer Service - TSO			1		2								
Mishandling of Passenger Property	1/8 41		1	1		1		1					
Mishandling of Passenger Property - Dam			1			1		1					
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or C	hecked	1									
Patdown					1								
Patdown - Non-Flyer					1								
Property - Special Handling	1						1		1	1			
Property - Special Handling - Damaged Ite	1								1	1			
Property - Special Handling - Missing Item	s - Checked						1						
2021	1	1		2	1			4	1	2	4	1	
Customer Service				1				1			1		
Customer Service - TSO				1				1			1		
Expedited Passenger Screening Program					1				1		1		
Expedited Passenger Screening Program	- TSA PreCheck				1				1		1		
Locks										1			
Locks - Missing or Damaged Lock										1			
Lost and Found				1									
Lost and Found - Airport/TSA				1									
	4			- 1						4	4		
Mishandling of Passenger Property	1									1	1		
Mishandling of Passenger Property - Dam			-161-111								4		
Mishandling of Passenger Property - Dam				gage							1		
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or C	hecked							1			
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling		1						2					
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item	is - Carry-C	1											
Property - Special Handling - Missing Item	ns - Checked							1					
Screening								1				1	
Screening - Procedures/Process												1	
Screening - Retrieving Abandoned/Confise	cated Items							1					
2022	3	3	2	3	4	4	2	5					
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4					
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4					
Patdown	Ŭ				-	1		1					
Patdown - Flyer						1		1					
Property - Special Handling		1				1		1					
	s - Checke	1											
Property - Special Handling - Missing Item		1											
Property - Special Handling - Missing Item	io onioono		A				- 4						
Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl			1			1	1						

Pata manila a	100			ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI	2	2	3	2	7	3	1	-		3		-	3
2019					1			1	1	2	3	1	9
Customer Service										1			
Customer Service - TSO										1			
Locks								1				1	
Locks - Missing or Damaged Lock								1				1	
Mishandling of Passenger Property					1				1	1	2		
Mishandling of Passenger Property - Dan									1	1	2		
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d	1								
Property - Special Handling											1		
Property - Special Handling - Damaged It	tems - Checke	ed									1		
2020	1		2	1	4	2			1		2		1:
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property	1				4	2					2		
Mishandling of Passenger Property - Dan		g ItemsC	arry-on Lu	ggage							1		
Mishandling of Passenger Property - Dan	1				4	2					1		
Property - Special Handling			1										
Property - Special Handling - Damaged It	tems - Checke	ed	1										
Screening				1					1				
Screening - Procedures/Process				1					1				
2021				1	1		1			1	1		
Customer Service					1					1			
Customer Service - TSO					1					1			
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	- TSA PreCh	neck									1		
Prohibited & Permitted Items				1									
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols			1									
Screening							1						
Screening - Inconsistency							1						
2022	1	2	1		1	1		2					
Expedited Passenger Screening Program		1						2					
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program		neck						2					
Hazardous Materials Safety		1											
Hazardous Materials Safety - General		1											
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dan	า naged/Missin	a ItemsC	hecked Ba	ggage	1								
Patdown	T i		1	33 3									
Patdown - Non-Flyer			1										
Property - Special Handling						1							
Property - Special Handling - Damaged It	tems - Checke	ed				1							
Screening	1												
Screening - Procedures/Process	1												

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

		<u>_</u>					Tool - FOIA							
egories	10-Oct	11-Nov	12-0	Оес	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
.1	3	;	3	6	6	5	5	7	6	6	5	6	3	6
2019					3	3	1	4	2	3	2	3	2	2
Civil Rights												1		
Civil Rights - Sex/Gender/Gender Identity	 Not Transg 	ender										1		
Customer Service						2			1	1				
Customer Service - TSO						2			1	1				
Mishandling of Passenger Property					2			1						
Mishandling of Passenger Property - Dam	iaged/Missin	g Items	Checke	d Baç	2			1						
Patdown								2		2	1	1		
Patdown - Flyer								2		2	1	1		
Persons w/ Disabilities (PWD)								1	1					
Persons w/ Disabilities (PWD) - General									1					
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheeld	hair or S	Scoote	er)			1						
Property - Special Handling						1	1						1	
Property - Special Handling - Damaged Ite	ems - Carry-	On				1							1	
Property - Special Handling - Damaged Ite							1							
Screening					1						1	1	1	
Screening - Inconsistency												1		
Screening - Procedures/Process					1						1		1	
2020	3		2	5	3		2				1	1		
Civil Rights	-		_				_				•	1		
Civil Rights - Sex/Gender/Gender Identity	I - Not Transo	ender										1		
Customer Service	1	Oridoi		2										
Customer Service - TSO	1			2										
Mishandling of Passenger Property	1						1							
Mishandling of Passenger Property - Dam	-						'							
Mishandling of Passenger Property - Disa		Corry	n or Ch	ookod			1							
Patdown	l	sCarry-C	ill of Cit	eckeu	2		1							
Patdown - Flyer					2		1							
Persons w/ Disabilities (PWD)							- 1				1			
Persons w/ Disabilities (PWD) - General											1			
Property - Special Handling	1			2	1						ı			
Property - Special Handling - Damaged Ite				1	- 1									
		_		1	-									
Property - Special Handling - Missing Item	is - Carry-O		^		1									
Screening			2	1_										
Screening - Procedures/Process			2	1										
2021				1						3	2		1	
Civil Rights												1		
Civil Rights - Racial Profiling or Discrimina	ation											1		
Customer Service										2				
Customer Service - TSO										2				
Expedited Passenger Screening Program											1	1		
Expedited Passenger Screening Program	- TSA PreC	heck									1	1	1	
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Dam	aged/Missin	g Items	С	1										
Patdown										1				
Patdown - Flyer										1				
Persons w/ Disabilities (PWD)											1			
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatio	on and N	/ledica	al Supplies						1			
2022			1			2	2	3	4					
Customer Service			1					1	2					
Customer Service - TSO			1					1	2					
Expedited Passenger Screening Program						2	2	2	2					
Expedited Passenger Screening Program	- TSA PreC	heck				1		2	2					
			es - Opt											

Categories		TSA Contac					OF Mari	00 1	07 1	00 4	00.0**	Tatal
	10-Oct 11-Nov	12-Dec	01-Jan	02-Feb 2	03-Mar	04-Apr 5	05-May 4	06-Jun 4	07-Jul 3	08-Aug 5	09-Sep	Total
2019	5		5 2	1	1	4	1	-	3 1		5 1	39 11
Civil Rights				1		1	1	1	1		1	11
Civil Rights - Racial Profiling or Discrimin	otion					1						
Customer Service	1		1	1		1			1		1	Ę
Customer Service - TSO			1	1		1			1		<u>1</u>	
Lost and Found			1	1		1	1		I			
							1					
Lost and Found - Airport/TSA			1				1					
Persons w/ Disabilities (PWD)			1									
Persons w/ Disabilities (PWD) - Diabetes			1					4				
Property - Special Handling	Observation of							1				
Property - Special Handling - Damaged It	ems - Checked							1				
Screening						2						2
Screening - Lengthy Lines						1						
Screening - Procedures/Process						1						
2020	4		1				1			3		13
Civil Rights								1		2		3
Civil Rights - Racial Profiling or Discrimin								1		1		2
Civil Rights - Sex/Gender/Gender Identity										1		
Customer Service	1							1				2
Customer Service - TSO	1							1				2
Mishandling of Passenger Property			1									
Mishandling of Passenger Property - Dan		hecked Bac	1									
Persons w/ Disabilities (PWD)	1							1				2
Persons w/ Disabilities (PWD) - Autism S												1
Persons w/ Disabilities (PWD) - Breast C								1				
Property - Special Handling	2											2
Property - Special Handling - Missing Iter	2											
Screening							1			1	1	
Screening - Procedures/Process							1			1	1	3
2021				1	1	1	1		2	2	3	11
Civil Rights										1		1
Civil Rights - Racial Profiling or Discrimin	ation									1		
Customer Service					1		1		1		1	
Customer Service - TSO					1		1		1		1	
Expedited Passenger Screening Program						1			1		2	4
Expedited Passenger Screening Program	- TSA PreCheck					1			1		2	4
Identification (ID) Requirements				1								
Identification (ID) Requirements - Domest				1								1
2022	1		2				1					4
Expedited Passenger Screening Program			1									1
Expedited Passenger Screening Program	- TSA PreCheck		1									
Mishandling of Passenger Property							1					1
Mishandling of Passenger Property - Dan	naged/Missing ItemsC	arry-on Lug	gage				1					•
Patdown			1									
Patdown - Flyer			1									1
Property - Special Handling	1											1
Property - Special Handling - Damaged It	1											1

tegories	10-Oct 11		A Contact Center (* 12-Dec 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
BMI	5	2	4	3	6	5	7	5	1		3	
2019	, and the second	_		•	•	1	1	2	1			
Civil Rights						•	•	1	•			
Civil Rights - National Origin								1				
Mishandling of Passenger Property								1				
	Domogod/Missing It	omo Che	okod Doggogo					1				
Mishandling of Passenger Property	- Damaged/Missing II	emsche	ескей ваууауе				4					
Patdown							1					
Patdown - Flyer							1					
Property - Special Handling						1			1			
Property - Special Handling - Dama									1			
Property - Special Handling - Missir	ng Items - Checked					1						
Screening										2		
Screening - Procedures/Process										2		
2020	2	1	2	2	2		2			1	1	
Customer Service			1				2					
Customer Service - Others			1				1					
Customer Service - TSO							1					
Locks	1											
Locks - Missing or Damaged Lock	1											
Mishandling of Passenger Property		1		1						1	1	
Mishandling of Passenger Property	- Damaged/Missi	1		1							1	
Mishandling of Passenger Property			r Checked	· ·						1		
Property - Special Handling	1	arry-orr o	1	1	1							
Property - Special Handling - Dama	and Itoms Corny On		'	1	'							
			1	'	1							
Property - Special Handling - Missir Screening	ig item i		ı		1							
					1							
Screening - Procedures/Process												
2021					1	2	1	3		2	2	
Customer Service						1						
Customer Service - TSO						1						
Expedited Passenger Screening Progra							1	3		2	1	
Expedited Passenger Screening Pro	ogram - TSA PreChec	k					1	3		2	1	
Mishandling of Passenger Property					1							
Mishandling of Passenger Property	- Damaged/Missing It	emsCar	ry-on Luggage		1							
Patdown						1						
Patdown - Flyer						1						
Property - Special Handling											1	
Property - Special Handling - Dama	iged Items - Carry-On										1	
2022	3	1	2	1	3	2	3					
Civil Rights					1	1						
Civil Rights - Race					1							
Civil Rights - Transgender Screenin	ng					1						
Customer Service	3	1					1					
Customer Service - TSO		1					1					
Expedited Passenger Screening Progra	m 1		2	1	2	1	2					
Expedited Passenger Screening Program		on Progra		1		'						
		on i rogra	2	1	2	1	2					
Expedited Passenger Screening Pro	ogram 1		۷		2	1	2					
Patdown												
Patdown - Flyer	1											
Prohibited & Permitted Items	1											
Prohibited & Permitted Items - Liqui	ids/Ge 1											

Categories	40.0=4			act Center (1			04 8	OF Mass	00 1	07 11	00 4	00.0	Total
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	104	118	9:		123	129	130	188	84	119	83		1,384
2019				19	27	24	31	39	41	52	29	40	302
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Fly	er								1				1
Civil Rights					1		1	1	2	2			7
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation									2			2
Civil Rights - Sex/Gender/Gender Identity	- Not Transgo	ender						1	2				3
Civil Rights - Transgender Screening							1						1
Customer Service				3	7	4	2	3	4	3	3	8	37
Customer Service - TSO				3	7	4	2	3	4	3	3		37
Locks				1	4	4	1	5	2	1	3		23
Locks - General				- '	4	4	1	3		- '	3	1	
													1
Locks - Missing or Damaged Lock				1	4	4	1	5	2	1	3	1	22
Lost and Found									1	2			3
Lost and Found - Airport/TSA									1	2			3
Mishandling of Passenger Property				6	4	7	9	9	11	23	14	13	96
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Carry-on Lu	iggage	1	1				3	2	1	8
Mishandling of Passenger Property - Dam	naged/Missin	a ItemsC	Checked Ba	ac 6	2	4	7	8	7	14	9	9	66
Mishandling of Passenger Property - Dam											1		1
Mishandling of Passenger Property - Disa					1	2	2	1	4	6	2	3	21
	Trayed items	Carry-or	TOT CHECK	su	2	3	5	5		1		3	19
Patdown													
Patdown - Flyer					2	3	5	4		1		3	18
Patdown - General								1					1
Persons w/ Disabilities (PWD)					1	1	1	1	3	3	1	2	13
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				1
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1						1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal M		ces								•	1		1
Persons w/ Disabilities (PWD) - Medically			n and Medi	cal Sunnlies								1	1
					1			1	0	4		1	
Persons w/ Disabilities (PWD) - Mobility E		t wheelch	iali di Sco	oler)	1			1	2	1			6
Persons w/ Disabilities (PWD) - Service A		_				1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling				6	7	5	6	11	12	16	7	9	79
Property - Special Handling - Damaged Ite	ems - Carry-0	On		3	2	1		5	1	1	1	2	16
Property - Special Handling - Damaged Ite	ems - Checke	ed			4	3	3	3	5	8	4	4	34
Property - Special Handling - Missing Item	ns - Carry-Or	ı							2	1		1	4
Property - Special Handling - Missing Item				3	1	1	3	3	4	6	2	2	25
Screening				3	1		6	4	5	1	1	3	24
Screening - Crew Member or Airline Empl	lovoo			3			0		J	- '	'	1	
	l												1
Screening - Inconsistency									1				1
Screening - Lengthy Lines							3		1				4
Screening - Procedures/Process				1	1		3	3	1	1		1	11
Screening - Security Breach				2				1	2			1	6
Screening - Shoe Screening											1		1
2020	43	29	3	1 35	26	22	1	8	9	16	16	14	250
Civil Rights	2			2	1					2		1	8
Civil Rights - Headwear												1	1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimina	1			•						1			2
				1	4					1			4
Civil Rights - Sex/Gender/Gender Identity				1	1				4	- 1			
Customer Service	6	4		2	3	3	1	3	1	5	3		33
Customer Service - TSO	6	4		2	3	3	1	3	1	5	3	2	
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	.ic				1								1
Locks	1	3		5 3	2	1		1		1	1	1	19
Locks - Missing or Damaged Lock	1	3		5 3	2	1		1		1	1	1	19
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	20	7	1	1 10	6			1	3	3	4	4	
		1			6	9		I	3	3	4	4	78
Mishandling of Passenger Property - Dam				1 1	_	_					_		3
Mishandling of Passenger Property - Dam		6		8 8	5	8		1	3	1	3		61
Mishandling of Passenger Property - Disa				2 1	1	1				2	1	1	14
Patdown	2			1 1							2		6
Patdown - Flyer	2			1 1							2		6
Persons w/ Disabilities (PWD)	1	1		2 5	2	1							12
Persons w/ Disabilities (PWD) - Cancer (c	eneral) Not	Breast Ca	ncer	1									1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disabili	tv	1								1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to t	he Body	· ·		1							<u>.</u>
. ,				c 2		'							2
Persons w/ Disabilities (PWD) - Medically		Medicalion	n and wed										
Persons w/ Disabilities (PWD) - Mobility E				1									2
Persons w/ Disabilities (PWD) - Prosthesi		and Casts			1								1
Persons w/ Disabilities (PWD) - Touch Av		1		1									2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1									1
Property - Special Handling	7	12		3 13	8	7		2	4	3	5	2	71
Property - Special Handling - Damaged Ite	1	2		1 1	3	1							9
Property - Special Handling - Damaged Ite		2		5 3	2	5			1	2	3	1	26
Property - Special Handling - Missing Item		1		2		J			1		3		4
				2 7	3	1		2	2	1	2	1	32
		7			3	- 1							32
Property - Special Handling - Missing Item		7											
Property - Special Handling - Missing Item Request for Assistance		7		1	1						_		2
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other	4			1 1	1								2
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	4	2			1			1	1	2		4	2 2 19
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	4			1 1	1 1 2				1				2 2 19 1
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	4			1 1	1				1	2		4	2 2 19
Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	4 1 3			1 1 1 1	1 1 2			1			1	4	2 2 19 1

Catagories		40.0-4				C) Data Tool		04 4	OF Mass	00 1	07 1	00 4	00 0	Tatal
Categories	Screening - Security Breach	10-Oct	11-Nov 1	12-Dec 0	1-Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total 1
2021	Screening - Security Breach	16	16	10	17	11	5	17	31	34	51	38	43	289
	line								1		-			1
	Airline - Wheelchair Assistance								1					1
Civ	vil Rights	2				1		1	2		2	2		10
	Civil Rights - Civil Rights Violation (TSA E	imployee)				1			1					2
	Civil Rights - Headwear							4	4		1			1
	Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	1						1	1		1	2		5 2
Cla	aims		1											
Old	Claims - General		1											1
Cus	stomer Service	2	2	2	7	1			5	4	5	5	3	36
	Customer Service - Others	1							2					3
	Customer Service - TSO	1	2	2	7	1			3	4	5	5	3	33
Dup	plicate E-mail				1									1
	Duplicate E-mail - General				1									1
Exp	pedited Passenger Screening Program	L		1		1	2	11	12	14	31		30	125
	Expedited Passenger Screening Program		. f D				1		4		1			2
	Expedited Passenger Screening Program					1	4	11	4	1.1	20	1		8
	Expedited Passenger Screening Program	- TSA Preche	еск	1	1	1	1	11	8	14	30	22	27	115
Пад	zardous Materials Safety Hazardous Materials Safety - General				1									1
Ide	entification (ID) Requirements				1									1
luci	Identification (ID) Requirements - Domest	ic.			1									1
Loc		1						1		1		1	2	6
	Locks - Missing or Damaged Lock	1						1		1		1		6
Los	st and Found			1						· ·		· ·		1
	Lost and Found - Airport/TSA			1										1
Mis	shandling of Passenger Property	5	3	4		3		1	2	1			1	20
	Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1										1
	Mishandling of Passenger Property - Dam	5	2	2		2		1	2				1	15
	Mishandling of Passenger Property - Dam		ItemsUnsp	pecified Lug	gage					1				1
	Mishandling of Passenger Property - Disa	rrayed Item	1	1		1								3
No	Jurisdiction						1						1	2
	No Jurisdiction - Refer to Other						1						1	2
Not	tice of Violation/Civil Penalties	l	1											1
	Notice of Violation/Civil Penalties - Gener		1											1
Pat	tdown	1		1	1				1				2	6
Dox	Patdown - Flyer	1		1	1	2		2	1		1		2	6
Pei	rsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St	poetrum						2		1	1			8
	Persons w/ Disabilities (PWD) - Diapers/G		eeinge/Maek	· c									1	1
	Persons w/ Disabilities (PWD) - Medical D							1						1
	Persons w/ Disabilities (PWD) - Medically				Supplies			1					1	2
	Persons w/ Disabilities (PWD) - Metal Imp					1								1
	Persons w/ Disabilities (PWD) - Respirato		r Equipment			1								1
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway							1				1
Pro	phibited & Permitted Items		1		2									3
	Prohibited & Permitted Items - Electronic I		1											1
	Prohibited & Permitted Items - Firearm/An				2									2
Pro	operty - Special Handling	2	6		4				6	9	9			39
	Property - Special Handling - Damaged Ite		1		1				1	4	4		1	12
	Property - Special Handling - Damaged Ite		4		2				2	3	1			
0	Property - Special Handling - Missing Item	1			1				_			1	1	15
Scr	reening		1				0		3	2	4			15 12
	<u> </u>	3	2	1		3	2	1	2	4	4	6		15 12 27
	Screening - Inconsistency	3	2						2 1	4 1	3	6 2		15 12 27 4
2022	<u> </u>	3	2	1		3	2	1	2 1 1	4		6 2		15 12 27 4 23
2022 Airli	Screening - Inconsistency Screening - Procedures/Process	3	2 73		45		2 78	1 81	2 1 1 110	4 1	3	6 2		15 12 27 4 23 543
2022 Airl	Screening - Inconsistency Screening - Procedures/Process	3	2	1		3	2 78 2	1	2 1 1 110 2	4 1	3	6 2		15 12 27 4 23 543 7
	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage	3	2 73 1	1		3	2 78 2 1	1 81 2	2 1 1 110	4 1	3	6 2		15 12 27 4 23 543 7
	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service	3	2 73	1		3	2 78 2	1 81	2 1 1 110 2	4 1	3	6 2		15 12 27 4 23 543 7 2
Airl	Screening - Inconsistency Screening - Procedures/Process tline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance	3	2 73 1	1		3	2 78 2 1	1 81 2	2 1 1 110 2 1	4 1	3	6 2		15 12 27 4 23 543 7 2 4
Airl	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service	3 3 45	2 73 1	1		3	2 78 2 1	1 81 2	2 1 1 110 2	4 1	3	6 2		15 12 27 4 23 543 7
Airl	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance // Rights	3 3 45	2 73 1	1		3	2 78 2 1	1 81 2	2 1 1 110 2 1	4 1	3	6 2		15 12 27 4 23 543 7 2 4 1 1 5
Airl	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance //il Rights Civil Rights - National Origin	3 3 45	2 73 1	1		3	2 78 2 1 1	1 81 2	2 1 1 110 2 1	4 1	3	6 2		15 12 27 4 23 543 7 2 4 1 5 1
Airl Civi	Screening - Inconsistency Screening - Procedures/Process fine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance viil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriming	3 3 45	2 73 1	1		3	2 78 2 1 1	1 81 2	2 1 1 110 2 1	4 1	3	6 2		15 12 27 4 23 543 7 2 4 1 1 5 5
Airl Civi	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others	3 3 45 1 1 1 1 ation 3	2 2 73 1 1 2 2 7 1 1	1 52	45	3 59	2 78 2 1 1	1 81 2	2 1 1 110 2 1 1	4 1	3	6 2		15 12 27 4 23 543 543 1 5 1 1 5 1 2 2 2 3 0 3 1 1 1 1 2 3 3 3 1 1 1 1 1 1 1 1 1 1 1
Civi	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others Customer Service - TSO	3 3 45 1 1 1 1 1 ation 3 3	2	1 52 2 2	1	3 59	2 78 2 1 1 1	1 81 2 2	2 1 1 110 2 1 1 1 1 4	4 1	3	6 2		15 12 27 4 23 543 543 1 1 5 5 1 2 2 2 300 1 1 29
Civi	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discrimination of the Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program	3 3 45 1 1 1 1 1 1 ation 3 3 3 3 3 3 3 3	2 2 73 1 1 2 2 7 1 1	1 52	1 1 37	3 59	2 78 2 1 1 1	1 81 2 2	2 1 1 110 2 1 1 1 1	4 1	3	6 2		15 12 27 4 23 543 7 2 2 4 4 1 1 2 2 2 3 30 30 405 405
Civi	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance /// Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discrimination Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program	3 45 1 1 1 ation 3 3 3 3 3 1 1	2 73 1 1 2 2 7 1 6 49	2 2 35	1 1 37 1	2 2 48	2 78 2 1 1 1 1 4 4 61	1 81 2 2 2 7 7 54	2 1 1 110 2 1 1 1 1 4	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 5 1 1 2 2 3 30 1 1 2 2 3 3 1 1 1 1 2 2 3 1 1 1 1 2 2 2 3 1 1 1 1
Civi	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance //il Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal Stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 45 1 1 1 1 ation 3 3 3 3 3 1 1 3	2 73 1 1 2 2 7 1 6 49	2 2 35 4	1 1 37 1 4	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 7 7 54	2 1 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 2 2 2 30 1 1 29 405 2 25 25 25 25 26 26 27 27 27 28 28 28 28 28 28 28 28 28 28 28 28 28
Civi	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance //il Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discrimina stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program	3 45 1 1 1 ation 3 3 3 3 3 1 1	2 73 1 1 2 2 7 1 6 49	2 2 35 4 31	1 1 37 1	2 2 48	2 78 2 1 1 1 1 4 4 61	1 81 2 2 2 7 7 7 54	2 1 1 110 2 1 1 1 1 4	4 1	3	6 2		15 12 27 4 23 543 7 2 4 1 1 5 5 1 1 2 2 2 2 30 4 4 0 1 1 2 2 3 3 0 1 1 1 2 2 3 3 0 1 1 1 2 3 3 0 1 1 1 2 3 3 3 3 3 3 3 4 3 3 3 3 3 3 3 3 3 3 3
Civi	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racal Profiling or Discrimina stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 45 1 1 1 1 ation 3 3 3 3 3 1 1 3	2 73 1 1 2 2 7 1 6 49	1 52 2 2 35 4 31	1 1 37 1 4	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 2 52 2	2 1 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 543 1 5 1 1 5 2 2 2 2 4 4 1 1 5 5 2 2 2 2 3 3 0 1 1 1 2 1 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Civi Cus Exp	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racal Profiling or Discriminal stomer Service - Others Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - Missing or Damaged Lock	3 3 45 1 1 1 ation 3 3 33 1 1 3 29	2 73 1 1 2 2 7 1 6 49	2 2 35 4 31	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 7 54	2 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 543 1 5 1 1 5 1 1 2 2 2 2 3 30 1 1 29 405 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Civi Cus Exp	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - Missing or Damaged Lock st and Found	3 3 45 1 1 1 1 1 1 3 3 3 3 3 3 3 2 9 2 2	2 73 1 1 2 2 7 1 6 49	1 52 2 2 35 4 31	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 2 52 2	2 1 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 543 1 1 2 2 30 405 2 2 55 378 33 44
Civi Cus Exp Loc	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discrimination Stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program cks Locks - Missing or Damaged Lock st and Found Lost and Found - Airport/TSA	3 3 45 1 1 1 ation 3 3 33 1 1 3 29	2 73 1 1 2 2 7 1 6 49	1 52 2 2 35 4 31 1	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 52 2 2 2	2 1 110 2 1 1 1 1 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 2 2 2 30 1 1 2 2 3 30 3 3 3 4 3 3 3 3 4 4 4 3 3 3 3 4 4 3 3 3 4 3 3 3 3 4 3 3 3 3 3 4 3
Civi Cus Exp Loc	Screening - Inconsistency Screening - Procedures/Process line Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance /// Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discrimination of the process Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Cks Locks - Missing or Damaged Lock st and Found Lost and Found - Airport/TSA shandling of Passenger Property	3 3 45 1 1 1 1 3 3 3 3 29	2 73 1 1 2 2 7 1 6 49 7 42	2 2 35 4 31 1	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 2 52 2	2 1 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 2 2 2 30 1 1 29 405 2 2 378 33 33 33 44 40 40 40 40 40 40 40 40 40 40 40 40
Civi Cus Exp Loc	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Properting Program Cks Locks - Missing or Damaged Lock st and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam	3 3 45 1 1 1 3 33 33 29 2 2 2 2 anaged/Missing	2 73 1 1 2 2 7 1 6 49 7 42	2 2 35 4 31 1 1 1 y-on Luggaç	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 52 2 2 3 3	2 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 2 2 2 2 30 4 405 2 2 5 3 3 8 3 3 4 4 4 5 5 5 1 3 3 4 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Civi Cus Exp Loc	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights - Wheelchair Assistance vil Rights - Race Civil Rights - Racal Profiling or Discrimina stomer Service - Others Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Cocks - Missing or Damaged Lock st and Found Lost and Found - Airport/TSA Shandling of Passenger Property Mishandling of Passenger Property - Dam	3 3 45 1 1 1 1 ation 3 3 33 1 3 29 2 2 2 2 anged/Missing	2 73 1 1 2 2 7 1 6 49 7 42	2 2 35 4 31 1	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 52 2 2 2 3 1 1	2 1 110 2 1 1 1 1 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 5 5 1 2 2 2 2 30 4 4 5 5 3 3 3 4 3 3 3 3 4 3 3 4 3 3 3 4 3
Civi Cus Exp Loc Los Mis	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Properting Program Cks Locks - Missing or Damaged Lock st and Found - Airport/TSA shandling of Passenger Property Mishandling of Passenger Property - Dam	3 3 45 1 1 1 1 ation 3 3 33 1 3 29 2 2 2 2 anged/Missing	2 73 1 1 2 2 7 1 6 49 7 42 1 gltemsCarry	2 2 35 4 31 1 1 1 y-on Luggaç	1 1 37 1 4 32	2 2 48	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 52 2 2 2 3 1 1 1	2 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 5 1 2 2 2 2 2 30 4 4 5 5 3 3 3 3 3 3 3 4 3 3 4 3 3 4 3 3 3 3
Civi Cus Exp Loc Los Mis	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racal Profiling or Discriminal stomer Service - Others Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Comparised Program Expedited Passenger Screening Program Comparised Program Co	3 3 45 1 1 1 1 ation 3 3 33 1 3 29 2 2 2 2 anged/Missing	2 73 1 1 2 2 7 1 6 49 7 42 1 gltemsCarry	2 2 35 4 31 1 1 1 y-on Luggaç	1 1 37 1 4 32	2 2 48 4 44	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 7 7 54 2 2 2 2 2 3 3 1 1 1 1 1	2 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 543 543 543 543 543 543 543 543 54
Civi Cus Exp Loc Los Mis	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Control Passenger Screening Program Control Passenger Screening Program Control Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal	3 3 45 1 1 1 1 ation 3 3 33 1 3 29 2 2 2 2 anged/Missing	2 73 1 1 2 2 7 1 6 49 7 42 1 gltemsCarry	2 2 35 4 31 1 1 1 y-on Luggaç	1 1 37 1 4 32	2 2 48 4 44	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 2 52 2 2 1 1 1 1 1 1	2 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 5 1 2 2 2 2 2 30 4 4 5 5 3 3 3 3 3 3 3 4 3 3 4 3 3 4 3 3 3 3
Civi Cus Exp Loc Los Mis	Screening - Inconsistency Screening - Procedures/Process dine Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance vil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Racial Profiling or Discriminal stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Properting Program Cks Locks - Missing or Damaged Lock st and Found Lost and Found - Airport/TSA shandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - No Referral	3 3 45 1 1 1 1 ation 3 3 33 1 3 29 2 2 2 2 anged/Missing	2 73 1 1 2 2 7 1 6 49 7 42 1 gltemsCarry	2 2 35 4 31 1 1 1 y-on Luggaç	1 1 37 1 4 32	2 2 48 4 44	2 78 2 1 1 1 1 4 4 61 1 1	1 81 2 2 2 2 52 2 2 1 1 1 1 1 1	2 1 110 2 1 1 1 1 4 4 88	4 1	3	6 2		15 12 27 4 23 543 7 2 4 4 1 1 2 2 30 1 1 2 2 5 5 3 3 3 3 3 3 4 4 5 5 5 5 6 7 2 7 2 7 8 7 8 7 8 7 8 8 7 8 8 8 8 8 8

			TSA Contac	ct Center (TCC) Data	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	3		3				3	3					12
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	tal Disability				1	1					2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal N	ledical Devi	ces					2						2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates							1					1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts	;					1					1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelch	1		1										2
Property - Special Handling	2	7	4	1	4	2	3	4					27
Property - Special Handling - Damaged It	ems - Carry	2	1			1		2					6
Property - Special Handling - Damaged It	1	2	2			1		1					7
Property - Special Handling - Missing Iten	1	1		1			1						4
Property - Special Handling - Missing Iten	ns - Checke	2	1		4		2	1					10
Screening	1	5	5	5	1	6	5	6					34
Screening - Inconsistency		1	1			2	1						5
Screening - Lengthy Lines		1	1										2
Screening - Procedures/Process	1	3	3	5		3	3	6					24
Screening - Retrieving Abandoned/Confis	cated Items				1	1	1						3

Categories	10 Oct /	14 Nov				Tool - FOIA		OF May	OG lum	07 1	00 4	00 Can	Total
-		11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	22	28	3 4		39 36		29	51	26	15			391
2019					13 8	14	4	13	7	8			85
Civil Rights					1			1	1		1		4
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimina											1		1
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder			1								1
Customer Service					2	2		1		2			10
Customer Service - TSO					2	2		1		2			10
Locks								1			4		7
Locks - Missing or Damaged Lock						1		1			4		7
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property					3 2	2 1	3	4	5	2	4		24
Mishandling of Passenger Property - Dam	aged/Missing	Items0	Checked B	aç	2	1	1	4	5	2	4		20
Mishandling of Passenger Property - Dam	aged/Missing	Itemsl	Jnspecifie	d Luggage			1						1
Mishandling of Passenger Property - Disar	rrayed Items	Carry-oi	n or Check	(e)	1 '		1						3
Patdown					1	1			1	2	1	1	7
Patdown - Flyer					1	1			1	2		1	7
Persons w/ Disabilities (PWD)					1 '	1							3
Persons w/ Disabilities (PWD) - Internal M	ledical Device	S			•	1							1
Persons w/ Disabilities (PWD) - Metal Imp					1 '								2
Property - Special Handling	nanto (joint)				3		1	4		1	1	2	19
Property - Special Handling - Damaged Ite	ome Chacker	4			3	1	1	1				2	5
							ļ.	1					3
Property - Special Handling - Missing Item								2					
Property - Special Handling - Missing Item	is - Checked				3	3		3		1			11
Screening					2	2		1		1	2	2	10
Screening - Inconsistency								1					1
Screening - Procedures/Process					2	2				1			9
2020	6	3	3 1		10 (5 4	1	2	6	2	2	2	57
Civil Rights					2								2
Civil Rights - Racial Profiling or Discrimina					1								1
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder			1								1
Customer Service				1					1		1		3
Customer Service - TSO				1					1		1		3
Locks				1	1						1		3
Locks - Missing or Damaged Lock				1	1						1		3
Mishandling of Passenger Property	2			8	1 3	3			1	1			19
Mishandling of Passenger Property - Dam	aged/Missing	Items0	0	1	1								2
Mishandling of Passenger Property - Dam	2			5	3	3 2			1	1			14
Mishandling of Passenger Property - Disar		Carry-oi	n	2		1							3
Patdown	1				2								5
Patdown - Flyer	1				2								5
Persons w/ Disabilities (PWD)	•				_	1							1
Persons w/ Disabilities (PWD) - Prosthesis	s/Amnutees a	nd Cast	2			1							1
Property - Special Handling	3	na Oast		2	4			1	4	1		2	18
Property - Special Handling - Damaged Ite		n			1			- 1					10
	ans - Carry-O	11			•				2				5
Property - Special Handling - Damaged Ite	1								2				
Property - Special Handling - Missing Item	2			2	2			1		1		2	12
Screening		3	3				1	1					6
Screening - Procedures/Process		3	3	_		_	1	1					6
2021	4	9	,	6	5 3	3	3	11	13	5			93
Civil Rights											1		3
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimina											1		1
Civil Rights - Sex/Gender/Gender Identity-	Not Transger											1	1
Customer Service	1	2	2	2	0					_			17
Customer Service - CSM					3	1		2	1	3	1		17
Customer Service - TCC				1	3	1		2	1	3	1		1
					1	1		2	1	3	1		
Customer Service - TSO	1	2						2	1	3			1
Customer Service - TSO Expedited Passenger Screening Program	1	2	2	1	1	1	2				1		1
		2	2	1	1 2	1	2	2	1	3	1 14		1 1 15
Expedited Passenger Screening Program	- DoD		2	1	1 2	1	2	2	1	3	1 14		1 1 15 40
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applica	ition Pro	gram	1 1	1 2	1		2 5	1 5	3	1 14	10	1 1 15 40 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applica	ition Pro	gram	1 1	1 2 1	1	2	2 5	1	3	1 14	10	1 1 15 40
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	- DoD - TSA Applica	ition Pro	gram	1 1	1 2 1	1		2 5	1 5	3	1 14	10	1 1 15 40 1 2 37
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	- DoD - TSA Applica - TSA PreChe	ition Pro	2 gram	1 1 1 1 1 1 1	1 2 7	1		2 5 1 4	1 5	3	1 14	10	1 15 40 1 2 37 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- DoD - TSA Applica - TSA PreChe	ition Pro eck	ogram	1 1 1 1 1 1 1 1	1 2 1	1		2 5	1 5	3	1 14	10	1 15 40 1 2 37 1 1 9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Applica - TSA PreChe 2 aged/Missing	ation Pro eck 2 Items0	gram 2 Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1		2 5 1 4	5	3	1 14	10	1 15 40 1 2 37 1 1 9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- DoD - TSA Applica - TSA PreChe 2 aged/Missing	ation Pro eck 2 Items0	gram Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 7	1		2 5 1 4	1 5 5	3	1 14	10	1 15 40 1 2 37 1 1 1 9
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	- DoD - TSA Applica - TSA PreChe 2 aged/Missing	ation Pro eck 2 Items0	gram 2 Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1		2 5 1 4	1 5 5	3	1 14	10	1 15 40 1 2 37 1 1 9 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other	- DoD - TSA Applica - TSA PreChe 2 aged/Missing	ation Pro eck 2 Items0	gram 2 Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1	2	2 5 1 4	1 5 5	3	1 14 14	10	1 15 40 1 2 37 1 1 9 1 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	- DoD - TSA Applica - TSA PreChe 2 aged/Missing	ation Pro eck 2 Items0	gram 2 Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1	2	2 5 1 4	1 5 5	3	1 14 14	10	1 15 40 1 2 37 1 1 9 1 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	- DoD - TSA Applica - TSA PreChe 2 aged/Missing	ition Proeck 2 Items(gram 2 2 Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1	2	2 5 1 4	1 5 5	3	1 14 14	10	1 15 40 1 2 37 1 1 9 1 8 1 1 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2	eck 2 ItemsC	egram 2 Carry-on Li 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1	2	2 5 1 4	1 5 5	3	1 14 14	10	1 15 40 1 2 37 1 1 9 1 8 1 1 3 3 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2	eck 2 ItemsC 1	gram Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 1 4	1 5 5 1 1 1 1	3	1 14 14	10	1 15 40 1 2 37 1 1 9 1 8 1 1 3 3 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M	eck 2 ItemsC 1	gram Carry-on Li	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 1 4	1 5 5	3	1 14 14	10	1 15 40 1 2 37 1 1 1 8 1 1 3 3 3 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M	ition Proeck 2 Items(2 1 1 1 edicatio	egram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 1 4 1 1 1	1 5 5 1 1 1 1	3	1 14 14	10	1 15 40 1 2 37 1 1 1 9 1 8 1 1 3 3 3 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 1 ledical Dev Necessary M	2 IltemsC 2 1 1 edicatio	egram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 1 4	1 5 5 1 1 1 1	3	1 14 14	10 10 9	1 15 40 1 2 37 1 1 1 8 1 1 3 3 3 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 1 ledical Dev Necessary M	2 IltemsC 2 1 1 edicatio	egram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 1 4 1 1 1	1 5 5 1 1 1 1	3 1 1 1	1 14 14	10 10 9	1 15 40 1 2 37 1 1 1 9 1 8 1 1 3 3 3 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 1 ledical Dev Necessary M 1 ems - Carry-O	2 IltemsC 2 1 1 edicatio	egram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 1 4 4 1 1 1 1 1	1 5 5 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 9 1 8 1 1 1 3 3 3 3 1 1 1 1 8
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Ite	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 1 ledical Dev Necessary M 1 ems - Carry-O	2 2 2 1 1 1 edicatio	gram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 9 1 8 1 1 1 3 3 3 1 1 1 1 8 2 2 2 2 3 7
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M 1 ems - Carry-O	ition Procedure 2 Items(2 Items(2 Items(3) Items(4) Items-	gram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1	2	2 5 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 9 1 8 1 1 1 3 3 3 3 1 1 1 1 8 1 1 1 8 1 1 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction Patdown - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M 1 ems - Carry-O	2 ItemsC 2 1 edication 3 n	gram Carry-on Li n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2	2 5 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 1 3 3 3 3 1 1 1 1 8 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M 1 ems - Carry-O	ition Procedure 2 Items(2 Items(2 Items(3) Items(4) Items-	gram Carry-on Li n and Med	1 1 1 1 1 1 1 uggage 1	1 1 1	1 1 1	2	2 5 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 1 9 1 8 1 1 1 3 3 3 3 1 1 1 1 8 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M 1 ems - Carry-O	2 ItemsC 2 1 edication 3 n	2 Carry-on Li 2 In and Med	1 1 1 1 1 1 1 1 1 1 1 1 tuggage 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2	2 5 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 1 9 1 8 1 1 1 3 3 3 3 1 1 1 1 1 8 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	- DoD - TSA Applica - TSA PreChe 2 aged/Missing 2 Iledical Dev Necessary M 1 ems - Carry-O	2 ItemsC 2 1 edication 3 n	gram Carry-on Li n and Med	1 1 1 1 1 1 1 uggage 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	2 5 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1	1 14 14 2 2 2	10 10 9	1 15 40 1 2 37 1 1 1 9 1 8 1 1 1 3 3 3 3 1 1 1 1 8 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

		1	TSA Conta	ct Center (TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	12	16	22	11	22	27	21	25					156
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity	- Not Transເ	gender			1								1
Customer Service		2	1	1			1	2					7
Customer Service - TSO		2	1	1			1	2					7
Expedited Passenger Screening Program	10	12	17	10	15	21	19	19					123
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program	2	1		1			1						5
Expedited Passenger Screening Program	8	11	17	9	15	20	18	19					117
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	ic					1							1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missi	1											1
Patdown			1			1		1					3
Patdown - Flyer			1			1		1					3
Persons w/ Disabilities (PWD)					1	1	1	2					5
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies		1	1						2
Persons w/ Disabilities (PWD) - Mobility [Disability (N	ot Wheelch	air or Scoot	ter)				1					1
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Property - Special Handling	1		3		1	2		1					8
Property - Special Handling - Damaged It	ems - Carry	-On	2										2
Property - Special Handling - Damaged It	ems - Checl	ked	1		1								2
Property - Special Handling - Missing Iten	1					1							2
Property - Special Handling - Missing Iten	ns - Checke	d				1		1					2
Screening	1	1			2	1							5
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2	1							4

Catamaniaa	10.0		TSA Contac						•••		•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	310	323	332	326	303	399	387	448	206	249	283	289	3,855
2019				69	64	84	76	88	110	116	104	124	835
Advanced Imaging Technology (AIT)				1						1		1	3
Advanced Imaging Technology (AIT) - Fly	er			1						1		1	3
Civil Rights				2	4	5	1	2	4	3	6	2	29
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns					1				1				2
					- 1				- 1		4		
Civil Rights - Headwear											1		1
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion									1			1	2
Civil Rights - Racial Profiling or Discrimina	ation			1	3	4		2			3	1	14
Civil Rights - Screening of Religious or Cu	ıltural Garme	nts								1			1
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender								2	1		3
Civil Rights - Sexual Orientation - Not Train									1				1
Customer Service	gomao.			11	9	18	12	15	18	20	13	18	134
Customer Service - Others				- 11	1	10	1	10	4	20	13	3	
				4.4				45		00			11
Customer Service - TSO				11	8	17	11	15	14	20	12	15	123
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domest	c										1		1
Locks				3	1	3	4	2	4	8	4	10	39
Locks - Missing or Damaged Lock				3	1	3	4	2	4	8	4	10	39
Lost and Found				3	4	3	1	1	2	3			17
Lost and Found - Airport/TSA				3	4	3	1	1	2	3			17
											200	22	
Mishandling of Passenger Property	1 (N. A)		Samuel Commit	19	14	18	16	23	20	26	26		195
Mishandling of Passenger Property - Dam					1	4		1	2	3	1	3	15
Mishandling of Passenger Property - Dam				17	9	12	14	17	14	20	19	26	148
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsU	Inspecified L	uggage	1		1	1					3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	2	3	2	1	4	4	3	6	4	29
Patdown				2	4		2	4	8	5	7		42
Patdown - Flyer				2	3		2	3	8	4	7		38
					3			3	0		- 1	- 1	
Patdown - Flyer as Observer										1			1
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				2	5	4	5	11	8	7	7	6	55
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes	·					1			1	2			4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing II	mnairment										1		1
			- Dadu					4	4		ı		
Persons w/ Disabilities (PWD) - Medical D								1	1				2
Persons w/ Disabilities (PWD) - Medically				al Supplies			1	1	1			2	5
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or Scoot	1	1		1	4	2				9
Persons w/ Disabilities (PWD) - Ostomy/C	Stomates						1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1				1		2	1		5
Persons w/ Disabilities (PWD) - Service A							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Av		trouma)				1				1	1	2	5
		li auiiia)			4	'							
Persons w/ Disabilities (PWD) - Visual Im					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			3		1	3	2		2		13
Property - Special Handling				18	16	18	13	17	26	30	29	25	192
Property - Special Handling - Damaged Ite	ems - Carry-0	On		2	2	3	1	1	3	2	2	3	19
Property - Special Handling - Damaged Ite	ems - Checke	ed		2	1	2	5	4	8	13	8	4	47
Property - Special Handling - Missing Item				3	5		2	2	4	4	8		39
Property - Special Handling - Missing Item				11	8		5	10	11	11	11	10	87
Request for Assistance	is - Officered			- 11	0	2	2	10	1	1	1	10	7
Request for Assistance - Other						2	2		1	1	1		7
Screening				8	7	10	20	13	19	12	10	22	121
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency				1					1			2	4
Screening - Lengthy Lines				1	1	1	1		2		1		8
Screening - Military				- 1		1				1		1	1
Screening - Procedures/Process				6	6	8	17	13	16	11	7	18	
	noted Ita			Ö	6	ď		13	10	11		18	102
Screening - Retrieving Abandoned/Confise	cated Items						1						1
Screening - Security Breach						1	1				1	1	4
2020	126	96		77	76		6	7	14	27	23	28	628
Civil Rights	4	13	5	1	4	1		1				1	30
Civil Rights - Age		3											3
Civil Rights - Constitutional Rights		2											2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimina	1	5	4	- 1	3			1				1	15
		5	4		3			1				- 1	
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	1	3				1							5
Civil Rights - Transgender Screening	1		1		1								3
Customer Service	26	17	18	17	11	5	1	1		3	7	5	111
Customer Service - Others	1	1				1							4
Customer Service - TSO	25	16		17	11	4	1	1		3	7	5	107
	1	3			2		1	1		2			
Locks				5							2		23
Locks - Missing or Damaged Lock	1	3		5	2	2				2	2	2	23
Lost and Found	4		2	1	1		1		1	1			11
Lost and Found - Airport/TSA	4		2	1	1		1		1	1			11
Mishandling of Passenger Property	34	24	26	13	14	7	1	1	3	4	5	3	135
Mishandling of Passenger Property - Dam	9	6		5	5						2		34
Mishandling of Passenger Property - Dam		15		7	9		1		3	3	2		84
Mishandling of Passenger Property - Dam				- 1	9	+			3	3			1
		_						4		4		,	
Mishandling of Passenger Property - Disa		3		1		2		1		1	1		16
Patdown	8	4		2	2							1	21
Patdown - Flyer	6	4	4	2	2							1	19

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

ries						C) Data Too								
				12-Dec (01-Jan 0)2-Feb (03-Mar	04-Apr 0	5-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	Prohibited & Permitted Items - Chemical/h		ducts								1			
	Prohibited & Permitted Items - Electronic											1		
	Prohibited & Permitted Items - Food/Beve	rages									1			
	Prohibited & Permitted Items - General							1				1		
	Prohibited & Permitted Items - Remains						1			40	4.0			
	perty - Special Handling	5	7	2	2		5	5	3	12	10			
	Property - Special Handling - Damaged Ite	1	2	1	1		1	1		5	4		7	
	Property - Special Handling - Damaged Ite		1		1			2	1	3	1			
	Property - Special Handling - Missing Item		2	1			2	1	2	1	3			
	Property - Special Handling - Missing Item	2	2				2	1		3	2	2 5	2	
	uest for Assistance											1		
	Request for Assistance - Other											1		
Scre	eening	2	2	1		2	3	5	8	7	11	12	7	
	Screening - Inconsistency			1				2	2	1	1			
	Screening - Procedures/Process	2	2			2	3	3	6	6	9	9	7	
	Screening - Retrieving Abandoned/Confis	cated Items									1	2		
	Screening - Traveling with Cash											1		
022	<u> </u>	157	205	188	158	156	252	274	297					1,
	itional Information Required/Insufficient Inf				1									
	Additional Information Required/Insufficier		FMAIL ON	JI Y	1									
Airlir		1	LIVIAIL OI	1	- '									
		1		1										
	Airline - Policy/Regulations/Service					4	0		4					
	Rights	3	4	2	4	1	3	5	4					
	Civil Rights - Headwear								2					
	Civil Rights - National Origin		1											
(Civil Rights - Not Specified								1					
	Civil Rights - Race						2	1						
	Civil Rights - Racial Profiling or Discrimina	2	2	2	2	1								
	Civil Rights - Screening of Religious Cultu		1											
	Civil Rights - Sex/Gender/Gender Identity				1			3	1					
		'					-		ı					
	Civil Rights - Transgender Screening				1		1	1						
	tomer Service	18	9	15	9	9	11	17	26					
	Customer Service - CSM						1							
(Customer Service - Others			1										
(Customer Service - TSO	18	9	14	9	9	10	17	26					
Dupl	licate E-mail	2		1										
	Duplicate E-mail - General	2		1										
	edited Passenger Screening Program	91	149	137	109	126	205	215	235					1
					109									
	Expedited Passenger Screening Program	1	1	1		1	1	1	1					
	Expedited Passenger Screening Program	2	16	16	8	6	3	8	8					
	Expedited Passenger Screening Program	87	132	119	101	119	201	206	226					1
	Expedited Passenger Screening Program	1		1										
Ident	tification (ID) Requirements	1	1	1	1		1							
	Identification (ID) Requirements - Domest	1	1	1	1									
	Identification (ID) Requirements - Real ID						1							
Lock	S		1					3						
	Locks - Missing or Damaged Lock		1					3						
	and Found	1			1	1	2		1					
	Lost and Found - Airport/TSA	1			1	1	2		1					
			- 4	2		'		1						
	nandling of Passenger Property	3	1	3	4		2	1	4					
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No J Patd Pers I I I Pers I I I I I I I I I I I I I I I I I I I	No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Idown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Isons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Ibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	5 4 1 7 1 1 Garments/D 2 Devices - Attact 1 Dlants (joint) Disability (Ni 1 s/Amputees bry and Inha 1 tersion (pain/tra 1 d Tobacco 11 7 2 2	5 16 1 1 1 1 1 1 hed to the B 3 4 2 1 2 auma) 1 1 1 1 8	3 3 1 Body 1	2 1 1 1 1 1 1 16 9 1	2 2 2 8 2 1	1 1 10 6	4 4 8 1 1 1 1 2 2 6 5	1 5 5 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					
No J	No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Idown Patdown - Flyer Patdown - Flyer as Observer Sons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabi	5 4 1 7 1 1 Garments/D 2 Devices - Attacl blants (joint) Disability (N 1 s/Amputees bry and Inha 1 1 ersion (pain/tra 1 d Tobacco 11 7 2 2 ns - Checke	5 16 1 1 1 1 1 1 hed to the B 3 4 2 1 2 auma) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 1 1 8 8 3 1 4	2 1 1 1 1 1 1 6 9 1 4 2	2 2 2 8 2 1 2 3	1 1 1 10 6 2 2	4 4 8 1 1 1 2 2 2	1 5 5 3 3 1 1 1 1 1 4					
No J Patd Patd Pers I Pers I Prop Prop Screen	No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Idown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Isons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha ilbited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and the property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	5 4 1 7 1 Sarments/D Devices - Attacl 1 blants (joint) Disability (N 1 s/Amputees bry and Inha 1 rersion (pain/tra 1 d Tobacco 11 7 2 2 1s - Checke 13	5 16 1 1 1 1 1 1 hed to the B 3 4 2 1 2 auma) 1 1 1 8 4	3 3 1 Body 1	2 1 1 1 1 1 1 16 9 1 4	2 2 2 8 2 1 2	1 1 1 10 6	4 4 8 1 1 1 1 2 2 6 5	1 5 5 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines			2	1		3	1	2					9
Screening - Procedures/Process	8	3	11	5	5	8	9	9					58
Screening - Retrieving Abandoned/Confis	1			2	1		1						5

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

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK	1	1	3	7	1	7	6	2	5	3	1	2	3
2019				4	1	4	6		5	2	1	1	2
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property				2	1	2	3		3	1	1		1
Mishandling of Passenger Property - Dam					1	1	2						
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	(1		1	1		3	1	1		
Patdown						1	1						
Patdown - Flyer						1	1						
Property - Special Handling				2		1			1				
Property - Special Handling - Damaged Ite	ems - Check	ed		1					1				
Property - Special Handling - Missing Item	ns - Carry-O	n		1									
Property - Special Handling - Missing Item	s - Checked	i				1							
Screening							2		1	1			
Screening - Procedures/Process							2		1	1			
2020		1											
Customer Service		1											
Customer Service - TSO		1											
2021	1		2			1		1		1		1	
Civil Rights			1										
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										
Customer Service	1		1										
Customer Service - TSO	1		1										
Patdown								1		1			
Patdown - Flyer								1		1			
Property - Special Handling						1						1	
Property - Special Handling - Damaged Ite	ems - Check	ed				1							
Property - Special Handling - Missing Item	ns - Checked	i										1	
2022			1	3		2		1					
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program			1	1		2		1					
Expedited Passenger Screening Program	- TSA PreC	heck	1	1		2		1					
Screening				1									
Screening - Procedures/Process				1									

gories	10-Oct 1		12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
	3	4	12-Dec 2		1	7 T	04-Api	•		07-3ui 1	5		100
N 2040	3	4	2									4	
2019				3	1	1			5	1	3	4	
Customer Service							1	1					
Customer Service - TSO							1	1					
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property				2			2	1	1	1	1	2	
Mishandling of Passenger Property - Dam							1						
Mishandling of Passenger Property - Dam							1		1		1	2	
Mishandling of Passenger Property - Dam								1					
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	or Checke	d						1			
Patdown								1				1	
Patdown - Flyer								1				1	
Property - Special Handling						1			3		2		
Property - Special Handling - Missing Item	s - Carry-On								3		2		
Property - Special Handling - Missing Item						1							
Screening				1	1			1				1	
Screening - Procedures/Process				1				1				1	
Screening - Security Breach					1								
2020	3	1	1	2		3							
Civil Rights		•	1			•							
Civil Rights - Racial Profiling or Discrimina	ation		1										
Customer Service	1		'	1									
Customer Service - TSO	1			1									
	· ·			- 1									
Mishandling of Passenger Property		It OI:	I I . D .			1							
Mishandling of Passenger Property - Dam		itemsCne	ескеа ва	ggage		1							
Patdown	1					1							
Patdown - Flyer	1					1							
Property - Special Handling	1					1							
Property - Special Handling - Missing Item	1					1							
Screening		1		1									
Screening - Lengthy Lines		1											
Screening - Procedures/Process				1									
2021							1	2	2		2		
Civil Rights											1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder									1		
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChe	ecked Bag	ggage				1					
Patdown									1				
Patdown - Flyer as Observer									1				
Property - Special Handling									1				
Property - Special Handling - Missing Item	ıs - Carry-On								1				
Screening							1	1			1		
Screening - Procedures/Process								1			1		
-							1	- 1			- 1		
Screening - Traveling with Cash 2022		3	1			3	- 1	3					
Customer Service		3	'			1		,					
Customer Service - Others		4				1							
Expedited Passenger Screening Program	TOA D. C	1	1			2		1					
Expedited Passenger Screening Program	- TSA PreC	1	1			2		1					
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Patdown		1											
Patdown - General		1											
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Screening	-							1					
Screening - Procedures/Process								1					

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

			I SA CUIILA	ct Center (ICC) Data	001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRL			1		1	1				1			4
2019					1					1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage						1			1
Patdown					1								1
Patdown - Flyer					1								1
2020			1										1
Customer Service			1										1
Customer Service - TSO			1										1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	heck				1							1

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	2	1	1		1	-		2	2		1	1	23
2019				2		2	2		1			1	8
Customer Service				1									1
Customer Service - TSO				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	iggage					1				1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts					1						1
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Ite	ems - Check	ed					1						1
Property - Special Handling - Missing Iten	ns - Checked			1									1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020	1								1				2
Civil Rights									1				1
Civil Rights - Hair Patdowns									1				1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
2021							2				1		3
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreCl	neck					1						1
2022	1	1	1	. 2	1	2		2					10
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								5
Expedited Passenger Screening Program				_									1
Expedited Passenger Screening Program		neck	1	2	1								4
No Jurisdiction		10011	'	_				1					1
No Jurisdiction - No Referral								1					1
Screening		1						'					1
Screening - Procedures/Process		1											1
TWIC						1							1
TWIC - Status						1							1

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

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

tegories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	5	6			7	03-IVIAI 8		US-IVIAY	3	07-Jul 8	5	7	7 TOTAL 7
2019	9	0	-	1		0	4	1	2	4	2	4	2
Customer Service					1		1	1		2	1	-	
Customer Service - Others					1		1	- 1			- 1		
Customer Service - TSO					ı		1	1		2	1		
Locks							1	1			1		
Locks - Missing or Damaged Lock					4		1			-		0	
Mishandling of Passenger Property	1/8.41 1		le e el e el De	1	1		2			1		3	
Mishandling of Passenger Property - Dan					1		2			1		2	
Mishandling of Passenger Property - Disa	arrayed items	Carry-or	or Checke	ea								1	
Property - Special Handling									2	1	1	1	
Property - Special Handling - Missing Iter									1			1	
Property - Special Handling - Missing Iter									1	1	1		
2020	1	2		1	2						2		
Advanced Imaging Technology (AIT)				1									
Advanced Imaging Technology (AIT) - Fly	/er			1									
Customer Service											1		
Customer Service - Others											1		
Mishandling of Passenger Property	1	1			1						1		
Mishandling of Passenger Property - Dan	1	1			1						1		
Patdown					1								
Patdown - Flyer					1								
Screening		1											
Screening - Procedures/Process		1											
2021			•	1	1		1		1	4	1	3	
Customer Service				1	-				-				
Customer Service - TSO				1									
Expedited Passenger Screening Program							1		1	3	1	3	
Expedited Passenger Screening Program	TSA ProCh	nack					1		1	3	1	3	
Mishandling of Passenger Property	I TOATTECT	ICCK			1		- 1		- 1	3	- 1	3	
Mishandling of Passenger Property - Dan	 nagod/Missin	a Itoma C	booked Ba	aaaaa	1								
Property - Special Handling	lageu/iviissii i	J ItellisC	necked ba	ggage	ı								
	na Chaalaad												
Property - Special Handling - Missing Iter	lis - Checkeu		1							4			
Screening Providence (Providence)										1			
Screening - Procedures/Process							_			1			
2022	4	4		3	2			3					
Customer Service	1					1							
Customer Service - TSO	1					1	1						
Duplicate E-mail	1												
Duplicate E-mail - General	1												
Expedited Passenger Screening Program	2	3		3	1	7	4	3					
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	2	3	3	3		7	4	3					
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling					1								
Property - Special Handling - Damaged I	ems - Carry-0	On			1								
Screening	, , ,	1					1						
Screening - Procedures/Process		1					1						

tegories	40.0-4					Tool - FOIA		OF Mari	00 1	07 1	00 4	00 0	Total
-		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	14	15	5 18				22	19	11	17		11	186
2019				3	6	3	5	6	5	12	5	6	51
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Fly	er				4	-	-		1	0			1
Customer Service				1	1	1	1	1	2	2	2		11
Customer Service - Others							1			1			2
Customer Service - TSO				1	1	1		1	2	1			9
Locks				1						2		1	5
Locks - Missing or Damaged Lock				1						2	1	1	5
Mishandling of Passenger Property				1	2	1	2	3	1			2	12
Mishandling of Passenger Property - Dam							2						2
Mishandling of Passenger Property - Dam					2	1		3	1			1	9
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	n or Checke	ed								1	1
Patdown								1		4		1	7
Patdown - Flyer								1		2	1	1	5
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					2	1							3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically	Necessary M	/ledicatio	n and Medi	cal Supplies	1								1
Persons w/ Disabilities (PWD) - Touch Av					1								1
Property - Special Handling					1		1					1	3
Property - Special Handling - Damaged Ite	ems - Checke	ed			1		1					1	3
Screening		_					1	1	1	4	1	1	9
Screening - Procedures/Process							1	1	1	4		1	9
2020	7	10		7 2	7	3	1		2	1		1	42
Civil Rights	1			1	1		•				·	•	3
Civil Rights - Constitutional Rights	1				- 1								1
Civil Rights - Constitutional Rights Civil Rights - Sex/Gender/Gender Identity-	Not Transc-	nder		1	1								2
Customer Service					I								
-	3	1				1							5
Customer Service - Others	1												1
Customer Service - TSO	2	1				1							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2		1	1				1	1		1	7
Mishandling of Passenger Property - Dam		ItemsC	Carry-on Lu	ggage								1	1
Mishandling of Passenger Property - Dam	aged/Missii	1		1	1								3
Mishandling of Passenger Property - Disa	rrayed Item	1							1	1			3
Patdown		1	2	2									3
Patdown - Flyer		1		1									2
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medically	Necessary M	/ledicatio	r ·	1	1								2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beve	rages					1							1
Property - Special Handling	3	1		2 1	1	1							6
Property - Special Handling - Damaged Ite	ems - Carry-C			1	•	1							2
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Item				1	1								2
Screening	3	5			3		1		1		1		14
Screening - Procedures/Process	2	5			3		1		1		1		13
Screening - Retrieving Abandoned/Confis	1				J		'		- 1				13
2021					•			•	4			4	
-	1	1			2	1	1	3	4	4			27
Customer Service	1						1	2	1	2		2	10
Customer Service - Others										1			1
Customer Service - TCC												1	2
Customer Service - TSO	1						1	2	1	1		1	7
Expedited Passenger Screening Program				1		1					2	1	5
Expedited Passenger Screening Program			gram			1						1	2
Expedited Passenger Screening Program	- TSA PreCh	eck		1							2		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checke	ed					1				1
Patdown									1				1
Patdown - Flyer									1				1
•										2			
Prohibited & Permitted Items	le/Pazore/Sh	arn Ohio	cte							1			1
Prohibited & Permitted Items		aip Obje	CIS							1			1
Prohibited & Permitted Items - Knives/Too										- '	1	1	4
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting G				1	- 1						1		
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting G Property - Special Handling	oods)n	,	1	1								
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling - Damaged Ite	oods ems - Carry-C										1		1
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	oods ems - Carry-C ems - Checke	ed .		l I	1						1		2
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	oods ems - Carry-C ems - Checke	d			1						1	1	2
Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Sporting Government of the Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening	oods ems - Carry-C ems - Checke	d 1	•		1			1			1	1	2 1 3
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process	oods ems - Carry-C ems - Checke ns - Carry-On	:d 1 1		I	1 1 1			1			1	1	2 1 3 3
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022	oods ems - Carry-C ems - Checke	ed 1		3 6	1 1 1 8		15				1	1	2 1 3 3 66
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights	oods ems - Carry-C ems - Checke ns - Carry-On 6	:d 1 1	I .	3 6 1 1	1 1 1 8		15	1			1	1	2 1 3 3 66 3
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	oods ems - Carry-C ems - Checke ns - Carry-On 6	ed 1	I .	3 6	1 1 1 8		15	1			1	1	2 1 3 3 66
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights	oods ems - Carry-C ems - Checke ns - Carry-On 6	ed 1	·	3 6 1 1	1 1 1 8		15	1			1	1	2 1 3 3 66 3
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	oods ems - Carry-C ems - Checke ns - Carry-On 6	1 1 4		3 6 1 1	1 1 1 8		15	1			1	1	2 1 3 3 66 3 2
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening	oods ems - Carry-C ems - Checkens - Carry-On 6	1 1 4 1		3 6 1 1 1 1	1 1 1 8	9	2	1			1	1	2 1 3 3 66 3 2
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO	oods ems - Carry-C ems - Checke s - Carry-On 6 ation	1 1 4 1		3 6 1 1 1 1	1 1 1 8	9 1 1 1	2 2	1 10			1	1	2 1 3 3 66 3 2 1 7
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Gr Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	ems - Carry-Cems - Checke is - Carry-On 6 ation	1 1 4 1 1 1 1 1 1 1		3 6 1 1 1 1 1 1 1 5 3 3	1 1 1 8 8	9 1 1 7	2 2 12	1 10			1	1	2 1 3 3 66 3 2 1 7 7 49
Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Sporting Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO	ems - Carry-Cems - Checkens - Checkens - Carry-On 6 ation 1 1 5 - TSA Applica	1 1 4 1 1 1 1 1 1 1		3 6 1 1 1 1 1 1 1 5 3 3	1 1 1 8 8	9 1 1 7	2 2	1 10			1	1	2 1 3 3 66 3 2 1 7

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling				1				1					2
Property - Special Handling - Missing Iten	ns - Carry-C	n		1				1					2
Screening		1	1			1	1	1					5
Screening - Inconsistency		1				1							2
Screening - Procedures/Process			1				1	1					3

Cotomonico	10.0.1			act Center (1	-				•••				
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	28	24	1 2		30		46	37	17	23	25		351
2019				4	6	4	9	7	6	16	12	9	73
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimina	ation						1					2	3
Civil Rights - Screening of Religious Cultu	ral and Ceren	nonial Ite	ems		1								1
Customer Service					1	1	1	1		2	2		8
Customer Service - TSO					1	1	1	1		2	2		8
Locks				1	1		1		1	1	2	1	8
Locks - Missing or Damaged Lock				1	1		1		1	1	2	1	8
Mishandling of Passenger Property					1	1	3	1	2	7	1	3	19
Mishandling of Passenger Property - Dam	aged/Missing	Items	Carry-on Lu	nddade			1			1			2
Mishandling of Passenger Property - Dam					1	1	2	1	2	4	1	3	15
Mishandling of Passenger Property - Disa										2			2
Patdown	nayou nomo-	-Carry-C	II OI OIICON	cu	1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)				1	- 1		1		ı	- 1		1	3
	NI		n and Mad				ı					1	
Persons w/ Disabilities (PWD) - Medically												1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelc	hair or Sco				1						2
Property - Special Handling				2		2		1	1	5	2	1	14
Property - Special Handling - Damaged Ite				1							1		2
Property - Special Handling - Damaged Ite	ems - Checke	d				1				3		1	5
Property - Special Handling - Missing Item	ns - Carry-On								1		1		2
Property - Special Handling - Missing Item	s - Checked			1		1		1		2			5
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening					1		2	2	1		4		10
Screening - Crew Member or Airline Empl	oyee										2		2
Screening - Inconsistency							1				1		2
Screening - Procedures/Process					1		1	2	1		1		6
2020	11	10	`	9 11	5	3	2	2	1	3	4		61
Civil Rights	2	- '		1	J	<u> </u>				J	-		4
Civil Rights - Racial Profiling or Discrimina				1									4
Customer Service										4			7
	2			2						1			
Customer Service - Others	_	- 2	2	_									2
Customer Service - TSO	2			2						1			5
Locks	1		1	1	1				1		1		6
Locks - Missing or Damaged Lock	1		1	1	1				1		1		6
Mishandling of Passenger Property	6	2	2	2 5	1	1	1			1	2		21
Mishandling of Passenger Property - Dam	5	- 2	2	2 4	1	1	1			1	1		18
Mishandling of Passenger Property - Disa	1			1							1		3
Patdown				1	1			1					3
Patdown - Children								1					1
Patdown - Flyer					1								1
Patdown - Flyer as Observer				1	- '								1
Persons w/ Disabilities (PWD)				ı	1								1
,	-//		_		1								
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a			0 5	- 1						4		1
Property - Special Handling				2 5		1					1		11
Property - Special Handling - Damaged Ite				1									1
Property - Special Handling - Damaged Ite			1	1		1							3
Property - Special Handling - Missing Item				2									2
Property - Special Handling - Missing Item	rs - Checke			1 2							1		5
Screening			2	1	1	1	1	1		1			8
Screening - Crew Member or Airline Empl	oyee				1					1			2
Screening - Procedures/Process		- 2	2	1		1	1	1					6
2021	4		l	1 2	3	4	6	7	10	4	9	9	60
Animals						1							1
Animals - Carry-On						1							1
Civil Rights					1		1						2
Civil Rights - Civil Rights Violation (TSA E	mplovee)						1						1
Civil Rights - Racial Profiling or Discrimina					1								1
Customer Service				1	·						2	1	4
Customer Service - TSO				1							2		4
				I					4			ı	
Duplicate E-mail									1				1
Duplicate E-mail - General									1		_		1
Expedited Passenger Screening Program							4	5	5	3	5	4	26
Expedited Passenger Screening Program			gram					1					1
Expedited Passenger Screening Program							4	4	5	3	4	4	24
Expedited Passenger Screening Program	- TSA/DHS E	mployee	es - Opt In								1		1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domesti	ic				1								1
Mishandling of Passenger Property	1		1	2		2			1			2	9
Mishandling of Passenger Property - Dam						1							2
Mishandling of Passenger Property - Dam			, 511 20	1		1			1			1	5
Mishandling of Passenger Property - Disa			1			Į.			'			1	2
Patdown	nayou nem							4	1			1	2
								1					
Patdown - Flyer								1	1				2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling	1					1			2		2		7
Property - Special Handling - Damaged Ite	ems - Carry-O	n									2	1	3
Property - Special Handling - Damaged Ite						1							1
Property - Special Handling - Missing Item									2				3
Screening	2				1		1	1	_			1	6
Screening - Inconsistency	1				1		1						3
	· '												

		1	SA Contac	ct Center (1	ΓCC) Data ⅂	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1												
Screening - Retrieving Abandoned/Confis	cated Items							1				1	
2022	13	13	18	14	16	33	29	21					15
Airline			1			1							
Airline - Policy/Regulations/Service			1			1							
Customer Service	2	7	1		1	1	1						1
Customer Service - TSO	2	7	1		1	1	1						1
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19					12
Expedited Passenger Screening Program	1		1			3	3	1					
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18					11
Mishandling of Passenger Property	1		2										
Mishandling of Passenger Property - Dam	1		2										
No Jurisdiction		1				1							
No Jurisdiction - Refer to Other		1				1							
Patdown				1				1					
Patdown - Flyer								1					
Patdown - Flyer as Observer				1									
Property - Special Handling	1	1	2					1					
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	ems - Checl	1	2					1					
Screening				1		1	1						
Screening - Procedures/Process				1		1	1						

Catamania	10.0.1	44.51			•	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	31	30	3 41		30		54	44	26	33	34		429
2019				9	3	8	19	8	12	16	14	5	94
Civil Rights				1	1		2	1	1	3			9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimina	ation						2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity-	- Not Transg	ender		1									1
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Civil Rights - Transgender Screening	Ŭ				1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1	0					1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks				1	1		1	1	1		- 1		
													5
Locks - Missing or Damaged Lock				1	1		1	1	1				5
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1		1	6	3	2	2	3	2	20
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Carry-on Lu	ggage			1	1			1		3
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Checked Ba	ξ 1		1	4	1	2	2	2	1	14
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	:d			1	1				1	3
Patdown	,			1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2		9
Persons w/ Disabilities (PWD)							2		1	1	2		6
Persons w/ Disabilities (PWD) - Autism St	o o o trum								'	'	1		1
. , ,		2									1		1
Persons w/ Disabilities (PWD) - Cancer (g											1		
Persons w/ Disabilities (PWD) - Medically				cal Supplies			1		1				2
Persons w/ Disabilities (PWD) - Prosthesi			S				1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling				2	1	3	3		1	2	4		16
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								1
Property - Special Handling - Damaged Ite				1		1	3				1		6
Property - Special Handling - Missing Item						1			1				2
Property - Special Handling - Missing Item				1		1				2	3		7
Screening	io Onconou			2		2	3		3	3	1	2	16
Screening - Inconsistency				1					3	3	1		
				ı			1						2
Screening - Procedures/Process						1	1		3	3	1	2	11
Screening - Retrieving Abandoned/Confis	cated Items			1									1
Screening - Security Breach						1	1						2
2020	8	1:	3 12	12	11	7		1	4	5	8	3	84
Civil Rights	1		1	3	1						1		7
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimina	1		1								1		3
Civil Rights - Sex/Gender/Gender Identity-	Not Transq	ender		1	1								2
Civil Rights - Transgender Screening	Ŭ			1									1
Customer Service	1		2 2		4	2			2	2			15
Customer Service - Others									1				13
Customer Service - TSO	1		2 2		4	2			1	2			
		4							1	2	0		14
Locks	1		1		1						2		7
Locks - Missing or Damaged Lock	1		1		1						2		7
Mishandling of Passenger Property	2	- 2	2 4	. 1	1	1		1	1	3	2		18
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	aged/Missii	- 2	2 4	. 1	1	1		1	1	1	2		14
Mishandling of Passenger Property - Disa	1									2			3
Patdown	1	- 2	2	1									4
Patdown - Flyer	1		2	1									4
Persons w/ Disabilities (PWD)	1		1		1							1	4
Persons w/ Disabilities (PWD) - Cancer (d	1												1
Persons w/ Disabilities (PWD) - General	· '		1										1
. ,												4	
Persons w/ Disabilities (PWD) - Visual Im		_										1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/				1								1
Property - Special Handling	1		5 1	3							1	2	17
Property - Special Handling - Damaged Ite					1						1		3
Property - Special Handling - Damaged Ite			1	1	1							1	4
Property - Special Handling - Missing Item	s - Checke		1 1		1							1	10
Screening			1 3	2		3			1		2		12
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process			3	1		2							6
Screening - Retrieving Abandoned/Confise	cated Items										1		2
Screening - Security Breach						1							1
2021	5					3	5	6	10	12	12	17	70
Civil Rights	,						J	2	10	12	12	17	3
Civil Rights - Racial Profiling or Discrimina	l							1	1				2
	adon							1	- 1				
Civil Rights - Transgender Screening							4	1				4	
Customer Service							1		3		3	1	8
Customer Service - Others									1				1
Customer Service - TSO							1		2		3		7
Expedited Passenger Screening Program							2	2	4	9	5		34
Expedited Passenger Screening Program	- TSA PreCh	neck					2	2	4	9	5	12	34
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domest	ic						1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1									1	2		4
Mishandling of Passenger Property - Dam										- 1			1
		Corre	n or Charles	d									
Mishandling of Passenger Property - Disa	rrayeu items I	Сапу-о	ii oi Checke	u						1	2		3
Patdown									1		1	1	3

ories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data [*] 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	10-001	11-1404	12-066	o i-Jaii	04-F6D	UJ-IVIAI	04-Api	UU-IVIAY	1	or-Jui	00-Aug	09-Sep	iotal
Patdown - Non-Flyer									1		1		
Property - Special Handling	2					1		2			- 1	1	
Property - Special Handling - Damaged II	_	n n				1		2				ı	
Property - Special Handling - Damaged II		JII											
Property - Special Handling - Missing Iter		,										1	
Property - Special Handling - Missing Iter		ı				1						ı	
Screening	1					2	1		1	2	1	2	
Screening - Inconsistency	'						1		- 1	2		2	
Screening - Inconsistency Screening - Lengthy Lines						1							
	4					1	4			4	4	2	
Screening - Procedures/Process	1				40		1		1	1	1	2	
	18	23	29	11	16	25	30	29					
Airline	1												
Airline - Policy/Regulations/Service	1												
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimin		1											
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender	1										
Civil Rights - Transgender Screening			1										
Customer Service	4	2		1	2	3	1	4					
Customer Service - TSO	4	2		1	2	3	1	4					
Expedited Passenger Screening Program	8	17		7	13	19	23	18					
Expedited Passenger Screening Program		1					1						
Expedited Passenger Screening Program		4			1								
Expedited Passenger Screening Program	8	12	15	7	12	19	22	18					
Locks							1						
Locks - Missing or Damaged Lock							1						
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property		1		1			1	1					
Mishandling of Passenger Property - Dan	naged/Missii	1					1	1					
Mishandling of Passenger Property - Disa	arrayed Items	Carry-or	or Checker	1									
Patdown		1				2	1	1					
Patdown - Flyer						2	1	1					
Patdown - General		1											
Persons w/ Disabilities (PWD)	1				1								
Persons w/ Disabilities (PWD) - Prosthes	i 1												
Persons w/ Disabilities (PWD) - Wheelch		Segway			1								
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Liquids/Ge	1												
Property - Special Handling			3	2									
Property - Special Handling - Damaged II	i ems - Carry-0	On	1	1									
Property - Special Handling - Damaged II			1										
Property - Special Handling - Missing Iter			1	1									
Screening	3	. 1				1	3	5					
Screening - Inconsistency	- J		3			- 1	1	J					
Screening - Inconsistency Screening - Lengthy Lines			1				- 1	1					
	I		1					I					
Screening - Procedures/Process	3	1	1				2	4					

		Т	SA Contact Ce	nter (TC	C) Data Too	I - FOIA							
Categories	10-Oct	11-Nov	12-Dec 01-	Jan	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	156	146	167	185	177	190	220	263	124	130	189	125	2,072
2019				41	41	54	69	73	57	63	85	47	530
Advanced Imaging Technology (AIT)				1						1			2
Advanced Imaging Technology (AIT) - Fly	er			1						1			2
Civil Rights				2	1	3	3	2	3	1	1	3	19
Civil Rights - Age												1	1
Civil Rights - Hair Patdowns								1					<u>-</u>
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion						1			- 1				1
	- 4:				4			-		4	4		
Civil Rights - Racial Profiling or Discrimina				2	1	1	2	1	2	1	1		11
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder				1						2	3
Civil Rights - Transgender Screening							1						1
Customer Service				9	13	19	18	9	8	8	18	9	111
Customer Service - Others					1	1			1	1	1		5
Customer Service - TSO				9	12	18	18	9	7	7	17	9	106
Locks				1	3	2	2	6	4	3	4	3	28
Locks - Missing or Damaged Lock				1	3	2	2	6	4	3	4	3	28
Lost and Found									1		1		2
Lost and Found - Airport/TSA									1		1		2
Mishandling of Passenger Property				8	11	5	9	15	12	17	19	12	108
	 	Itama Ca	armi on Luggogo		1	- 3	9	2	1	17	3	12	8
Mishandling of Passenger Property - Dam						_						40	
Mishandling of Passenger Property - Dam				8	9	5	7	11	8	15	13	10	86
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked		1		2	2	3	1	3	2	14
Patdown				1	1	3	6	6		5	2	2	26
Patdown - Children								1					1
Patdown - Flyer				1	1	3	6	3		4	2	2	22
Patdown - Flyer as Observer								1		1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				3		1	6	7		4	13	3	37
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1			•			1
Persons w/ Disabilities (PWD) - Cancer (g		Breast Can	cer								1		1
Persons w/ Disabilities (PWD) - Cognitive				1		1					3		5
Persons w/ Disabilities (PWD) - Diabetes		itai /iviciita	ii Disability	- '		- 1	2	2		1	- 3		5
Persons w/ Disabilities (PWD) - General							1			- 1			
) }	-11 4- 41	- Dadu				1	2			4		3
Persons w/ Disabilities (PWD) - Medical I											1		1
Persons w/ Disabilities (PWD) - Medically		dedication	and Medic	2						1	5	1	9
Persons w/ Disabilities (PWD) - Metal Imp												1	1
Persons w/ Disabilities (PWD) - Mobility D		Wheelcha	air or Scooter)					1		1	2	1	5
Persons w/ Disabilities (PWD) - Service A	nimals						1				1		2
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway					1	1		1			3
Property - Special Handling				11	8	9	11	14	16	13	14	8	104
Property - Special Handling - Damaged Ite	ems - Carry-C)n		2	3	3	2	1				1	12
Property - Special Handling - Damaged Ite				3	1	2	6	4	4	6	2	2	30
Property - Special Handling - Missing Item				1	1	1	1	3	2	3	2	1	15
Property - Special Handling - Missing Item				5	3	3	2	6	10	4	10	4	47
Request for Assistance	is - Officered				1		1	0	10		10		2
•					1								
Request for Assistance - Other				_		10	1		10		10	_	2
Screening				5	3	12	13	14	13	11	13	7	91
Screening - Inconsistency								2	1				3
Screening - Lengthy Lines				1	1	4	3	3	4	3	5	1	25
Screening - Procedures/Process				4	2	6	9	8	7	7	8	6	57
Screening - Retrieving Abandoned/Confis	cated Items							1					1
Screening - Security Breach						2	1		1	1			5
2020	58	41	71	54	49	18	5	8	11	21	25	22	383
Civil Rights	3	1	1	4	4			1	1	2	1	2	20
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina	1		1	3	3			1	1		1	2	12
Civil Rights - Sex/Gender/Gender Identity	1		1	1	1			1	1	2			5
		0	45					4	0		0	2	
Customer Service Others	17	8	15	5	8	1	1	1	2	2	6	3	69
Customer Service - Others			1	1					_			-	2
Customer Service - TSO	17	8	14	4	8	1	1	1	2	2	6	3	67
Locks	2	1	7	3	1				2	4	3	3	26
Locks - Missing or Damaged Lock	2	1	7	3	1				2	4	3	3	26
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	6	6	20	9	14	3	1	2	2	3	4	2	72
Mishandling of Passenger Property - Dam			3			2				1			7
Mishandling of Passenger Property - Dam		3	14	9	13		1	1	1	2	4	2	53
Mishandling of Passenger Property - Dam		1	• •										1
Mishandling of Passenger Property - Disa		2	3		1	1		1	1				11
Patdown	3	1	3	3	3	1		1	1				11
	3	İ		2	2	į.							7
Patdown - Flyer	3				2								
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer		1			1	1							3
Persons w/ Disabilities (PWD)	6	5	2	2		2		1	3	2	1	2	26
Persons w/ Disabilities (PWD) - Breast Ca													1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1								1			2
Persons w/ Disabilities (PWD) - Diabetes	1								1				2
Persons w/ Disabilities (PWD) - General	2	1							1			1	5
Persons w/ Disabilities (PWD) - Internal N									1				1
Persons w/ Disabilities (PWD) - Medically			and Medic	1								1	2
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D		1	2										3
. S. SSIO W DIOGDINGO (1 WD) - WOUNTLY L	(14º	1											<u> </u>

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

ategories	10-Oct	11-Nov	SA Contac	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Children	10 000	111101	12 500	o i ouii	1	oo ma	OT ADI	oo may	oo oun	or our	oo Aug	ос сер	Total
Screening - Children Screening - Inconsistency	1				- 1	2	1	2	4			1	1
Screening - International Screening	'						'					1	'
Screening - International Screening Screening - Lengthy Lines						2		1	1			ı	
Screening - Procedures/Process	2	3			2	3		4	7	4	4	1	3
2022	71	90	70	70	74	89		132	- 1	4	4	1	
Airline	71	90	72	1	/4	89	117	132					71
				1									
Airline - Policy/Regulations/Service Civil Rights	2		0	ı		0	0	0					
Civil Rights - Not Specified	2		2			2							1
· .						1	1						
Civil Rights - Race			-			- 1		1					
Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity-			1										
3	- NOL Fransç	gender	1	4			1	1					
Claims				1									
Claims - Status	4.5			1			40						
Customer Service	15	8	5	4	6	7		14					6
Customer Service - Others							1						
Customer Service - TSO	15	8	5	4	6	7		14					6
Expedited Passenger Screening Program	42	60	52	50	54	63	87	103					51
Expedited Passenger Screening Program						1	1						
Expedited Passenger Screening Program		1	1	1		3	3	5					1
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program		9	1	2	4	1	2	4					2
Expedited Passenger Screening Program		50	48	47	47	58	81	86					45
Expedited Passenger Screening Program	1		2		2			8					1
Identification (ID) Requirements		1											
Identification (ID) Requirements - Domesti	ic	1											
Locks	1		1	2	1		1						
Locks - General								1					
Locks - Missing or Damaged Lock	1		1	2	1		1	1					
Lost and Found		1	1	1		2		1					
Lost and Found - Airport/TSA		1	1	1		2		1					
Mishandling of Passenger Property		4		1		1	1	1					
Mishandling of Passenger Property - Dam	aged/Missii	2											
Mishandling of Passenger Property - Dam	aged/Missii	2				1	1	1					
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checker	1									
No Jurisdiction			2	2	3	1							
No Jurisdiction - Refer to CBP					3								
No Jurisdiction - Refer to Other			2	2		1							
Patdown	2	1				4	2						
Patdown - Children							1						
Patdown - Flyer	2	1				4	1						
Persons w/ Disabilities (PWD)	3	2	1	1	1	1	3	1					1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	2	1										
Persons w/ Disabilities (PWD) - Cognitive			al Disability			1							
Persons w/ Disabilities (PWD) - Diabetes	·						1						
Persons w/ Disabilities (PWD) - General				1			1						
Persons w/ Disabilities (PWD) - Internal M	1												
Persons w/ Disabilities (PWD) - Medically		Medication	and Medica	al Supplies	1		1	1					
Persons w/ Disabilities (PWD) - Metal Imp				- ''									
Persons w/ Disabilities (PWD) - Wheelcha													
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Medication	/Prescriptio	1											
Property - Special Handling	1	6	1	3	4	7	3	2					2
Property - Special Handling - Damaged Ite	ems - Carry	1	1	2	1	2							
Property - Special Handling - Damaged Ite		1	- '	1	'		'	'					
Property - Special Handling - Missing Item				'	2		1						
Property - Special Handling - Missing Item					1	5		1					
, , , ,	5	6	7	4	5	1							4
Screening	5	U	- 1	4	5	- '	0	0					
Screening - Crew Member or Airline Empl	ovee		4										
Screening - Crew Member or Airline Empl		4	1	4	2	4	2	4					
Screening - Crew Member or Airline Empl Screening - Inconsistency	oyee 1	1	1	1	2	1							1
Screening - Crew Member or Airline Empl		1 5		1	2	1	2 2 4	2					

			Contact Cente										
ategories	10-Oct 11-	Nov 12	-Dec 01-Jai	1 02-F		Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	10	13	12	14	12	25	18	22	10	12	16	10	174
2019				1		6	4	4	4	5	5		29
Civil Rights				1		1	1				1		4
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgende	er		1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service						1	2	1		1			5
Customer Service - TSO						1	2	1		1			5
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dam	naged/Missing Ite	ms Private	Screening Con	tractor				1					1
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCheck	ed Baggage					1					1
Patdown						3		1	1	3	1		8
Patdown - Flyer						3		1	1	3			8
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Hearing I	mpairment									1			1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not Wh	neelchair or	Scooter)								1		1
Screening	, , , , , , , , , , , , , , , , , , ,		,			1	1		3		2		7
Screening - Inconsistency									2				2
Screening - Procedures/Process						1	1		1		2		5
2020	4	6	4	5	3				1		1	3	27
Advanced Imaging Technology (AIT)	•	1	-	•							•	•	1
Advanced Imaging Technology (ATT) Advanced Imaging Technology (AIT) - Fly	/er	1											1
Civil Rights	1		1										2
	1		ı										
Civil Rights - Age	Not Transmin	\r	1										<u>T</u>
Civil Rights - Sex/Gender/Gender Identity	- เงอเ Transgende ไ	#1	1						4				1
Customer Service			1						1		1	2	5
Customer Service - TSO			1						1		1	2	5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam			1										1
Patdown	2	3		2									7
Patdown - Flyer	2	3		2									7
Persons w/ Disabilities (PWD)		2	1	1	1							1	6
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing I	mpairment											1	1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1		1	1								3
Property - Special Handling	1			1	1								3
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Iten	ns - Checked			1	1								2
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2021	1	1	1	2	3	2	4	3	5	7	10	7	46
Airline									1				1
Airline - Policy/Regulations/Service									1				1
					1				1				2
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimin	ation							-					
Civil Rights - Racial Profiling or Discrimina	l ation	1		1	1					3			
Civil Rights - Racial Profiling or Discrimin- Customer Service	ation	1		1	1			1		3			7
Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others	ation									1			7
Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO	ation	1	1	1	1	1		1	2	1		7	7 1 6
Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program			1			1			2	1		7	7 1 6 21
Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD	1			1	1		1	2	1			7 1 6 21 1
Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applicatio	1 n Program	·		1 1			1	1	1 2 2	: 6	1	7 1 6 21 1
Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	- DoD - TSA Applicatio	1 n Program			1	1		1		1 2 2	6		7 1 6 21 1 1 19
Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property	- DoD - TSA Applicatio - TSA PreCheck	1 n Program	1		1 1			1	1	1 2 2 2	6	1	7 1 6 21 1 1 19
Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Applicatio - TSA PreCheck	1 n Program	1		1 1			1	1	1 2 2	6	1	7 1 6 21 1 1 19 1
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction	- DoD - TSA Applicatio - TSA PreCheck	1 n Program	1		1 1			1	1	1 2 2 2	6	1	7 1 6 21 1 1 19 1 1
Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Applicatio - TSA PreCheck	1 n Program	1		1 1			1	1	1 2 2 2	6	1	7 1 6 21 1 1 19 1 1 1
Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	- DoD - TSA Applicatio - TSA PreCheck	1 n Program	1		1 1			1	1	1 2 2 2	6	1	7 1 6 21 1 1 19 1 1 1 1 1
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darr No Jurisdiction No Jurisdiction - Refer to Other	- DoD - TSA Applicatio - TSA PreCheck	1 n Program	1		1 1			1	1	1 2 2 2 1 1	6	1	7 1 6 21 1 1 19 1 1 1
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Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Or Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious or Cu Customer Service - TSO Expedited Passenger Screening Program	- DoD - TSA Applicatio - TSA PreCheck laged/Missing Ite Devices - Attache version (pain/traur) Grooming Items 1 ems - Carry-On ems - Checked ns - Carry-On 1 5 ation ultural Garments 1	n Program ms-Check d to the Bo ma) 6	1 ed Baggage	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 17	1 1 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 2 2 2 1 1	1 1 1 1 1	1	7 1 6 21 1 1 19 1 1 1 1 2 2 1 1 1 1 1 1 1 4 4 772 2 1 1 1 4 4 53
Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Oeroperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious or Cu Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applicatio - TSA PreCheck laged/Missing Ite Devices - Attache rersion (pain/traur) - TSA PreCheck anged/Missing Ite Devices - Attache rersion (pain/traur) - TSA Applicatio	n Program ms-Check d to the Bo ma) 6	1 ed Baggage ddy 7 1 1 5	1 1 1 1	1 1 1	1 1 1 1 17	1 1 2 2 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 2 2 2 1 1	1 1 1 1 1	1	7 1 6 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Touch Averame Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Oeroperty - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discriminative Civil Rights - Screening of Religious or Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applicatio - TSA PreCheck laged/Missing Ite Devices - Attache rersion (pain/traur) - TSA PreChecked ns - Carry-On - 1 - TSA Applicatio - TSA PreC	n Program ms-Check d to the Bo ma) 6	1 ed Baggage	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 17	2 2 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 2 2 2 1 1	1 1 1 1 1	1	7 1 6 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & O Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious or Cu Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Poloation/Civil Penalties	- DoD - TSA Applicatio - TSA PreCheck laged/Missing Ite Devices - Attache version (pain/traur) Grooming Items 1 ems - Carry-On 1 1 5 ation Litural Garments 1 1 - TSA Applicatio - TSA PreC 1	n Program ms-Check d to the Bo ma) 6	1 ed Baggage ddy 7 1 1 5	1 1 1 1	1 1 1	1 1 1 1 17	1 1 2 2 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 2 2 2 1 1	1 1 1 1 1	1	7 1 6 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimin. Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Touch Averame Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Oeroperty - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discriminative Civil Rights - Screening of Religious or Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applicatio - TSA PreCheck laged/Missing Ite Devices - Attache version (pain/traur) Grooming Items 1 ems - Carry-On 1 1 5 ation Litural Garments 1 1 - TSA Applicatio - TSA PreC 1	n Program ms-Check d to the Bo ma) 6	1 ed Baggage ddy 7 1 1 5	1 1 1 1	1 1 1	1 1 1 1 17	1 1 2 2 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 2 2 2 1 1	1 1 1 1 1	1	7 1 6 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - General					1	1							2
Screening	1			1		1	1	1					5
Screening - Children						1							1
Screening - Procedures/Process	1			1			1	1					4

Catagorias	40.0-4	44 М				C) Data To		04 4	05.14	00 1	07 1	00 4	00.0	T-4-1
Categories		11-Nov					03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE	12		8	16	23	20	23	19	19	22	14	14	12	202
2019					4	2	7	9	4	15	7	8	5	61
Civil Rights								2		2	1	2		7
Civil Rights - Hair Patdowns								1		1		4		2
Civil Rights - Perceived Religion	ation							4		4		1		1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-		ndor						1		1	1	1		2
Customer Service	- Not Transge	nuei			- 1		1	4	2	2	1	1	1	2
					1		1	1	2	3	1	1	1	11
Customer Service - TSO					1		1	1	2	3	- 1		1	11
Locks												1		2
Locks - Missing or Damaged Lock Mishandling of Passenger Property					- 1		1	0	4	4		1		2
	ogod/Missins	Itomo	Charlend F	201	1			2	1 1	1			1 1	6
Mishandling of Passenger Property - Dam	lageu/iviissiiig	nems-	-Criecked E	oaį	1	1	2	2	1	1		1	1	6
Patdown Patdown - Flyer					1	1	3	1		1		1		8 7
					- 1	1	3	1		1		1		
Patdown - Non-Flyer					1									1
Persons w/ Disabilities (PWD)	Cormonto/Dro	ooingo/N	Apoleo					1		2		1		4
Persons w/ Disabilities (PWD) - Diapers/0		ssings/i	viasks							4		1		1
Persons w/ Disabilities (PWD) - Metal Imp		\\//b==1	-h-i C-	4\						1				1
Persons w/ Disabilities (PWD) - Mobility D				ooter)						1				1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Cas	TS		4	4	4	1		0	0			1
Property - Special Handling	0				1	1	1	1		3	2		2	11
Property - Special Handling - Damaged Ite										1				1
Property - Special Handling - Damaged Ite						4	-				2		1	3
Property - Special Handling - Missing Item						1	1	4						2
Property - Special Handling - Missing Item	ns - Checked				1			1		2			1	5
Screening							1	1	1	3	3	2	1	12
Screening - Lengthy Lines							1		1					2
Screening - Procedures/Process								1		3	2	2		8
Screening - Security Breach			_	_	_						1		1	2
2020	5		5	7	7	3	7			1	2		3	40
Civil Rights	1													1
Civil Rights - Transgender Screening	1													1
Customer Service	1		1	2	2		4				1			11
Customer Service - Others					1									1
Customer Service - TSO	1		1	2	1		4				1			10
Locks	1					1								2
Locks - Missing or Damaged Lock	1					1								2
Lost and Found			1											1
Lost and Found - Airport/TSA			1											1
Mishandling of Passenger Property			1		1		1			1				4
Mishandling of Passenger Property - Dam			1		1		1			1				4
Patdown	1		1	2	2	1	1							8
Patdown - Flyer	1		1	2	2	1	1							8
Property - Special Handling			1	1	1	1	1				1		2	8
Property - Special Handling - Damaged Ite		ed				1							1	2
Property - Special Handling - Missing Item	s - Checke		1	1	1		1				1		1	6
Screening	1			2	1								1	5
Screening - Crew Member or Airline Empl	oyee				1									1
Screening - Procedures/Process				2									1	3
Screening - Security Breach	1													1
2021	2		2	1	4	1	1	3	3	6	5	6	4	38
Civil Rights										1		1		2
Civil Rights - Constitutional Rights										1				1
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender										1		1
Customer Service	1		1	1					1	3	2		2	11
Customer Service - TSO	1		1	1					1	3	2		2	11
Expedited Passenger Screening Program					1				2			2	1	6
Expedited Passenger Screening Program			ogram						1					1
Expedited Passenger Screening Program	- TSA PreCh	eck			1				1			2	1	5
Mishandling of Passenger Property	1				1		1	1						4
Mishandling of Passenger Property - Dam	1				1		1	1						4
Patdown								1			1	2		4
Patdown - Flyer											1	2		3
Patdown - Flyer as Observer								1						1
Persons w/ Disabilities (PWD)								1				1		2
Persons w/ Disabilities (PWD) - General								1				1		2
Property - Special Handling			1		2					1	2		1	7
Property - Special Handling - Damaged Ite											1		1	2
Property - Special Handling - Damaged Ite					2						1			3
Property - Special Handling - Missing Item	ns - Checke		1							1				2
Screening						1				1				2
Screening - Procedures/Process						1				1				2
2022	5		1	8	8	14	8	7	12					63
Civil Rights	1			2		1	1							5
Civil Rights - Race							1							1
Civil Rights - Racial Profiling or Discrimina				1		1								3
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender		1										1
Customer Service	1			1	2	2	2	2						10
Customer Service - TSO	1			1	2	2	2	2						10
Expedited Passenger Screening Program	2		1	5	3	7	3	3	8					32
Expedited Passenger Screening Program		Military	1		1									1
Expedited Passenger Screening Program								1						1
Expedited Passenger Screening Program		ation Pr	ogram		1									1
Expedited Passenger Screening Program			1	5	1	7	3	2	8					29
No Jurisdiction	_				1	1								2
110 GUITGUIGH	I				- 1	ı								,

			ISA Conta	ct Center (ICC) Data	1001 - FUI <i>P</i>	1						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1								1
Patdown				1	1		1	2					5
Patdown - Children							1						1
Patdown - Flyer				1				2					3
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 (N	lot Wheelch	air or Scoo	ter)				1					1
Property - Special Handling					1								1
Property - Special Handling - Damaged Ite	ems - Carry	/-On			1								1
Screening	1				1	1	1	1					5
Screening - Procedures/Process	1				1	1		1					4
Screening - Retrieving Abandoned/Confis	cated Items	3					1						1

egories	10-Oct 11	-Nov 12	-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AK	5	7	3	3	5	10	9	10	2	6	4	•	
2019	•	-	_	2	1	1	3	1	2	3	2		
Customer Service											1		
Customer Service - TSO											1		
Lost and Found				1									
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property				1		1	1		1	1		2	
	1/8 41 1 14	01											
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCneck	ed Ba(1		1	1		1	1		2	
Patdown							2					1	
Patdown - Flyer							2					1	
Persons w/ Disabilities (PWD)									1		1		
Persons w/ Disabilities (PWD) - Medical D	evices - Attache	ed to the Bo	ody						1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ıma)									1		
Property - Special Handling										2		2	
Property - Special Handling - Damaged Ite	ems - Checked											2	
Property - Special Handling - Missing Item										1			
Property - Special Handling - Missing Item										1			
Screening	io Oriookou				1			1		- '		1	
<u> </u>												1	
Screening - Inconsistency								4				1	
Screening - Procedures/Process					1			1					
2020		3			1	3		2				1	
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimina	ation							1					
Customer Service		1			1	1							
Customer Service - TSO		1			1	1							
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCheck	ed Bagga	ae		1							
Mishandling of Passenger Property - Disa				J								1	
Patdown	ayou	1											
Patdown - Flyer		1											
Property - Special Handling		1						1					
	01							1					
Property - Special Handling - Missing Item	is - Checke	1						1					
Screening						1							
Screening - Crew Member or Airline Empl						1							
2021	2	2			1	1	2	1		3	2	2	
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program							1			1	1	2	
Expedited Passenger Screening Program	- TSA PreChecl	<					1			1	1	2	
Identification (ID) Requirements										1			
Identification (ID) Requirements - Domesti	C									1			
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam	aged/Missing Ita	ame Carry	on Lugga	70		1							
No Jurisdiction	aged/iviissing ne	onisCarry-	on Lugga	Je				- 1					
								1					
No Jurisdiction - No Referral								1					
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - General					1								
Property - Special Handling	1	2					1						
Property - Special Handling - Damaged Ite	ems - Checked						1						
Property - Special Handling - Missing Item		1											
Property - Special Handling - Missing Item		1											
Screening	1	'											
<u> </u>	1												
Screening - Traveling with Cash		_	_		_	_							
2022	3	2	3	1	2	5	4	6					
Customer Service	1			1									
Customer Service - TSO	1			1									
Expedited Passenger Screening Program	2	2	2		2	5	2	4					
Expedited Passenger Screening Program	- TSA Appl	2				1							
Expedited Passenger Screening Program	2		2		2	4	2	4					
HAZMAT Endorsement			1										
HAZMAT Endorsement - Status			1										
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	rrayed Itoma C	arry on or C	hackad				1						
0 0 1	nayeu nemsC	arry-on or C	пескеа										
Patdown							1	1					
Patdown - Flyer							1	1					
							1	1					

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

			TSA Contac	ct Center (1	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC	3		1	1		4	3	1				1	14
2019							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2020	2												2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2021	1					1		1				1	4
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1					1
Screening - Procedures/Process								1					1
2022			1	1		3	2						7
Expedited Passenger Screening Program				1		3	1						5
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram	1									1
Expedited Passenger Screening Program	- TSA PreC	Check				3	1						4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	1										1
Screening							1						1
Screening - Procedures/Process							1						1

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

ct 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
3	1	l	2		3		1				10
			1		2						3
					1						1
					1						1
			1								1
issing ItemsC	Checked Ba	iggage	1								1
					1						1
					1						1
			1								1
			1								1
			1								1
							1				1
							1				1
PreCheck							1				1
3	1	l			1						5
1											1
1											1
2	1	1									3
/ (N₁ 1	1	1									2
oter/ 1											1
					1						1
cked					1						1
1	3	Besing ItemsChecked Besing Items	3 1 Dissing ItemsChecked Baggage PreCheck 3 1 1 1 2 1 y (N 1 1 1 oter) 1	3 1 2 1 Ilissing ItemsChecked Baggage 1 1 1 1 1 2 1 1 1 1 1 1 1 1	3 1 2 1 Ilissing ItemsChecked Baggage 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 3 1 2 1 2 1 1 2 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1	3 1 2 3 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1

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

			I SA CUIILA	ci center (i GG) Dala	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CGI	1	1		1		2		1		1		1	8
2019						1		1					:
Civil Rights						1		1					2
Civil Rights - Racial Profiling or Discrin	nination					1		1					- 2
2020	1	1								1			:
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	hecked Ba	ggage						1			
Property - Special Handling	1	1											
Property - Special Handling - Damaged	l Ite 1												
Property - Special Handling - Missing I	ems - Checke	1											
2021				1								1	
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	hecked Ba	1									
2022						1							•
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Progra	am - TSA PreC	heck				1							

				ct Center (1									
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HA	9	10	10		6	9	17	12	8	9	6	6	10
2019				2		3	4	3	4	2	3	2	2
Customer Service TSO				1		1			1	1		1	
Customer Service - TSO Mishandling of Passenger Property				1		1	1	2	1	1	0	1	
Mishandling of Passenger Property - Dama	aged/Missin	a Itame - C	arry on Lu	naaae			1	2			2		
Mishandling of Passenger Property - Dama							1	1			1		
Patdown	agoaninooni	g itomio o	nookoa Ba	99490				1	2		'		
Patdown - Flyer								1	2				
Persons w/ Disabilities (PWD)						1	1			1			
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts					1						
Persons w/ Disabilities (PWD) - Respirator	ry and Inhal	er Equipme	ent			1							
Property - Special Handling						1	1		1				
Property - Special Handling - Damaged Ite	ms - Carry-	On				1							
Property - Special Handling - Missing Item	s - Checked						1		1				
Screening				1			1				1	1	
Screening - Procedures/Process				1								1	
Screening - Security Breach							1				1		
2020	2	4	1		2		1	1	1	1	2		1
Civil Rights	1						1			1			
Civil Rights - Hair Patdowns	1												
Civil Rights - Racial Profiling or Discrimina	iuon				,		1			1			
Customer Service		1			1						1		
Customer Service - TSO Mishandling of Passenger Property		1			1						1		
Mishandling of Passenger Property - Dama	aned/Missi	1											
Notice of Violation/Civil Penalties	ageu/IVIISSII	- 1							1				
Notice of Violation/Civil Penalties - Genera	al .								<u>1</u>				
Patdown	ai .								ı		1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Internal M		1											
Persons w/ Disabilities (PWD) - Touch Av	1												
Property - Special Handling		1			1			1					
Property - Special Handling - Damaged Ite	ms - Checl	1						1					
Property - Special Handling - Missing Item					1								
Screening			1										
Screening - Procedures/Process			1										
2021	1	1				3	2	3	3	6	1	4	2
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender							1				
Customer Service		1								1			
Customer Service - TSO		1								1			
Expedited Passenger Screening Program						2		2	2	4	1	3	1
Expedited Passenger Screening Program	- TSA PreCl	neck				2		2	2	4	1	3	1
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked Ba	ggage		1							
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Knives/Tool		narp Objec	ets				1						
Property - Special Handling	1						1	1					
Property - Special Handling - Damaged It	1						1	1					
Screening										1		1	
Screening - Procedures/Process				_						1		1	
2022	6	5	9	5	4	3	10	5					4
Civil Rights - Pace							1						
Civil Rights - Race)			1						
Customer Service		1	2					1					
	1)									
Customer Service - TSO	1	1	2		A	2	7	1					
Customer Service - TSO Expedited Passenger Screening Program	1 2		2		4	2	7	1 4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 2 - DoD	1	2 6		4	2	7	4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 2 - DoD - TSA Applio	1 4 cation Prog	2 6 gram	3	1			1					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 2 - DoD	1	2 6 gram	3		2 2 1	7	4					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	1 2 - DoD - TSA Applio	1 4 cation Prog	2 6 gram	3	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer	1 2 - DoD - TSA Applie 2	1 4 cation Prog	2 6 gram	3	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 2 - DoD - TSA Applio	1 4 cation Prog	2 6 gram	3	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Mobility [1 2 - DoD - TSA Applie 2	1 4 cation Prog	2 6 gram	3	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling	1 2 - DoD - TSA Applic 2	1 4 cation Prog 4	2 6 gram	3	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Ite	1 2 - DoD - TSA Applid 2 2 1 1 1 2 ems - Carry-	1 4 cation Prog 4	2 6 gram	3 3	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item	1 2 - DoD - TSA Applio 2 1 1 1 1 ems - Carry-or s - Carry-Or	1 4 cation Prog 4	2 6 gram	2 1 1	1	2	7	1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	1 2 - DoD - TSA Applid 2 2 1 1 1 2 ems - Carry-	1 4 cation Prog 4	2 6 gram 6	2 1 1	1	2		1					3
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item	1 2 - DoD - TSA Applie 2 1 1 1 ems - Carry-or 2	1 4 cation Prog 4	2 6 gram 6	2 1 1	1	2	7	1					3.

pories					Data Tool		_						_
	10-Oct 11-I											09-Sep	Total
0	12	7	7	13	11	12	13	11	6	11	10	8	1
2019				5	2	2	4	3	1	4	5	4	
Civil Rights					1		1				1		
Civil Rights - Screening of Religious Cultu	ral and Ceremon	ial Items									1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	r			1		1						
Customer Service				2	1					1			
Customer Service - TSO				2	1					1			
Mishandling of Passenger Property							1			2		1	
Mishandling of Passenger Property - Dam	aned/Missing Iter	nsCheck	ed Bannan	Δ			1			2		1	
Patdown	aged/ivilssifig itel	113==CITECK	led Daggag			1	- 1	4	1			- 1	
				1		1		1					
Patdown - Flyer				1		1		1	1				
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Brea	st Cancer										1	
Property - Special Handling				2				1			2		
Property - Special Handling - Damaged Ite	ms - Checked			1							1		
Property - Special Handling - Missing Item				1				1			1		
Screening	o onconou			- '		1	2	1		1	2	2	
<u> </u>						ı		ı		- 1			
Screening - Inconsistency							1						
Screening - Procedures/Process						1	1	1		1	2	2	
2020	2	4	3	3	2					2	2	2	
Civil Rights			1										
Civil Rights - Constitutional Rights			1										
Customer Service		1			1					1			
Customer Service - TSO		1			1					1			
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property		1								1			
Mishandling of Passenger Property - Dam	aged/Missii	1								1			
Patdown	J-2		1										
			4										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)		1			1								
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1											
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/traun	na)			1								
Property - Special Handling		1		3							2	1	
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Damaged Ite		'									1		
Property - Special Handling - Missing Item	s - Checked			3							1	1	
Screening	1		1									1	
Screening - Procedures/Process	1		1									1	
2021	4		2		1	1	1	1	5	5	3	2	
Civil Rights										1			
Civil Rights - Transgender Screening										1			
Customer Service			4						2	- '	1		
			1						2		- 1		
Customer Service - TCC			1										
									2		1		
Customer Service - TSO													
Expedited Passenger Screening Program									1	2	1	1	
Expedited Passenger Screening Program	- TSA PreCheck									2		1	
Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreCheck								1		1	1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements									1		1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	С								1		1	1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property	c 1					1			1		1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	С					1 1			1		1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property	c 1				1				1		1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa	c 1				1				1	2	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	c 1				1				1	1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General	c 1				•			4	1	1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	c 1				•			1	1	1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	c 1 1				•			1 1	1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling	c 1 1 1		1		•				1	1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling	C 1 1 2 2 1		1		•				1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling	C 1 1 2 2 1		1		•				1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling	2 1 ems - Checked				•				1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 1 ems - Checked				•		1		1 1 1	1 1	1 1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	2 1 1 ems - Checked 1				•		1		1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple	2 1 ems - Checked 1 1				•				1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple	2 1 ems - Checked 1 1 poyee		1		1	1	1	1	1 1 1 1	1 1	1 1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emplo	2 1 ems - Checked 1 1	3		5	•				1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple	2 1 ems - Checked 1 1 poyee	3 1	1	5	1	1	1	1	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process	2 1 ems - Checked 1 1 poyee		1	5	1	9	1	1	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age	2 1 ems - Checked 1 1 poyee	1	1	5	1	9 2	1	1	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns	2 1 ems - Checked 1 1 poyee	1	1	5	1	9 2	1	1	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race	2 1 ems - Checked 1 1 poyee	1	1		1	9 2 1	1 8	7	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service	2 1 ems - Checked 1 1 poyee	1	1	5	1	9 2	1 8	1	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race	2 1 ems - Checked 1 1 poyee	1	1		1	9 2 1	1 8	7	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (R) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service	2 1 ems - Checked 1 1 poyee	1	1		1	9 2 1	1 8	7	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service - Others Customer Service - TSO	2 1 ems - Checked 1 1 bygee 1 6	1 1 1	1	1	6	9 2 1 1 1	1 8	7	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 1 ems - Checked 1 1 byyee 1 6	1 1	2	1	1	9 2 1 1	1 8	7	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 ems - Checked 1 1 oyee 1 6	1 1 1 1 1	2	1 1 3	6 6	9 2 1 1 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 ems - Checked 1 1 byyee 1 6	1 1 1	2	1	6	9 2 1 1 1 1 4	1 8	7	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 ems - Checked 1 1 oyee 1 6	1 1 1 1 1	2	1 1 3	6 6	9 2 1 1 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 ems - Checked 1 1 oyee 1 6	1 1 1 1 1	2	1 1 3	6 6	9 2 1 1 1 1 4	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 1 ems - Checked 1 1 oyee 1 6	1 1 1 1 1	2	1 1 3	6 6	9 2 1 1 1 4 4	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown	2 1 ems - Checked 1 1 bysee 6 6	1 1 1 1 1	1 1 1	1 1 3	6 6	9 2 1 1 1 4 4	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer	2 1 ems - Checked 1 1 byyee 6	1 1 1 1 1	1 1 1	1 1 3	6 6	9 2 1 1 1 4 4 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 1 ems - Checked 1 1 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 1 1 1	1 1 1 1 1	1 1 3 3 3	6 6	9 2 1 1 1 4 4 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer	2 1 ems - Checked 1 1 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 1 1 1	1 1 1 1 1	1 1 3 3 3	6 6	9 2 1 1 1 4 4 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 1 ems - Checked 1 1 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1 1 1 1 1 1	1 1 1 1 1	1 1 3 3 3	6 6	9 2 1 1 1 4 4 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Race Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 1 1 ems - Checked 1 1 1 1 2 5 6 6 6 1 1 1 1 1 Necessary Media	1 1 1 1 1 1	1 1 1 1 1	1 1 3 3	6 6	9 2 1 1 1 4 4 1 1	1 8	7 1 1 1 6	1 1 1 1	1 1	1	1	

Categories	10-Oct	I1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	45	39					78	79	27	27	42		574
2019			•	8			20	14	11	16	12		108
Civil Rights								2	• •		1		3
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Civil Rights - Sex/Gender/Gender Identity		nder						1					1
Civil Rights - Transgender Screening								1					1
Customer Service					1		3	1		2	2		9
Customer Service - TSO					1		3	1		2	2		9
Locks				1		1	2	1		2	1	1	9
Locks - Missing or Damaged Lock				1		1	2	1		2	1	1	9
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				1		3	4	3	3	4	4	5	27
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	hecked B	aç 1		3	3	3	3	4	3	4	24
Mishandling of Passenger Property - Dam	naged/Missing	ItemsL	Inspecified	Luggage							1		1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Check	ed			1					1	2
Patdown				2		1	1	2		2	1	1	10
Patdown - Flyer				1		1	1	1		2	1	1	8
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Hearing I	mpairment											1	1
Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edication	and Med	ical Supplies				1					1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)					1				1		1	3
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	egway		1								1	2
Property - Special Handling					2	2	8	2	3	2	2	3	24
Property - Special Handling - Damaged It	ems - Carry-O	n				1	1				1		3
Property - Special Handling - Damaged It					1		1	1	1	2	1	1	8
Property - Special Handling - Missing Iten							2	1					3
Property - Special Handling - Missing Iten	ns - Checked				1	1	4		2			2	10
Request for Assistance										1	1		2
Request for Assistance - Other										1	1		2
Screening				2		1	2	2	5	2		2	16
Screening - Inconsistency				1			1						2
Screening - Procedures/Process				1		1	1	2	4	1		2	12
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - Security Breach										1			1
2020	14	10	1	4 19	8	8	1	3	2	5	2	8	94
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Customer Service	4	2		4 2	2	2	1	1		2		2	22
Customer Service - TSO	4	2		4 2	2	2	1	1		2		2	22
Locks	1	1		1		1							4
Locks - Missing or Damaged Lock	1	1		1		1							4
Mishandling of Passenger Property	2	3		5 1	2	3		1	1	1		2	21
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	arry-on Lu	ıggage								1	1
Mishandling of Passenger Property - Dam		2		3 1	2	3		1	1	1		1	16
Mishandling of Passenger Property - Disa		1		2									4
Patdown	3	1		2 2	4								12
Patdown - Flyer	3	1		2 1	4								11
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			1		1				1			4
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelch	air or Sco	oter)		1				1			2
Persons w/ Disabilities (PWD) - Wheelch	1			1									2
Property - Special Handling	2			2 7		1		1	1	1	2	1	18
Property - Special Handling - Damaged It	ems - Carry-O	n		2		1						1	4
Property - Special Handling - Damaged It	ems - Checked	d		2 1							1		4
Property - Special Handling - Missing Iten				1									2
Property - Special Handling - Missing Iten	1			3				1	1	1	1		8
Screening	1	3		1 4								3	12
Screening - Procedures/Process	1	3		1 4								3	12
2021	3	6		3 2	3	7	11	17	14	6	28	25	125
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights		1					2	1					4
Civil Rights - Racial Profiling or Discrimin	ation	1					1						2
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder						1					1
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Customer Service		3		2 1	2	1	3	4			7	1	24
Customer Service - Others					1								1
Customer Service - TSO		3		2 1	1	1	3	4			7	1	23
DHS TRIP											1		1
DHS TRIP - Status											1		1
Expedited Passenger Screening Program				1		3	2	5	8	3	15	17	54
Expedited Passenger Screening Program	- DoD					1			1				2
Expedited Passenger Screening Program	- TSA Applica	tion Pro	gram								1		1
Expedited Passenger Screening Program	- TSA PreChe	ck		1		2	2	5	7	3	14	17	51
Identification (ID) Requirements								1	1		1		3
Identification (ID) Requirements - Domest	tic							1	1		1		3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		2		1			1					1	5
Mishandling of Passenger Property - Dam	naged/Missii	1											1
Mishandling of Passenger Property - Dam	naged/Missii	1		1								1	3
Mishandling of Passenger Property - Disa		Carry-or	or Check	ed			1						1
Patdown	1	-									1		2
	•												

			TSA Conta	ct Center (1	rcc) Data	Tool - FOIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1										1		2
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medic	al Supplies							1		1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Lighters/M	atches											1	1
Property - Special Handling							1	4	4		2	2	13
Property - Special Handling - Damaged It	ems - Carry	-On					1	2	1		1	1	6
Property - Special Handling - Damaged It	ems - Check	red						1	1			1	3
Property - Special Handling - Missing Iten	ns - Carry-O	n							1		1		2
Property - Special Handling - Missing Iten	ns - Checke	d						1	1				2
Screening	1				1	3	2	2	1	2		2	14
Screening - Inconsistency										1		1	2
Screening - Procedures/Process	1				1	2	2	2	1	1		1	1
Screening - Retrieving Abandoned/Confis	cated Items					1							
2022	28	23	18	23	22	42	46	45					24
Civil Rights						2							
Civil Rights - Race						2							
Customer Service	3	3	1	1	1		3	5					1
Customer Service - TSO	3	3	1	1	1		3	5					1
Expedited Passenger Screening Program	21	17	13	15	20	28	35	35					18
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program				1		1		1					
Expedited Passenger Screening Program		2	2		1		1	1					
Expedited Passenger Screening Program		14		14	19	27	34	33					17
Locks			1			1							
Locks - Missing or Damaged Lock			1			1							
Lost and Found						1	1						
Lost and Found - Airport/TSA						1	1						
Mishandling of Passenger Property		2				2	1	2					
Mishandling of Passenger Property - Dam	ı naged/Missir					1	1	1					
Mishandling of Passenger Property - Dam						1							
Mishandling of Passenger Property - Disa				d				1					
Patdown		o cany or		-		1	1						
Patdown - Flyer						1	1						
Persons w/ Disabilities (PWD)	1	1			1	3	1						
Persons w/ Disabilities (PWD) - Breast Ca	ancer .				1								
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Hearing I							1						
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Mobility [1											
Persons w/ Disabilities (PWD) - Prosthesi						1							
Persons w/ Disabilities (PWD) - Wheelcha						1							
Prohibited & Permitted Items	1	oogway	1			'							
Prohibited & Permitted Items - Firearm/Ar			1										
Prohibited & Permitted Items - General	1		'										
Property - Special Handling	1		1	5		2	2	3					1-
Property - Special Handling - Damaged It			'	3		2		1					
Property - Special Handling - Damaged It		red	1	2				1					
Property - Special Handling - Missing Iten			'				1	1					
Screening	1		1	2		2							
Screening - Inconsistency	'			1			1						
Screening - Inconsistency Screening - Lengthy Lines				- 1			1						-
Screening - Lengthy Lines Screening - Procedures/Process	1		1	1		2							5
Screening - Frocedures/Frocess	1		- 1	1									

Catagoriae	40.0-4		A Contact C	•	•		04 6	OF Marr	06 1	07 11	00 4	00 0	Tetal
Categories						03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	6	11	10	6	10	21	13	11	8	6			115
2019					1		1	2	4	3	1	4	16
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	Not Transger	nder								1			1
Customer Service					1				2				3
Customer Service - TSO					1				2				3
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property								1		1		2	
Mishandling of Passenger Property - Dam	ogod/Missing	Itama Chas	lead Dagga	~~				- 1		'			
												2	2
Mishandling of Passenger Property - Dam				gage						1			1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked					1					
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Property - Special Handling									1		1		2
Property - Special Handling - Damaged It	ems - Checked	d							1				
Property - Special Handling - Missing Iten		_									1		
	is - Officered						1				'		
Screening													
Screening - Procedures/Process	_						1					-	
2020	3	1	4	1	4	1						1	15
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2		2							1	5
	1/N 4: i	lh											
Mishandling of Passenger Property - Dam				je								1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	2		2								
Patdown	1												
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically	Necessarv M	edication an	d Medic	1									1
Property - Special Handling	1	1	1		1	1							5
Property - Special Handling - Damaged It	ome - Checker	٠.	1										-
Property - Special Handling - Missing Iten	1	1	- '		1	1							
	1												
2021		2	1	1	1	1	1	2	4	3	2	5	23
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimin		1											1
Civil Rights - Sex/Gender/Gender Identity	 Not Transger 	nder							1				1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									3	2	2	4	11
Expedited Passenger Screening Program	TSA Applica	tion Program	m						1				1
			11									4	
Expedited Passenger Screening Program	- TSA Preche	eck							2	2	2	4	10
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Dam	aged/Missii	1				1							2
No Jurisdiction	_		1	1									2
No Jurisdiction - Refer to CBP			•	1									
			1	- 1									
No Jurisdiction - Refer to Other			1										
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged It	ems - Carry-O	n										1	1
Screening	,				1					1			2
Screening - Procedures/Process					1					1			2
2022	3	8	5	4	4	19	11	7					61
	3	ŏ	5	4	4		11	- /					
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5					54
Expedited Passenger Screening Program	- TSA Appl	1	1	1		1							
Expedited Passenger Screening Program		6	4	3	4	15	10	5					50
Screening	Ĭ	1	•			2	1	2					(
Screening - Inconsistency		- '					- 1						
·								1					1
Screening - Procedures/Process	1	1				1	1	1					4
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis						1							1

			TSA Conta	ct Center (TCC) Data 1	ool - FOIA	L						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CIU	1		3		2	2	2	2	1		3	2	1
2019					1	1	1	1	1		2	1	
Mishandling of Passenger Property						1	1	1			1	1	
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	hecked Ba	ggage				1			1		
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	or Checke	d		1	1					1	
Property - Special Handling					1				1		1		
Property - Special Handling - Damaged	Items - Check	ked			1				1				
Property - Special Handling - Missing It	ems - Checke	d									1		
2020			3				1						
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property			2										
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	2										
Screening							1						
Screening - Procedures/Process							1						
2021	1					1					1	1	
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	or Checke	d							1		
Property - Special Handling												1	
Property - Special Handling - Missing It	ems - Checke	d										1	
Screening	1												
Screening - Procedures/Process	1												
2022					1			1					
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Progra	m - TSA Appl	ication Pro	gram					1					
Property - Special Handling					1								
Property - Special Handling - Damaged	Items - Check	ked			1								

		-	TSA Conta	ct Center (1	「CC) Data ⊺	fool - FOL	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СКВ	1	1			2	2	1	2		1		1	11
2019					1		1			1		1	4
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage								1	1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	and Medic	cal Supplies	1								1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged It	tems - Check	red					1			1			2
2020	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Iter	1												1
2021						2		1					3
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program	- TSA PreC	heck				1		1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d		1							1
2022		1			1			1					3
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 - Disa	arrayed Item	sCarry-on	or Checke	d				1					1

Cotomonico	10.0			ct Center (T							•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	77	73	93		126	142	147	141	65	82	70		1,188
2019				21	13	15	25	40	30	27	23	18	212
Civil Rights				2	2		1	2	2	2			11
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear					1								1
Civil Rights - Racial Profiling or Discrimina	ation			1			1	2	2	1			7
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder		1									1
Civil Rights - Transgender Screening										1			1
Customer Service					3	3	6	12	2	2	5	3	36
Customer Service - TSO					3	3	6	12	2	2	5		36
Locks					0	1	2	12	1	1	1	3	9
						1			1	1	1	3	
Locks - Missing or Damaged Lock						1	2			- 1	1	3	9
Lost and Found							1		1				2
Lost and Found - Airport/TSA							1		1				2
Mishandling of Passenger Property				9	1	2	5	10	6	8	6	5	52
Mishandling of Passenger Property - Dam							2	1					3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	Checked Ba	(8	1	2	3	9	6	7	4	4	44
Mishandling of Passenger Property - Dam											1	1	2
Mishandling of Passenger Property - Disa	rraved Items	Carry-or	or Checke	e 1						1	1		3
Patdown	r í	- ,		1	1	2	1	3	2	2	5	1	18
Patdown - Flyer					1	1		3	2	2	4		14
Patdown - Non-Flyer				1		1	1				1		4
								0	7	4		0	
Persons w/ Disabilities (PWD)						2	1	2	7	1		2	15
Persons w/ Disabilities (PWD) - Autism S									1				1
Persons w/ Disabilities (PWD) - Breast Ca	ancer								2				2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment									1			1
Persons w/ Disabilities (PWD) - Internal M	ledical Device	s					1						1
Persons w/ Disabilities (PWD) - Medically			n and Medic	cal Supplies				1					1
Persons w/ Disabilities (PWD) - Mobility [1				1
Persons w/ Disabilities (PWD) - Prosthesi				,					1				1
Persons w/ Disabilities (PWD) - Service A		na oaote	,						1				1
		~							- 1			1	
Persons w/ Disabilities (PWD) - Touch Av													1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway				1		1	1			1	4
Property - Special Handling				6	5	1	6	7	5	9	5	1	45
Property - Special Handling - Damaged Ite				1			1	1	2	3			8
Property - Special Handling - Damaged Ite	ems - Checke	d			1				1	2	2		6
Property - Special Handling - Missing Item	ns - Carry-On				1		1	1	2				5
Property - Special Handling - Missing Item	ns - Checked			5	3	1	4	5		4	3	1	26
Screening				3	1	4	2	4	4	2	1	3	24
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1	1	1	3	1	1		8
Screening - Procedures/Process				2	1	3		3	1	1		2	13
	onted Items				1	3		J	'	'		1	13
Screening - Retrieving Abandoned/Confis	taled items											ı	
Screening - Security Breach							1						1
2020	18	19	23	14	18	8	3	3	4	17	10	16	153
Civil Rights							1				1		2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Customer Service	2	5	6	5	2	1				2	5	1	24
Customer Service - Others		1											1
Customer Service - TSO	2	4	. 6	6	2	1				2	5	1	23
Locks	1	2	. 1	1		1							6
Locks - Missing or Damaged Lock	1	2				1							6
Lost and Found	'		2										2
Lost and Found - Airport/TSA			2										2
•						4		-		-		4	
Mishandling of Passenger Property	4	2			5	4		1		2		4	33
Mishandling of Passenger Property - Dam		1		1	2					1			5
Mishandling of Passenger Property - Dam		1			2	4		1		1		3	21
Mishandling of Passenger Property - Disa	1		2		1							1	7
Patdown		1		1	3								5
Patdown - Flyer		1		1	3								5
Persons w/ Disabilities (PWD)	1	2		1					2	1			7
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											1
Persons w/ Disabilities (PWD) - Cancer (g		1											1
Persons w/ Disabilities (PWD) - General	ĺ			1									1
Persons w/ Disabilities (PWD) - Medically	i Necessarv M	edication	n and Medic						1				1
Persons w/ Disabilities (PWD) - Respirato				our ouppiloo					- '	1			
		_quipi11	OTIL										1
Persons w/ Disabilities (PWD) - Visual Im									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	7	4			2		2		2	8	2		46
Property - Special Handling - Damaged Ite	1	1	1									1	4
Property - Special Handling - Damaged Ite			1		1		1			3	1		10
Property - Special Handling - Missing Item				1			1					1	3
Property - Special Handling - Missing Item		3	2		1				2	5	1		29
Request for Assistance	Ĭ			<u> </u>	1						'	,	1
Request for Assistance - Other					1								1
·	3	3	3	, ,	5	^		0		•	^	0	
Screening Crow Member of Airline Empl		3	3	3 1		2		2		3	2	2	26
Screening - Crew Member or Airline Empl	oyee				1								1
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process	2	3	1	1	2	2		2		2	2	2	19
Screening - Retrieving Abandoned/Confis	1		1										2
2021	9	7	7	9	10	13	17	20	31	38	37	38	236

			ISA	Contact Center	(TCC) Data T	ool - FOIA							
Categories		10-Oct 11-	Nov 12	2-Dec 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights					1		1	1	1	1		1	6
Civil Rights - Civil Rights Vic	olation (TSA En	mployee)					1						1
Civil Rights - National Origin		, , ,						1					1
Civil Rights - Racial Profiling		tion							1	1		1	3
Civil Rights - Sex/Gender/Ge			ar		1				1	1		'	1
Customer Service	ender identity-	2	21	5	1 1	3	1	2	9	7	3	2	37
				5		3	- 1	3	9	- 1	3		
Customer Service - Others					1_								1
Customer Service - TSO	_	2		5	1	3	1	3	9	7	3	2	36
Expedited Passenger Screening					1 3	4	9	12	11	21	25	33	119
Expedited Passenger Screen				ı	1 1			1	2		1		6
Expedited Passenger Screen	ning Program -	TSA PreCheck			2	4	9	11	9	21	24	32	112
Expedited Passenger Screen	ning Program -	TSA/DHS Emp	oloyees - C	Opt In								1	1
Identification (ID) Requirements						1							1
Identification (ID) Requireme	ents - Domestic					1							1
Lost and Found			1										1
Lost and Found - Airport/TSA	Α		1										1
Mishandling of Passenger Prope		2	3		1 3		1		2	1	1		14
Mishandling of Passenger Pi			1		1 1					- 1	'		4
		•					1		1	4			
Mishandling of Passenger Pi		2	2		1 2				1	1			9
Mishandling of Passenger Pi	roperty - Disarr	rayed ItemsCa	arry-on or (Checked							1		1
No Jurisdiction					1						1		2
No Jurisdiction - Refer to CB	3P										1		1
No Jurisdiction - Refer to Oth	ther				1								1
Patdown									1	3	1	1	6
Patdown - Flyer									1	3	1	1	6
Persons w/ Disabilities (PWD)				1					1	3	1		3
Persons w/ Disabilities (PWI)	D) - Capcor (ac	aneral) Not Pro-	et Cannor						1		1		1
,	, (0		ior Caricel						4		- 1		
Persons w/ Disabilities (PWI									1				1
Persons w/ Disabilities (PWI	ו) - Mobility Di	sability (Not WI	ieeich	1									1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items	s - Chemical/Ho	ousehold Produ	cts							1			1
Property - Special Handling		4			1	3	3	4	3	2	1		21
Property - Special Handling	- Damaged Iter	ms - Carry-On					1	2	1		1		5
Property - Special Handling	- Damaged Iter	ms - Checked				2	1			1			4
Property - Special Handling							1	2	2	1			6
Property - Special Handling		4			1	1							6
Screening	wildowing item	1	3	1	4 2	2	2		3	2	4	1	25
Screening - Crew Member of	r Airlina Empla		3	1	4 2				3		4	ı	
	or Airine Emplo	lyee		ı									1
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Proc	cess	1	3		4 1	2	2		3	1	3	1	21
2022		50	47	63 5	56 85	106	102	78					587
Airline				1	1								2
Airline - Policy/Regulations/S	Service			1	1								2
Civil Rights			1	2		1							4
Civil Rights - National Origin	1			1									1
Civil Rights - Racial Profiling		tion	1	1									2
Civil Rights - Sex/Gender/Ge				'		1							1
	ender identity-	Not Transgenue	31		4	1							
Claims					1								1
Claims - General					1								1
Customer Service		4	4	4	2 2	4	5	3					28
Customer Service - TSO		4	4	4	2 2	4	5	3					28
Expedited Passenger Screening	Program	34	36	51 4	17 77	93	88	67					493
Expedited Passenger Screen	ning Program -	Known Crew M	1ember			1							1
Expedited Passenger Screen	ning Program	1	7	3	4 2	2	2	3					24
Expedited Passenger Screen		33	29		13 75	90	86	64					467
Expedited Passenger Screen				1				0-1					1
Identification (ID) Requirements		1	,			1							
Identification (ID) Requireme													2
Identification (ID) Demolecus						1							1
Identification (ID) Requireme		1											1
Locks		1 1											1 1 1
Locks Locks - General	ents - ID Matc	1											1 1 1 1
Locks Locks - General Mishandling of Passenger Prope	ents - ID Matc	1 1 1		1	1			2					1 1 1 1 4
Locks Locks - General	ents - ID Matc	1 1 1	emsC	1	1			2 2					1 1 1 1
Locks Locks - General Mishandling of Passenger Prope	ents - ID Matc erty Property - Dama	1 1 1 aged/Missing Ite		1	1								1 1 1 1 4
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Pr	ents - ID Matc erty Property - Dama	1 1 1 aged/Missing Ite		1			1						1 1 1 1 4 3
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction	ents - ID Matc erty Property - Dama Property - Disarr	1 1 1 aged/Missing Ite		1		1	1						1 1 1 1 4 3 1 2
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB	erty Property - Dama Property - Disarr	1 1 1 aged/Missing Ite		1		1							1 1 1 1 4 3 1 2
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott	erty Property - Dama Property - Disarr	1 1 1 nged/Missing Iterayed ItemsCa	arry-on or (1 Checked		1 1 1	1	2					1 1 1 1 4 3 1 2 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown	erty Property - Dama Property - Disarr	1 1 1 aged/Missing Ite		1		1 1 1							1 1 1 1 4 3 1 2 1 1 8
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Othe Patdown Patdown - Children	erty Property - Dama Property - Disarr	1 1 1 nged/Missing Ite rayed ItemsCa	arry-on or (1 Checker 1		1 1 1	1 2	1					1 1 1 1 4 3 1 2 1 1 1 8
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Otte Patdown Patdown - Children Patdown - Flyer	erty Property - Dama Property - Disarr	1 1 1 1 aged/Missing Ite rayed Items—Ca	arry-on or (1 Checker 1	1	1 1 1	1	1					1 1 1 1 4 3 1 2 1 1 1 8
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	ents - ID Matc enty Property - Dama Property - Disarr BP	1 1 1 aged/Missing Ite rayed Items—Ca 2 2 2	arry-on or (1 Checker 1	2	1 1 1	1 2	1					1 1 1 1 4 3 1 2 1 1 8 1 7
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Otte Patdown Patdown - Children Patdown - Flyer	ents - ID Matc enty Property - Dama Property - Disarr BP	1 1 1 aged/Missing Ite rayed Items—Ca 2 2 2	arry-on or (1 Checker 1	1	1 1 1	1 2	1					1 1 1 1 4 3 1 2 1 1 1 8
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	ents - ID Matc enty Property - Dama Property - Disarr BP ther	1 1 1 aged/Missing Ite rayed Items—Ca 2 2 2	arry-on or (1 Checker 1	2	1 1 1	1 2	1					1 1 1 1 4 3 1 2 1 1 8 1 7
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	ents - ID Matc enty Property - Dama Property - Disarr BP cher	1 1 1 1 sigged/Missing Iterayed ItemsCa 2 2 2 edical Devices 1	arry-on or (1 Checker 1	2	1 1 1	1 2	1					1 1 1 1 4 3 3 1 2 2 1 1 1 8 7 7
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI) Persons w/ Disabilities (PWI) Persons w/ Disabilities (PWI)	ents - ID Matc enty Property - Dama Property - Disarr BP cher D) - Internal Me D) - Medically D) - Metal Imple	1 1 1 1 sigged/Missing Iterayed ItemsCa 2 2 2 edical Devices 1 ants (joint)	1	1 Checker 1 1	2 1	1 1 1	1 2	1 1 1					1 1 1 1 4 3 3 1 2 2 1 1 1 1 8 7 7 7 7
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Oth Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI)	ents - ID Matc enty Property - Dama Property - Disarr BP ther D) - Internal Me D) - Medically D) - Metal Impla D) - Mobility Di	1 1 1 1 1 aged/Missing Iterayed ItemsCa 2 2 2 edical Devices 1 ants (joint) sability (Not Wi	1 1	1 Checker 1 1	2 1	1 1 1 1 1	1 2	1					1 1 1 1 4 3 3 2 1 1 1 8 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Oth Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI)	ents - ID Matc enty Property - Dama Property - Disarr BP ther D) - Internal Me D) - Medically D) - Metal Impla D) - Mobility Di D) - Prosthesis	1 1 1 1 seged/Missing Iterayed ItemsCa 2 2 edical Devices 1 ants (joint) sability (Not Wil	1 1	1 Checker 1 1 1 or Scooter)	2 1	1 1 1	1 2	1 1 1					1 1 1 1 4 3 3 1 2 1 1 8 8 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI	ents - ID Matc enty Property - Dama Property - Disarr BP ther D) - Internal Me D) - Medically D) - Metal Impla D) - Mobility Di D) - Prosthesis	1 1 1 1 aged/Missing Iterayed Items—Ca 2 2 2 edical Devices 1 ants (joint) sability (Not Will //Amputees and	1 1 neelchair c	1 Checker 1 1 1 or Scooter)	2 1 1	1 1 1 1 1 1	1 2 2	1 1 1					1 1 1 1 4 3 3 1 2 1 1 8 8 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Otf Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI	ents - ID Matc enty Property - Dama Property - Disarr BP ther D) - Internal Me D) - Medically D) - Metal Impla D) - Mobility Di D) - Prosthesis, D) - Wheelche	1 1 1 1 aged/Missing Ite rayed Items—Ca 2 2 2 2 edical Devices 1 ants (joint) sability (Not Wi //Amputees and 1 2	1 1 1 celchair c	1 Checker 1 1 1 or Scooter)	2 1	1 1 1 1 1 1 1 1 1 1 3	1 2	1 1 1					1 1 1 1 4 3 1 2 1 1 1 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Proper Mishandling of Passenger Proper No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI Property - Special Handling	ents - ID Matc enty Property - Dama Property - Disarr BP Cher D) - Internal Me D) - Medically D) - Metal Impl D) - Mobility D) - Prosthesis D) - Wheelcha	1 1 1 1 aged/Missing Iterayed Items—Ca 2 2 2 edical Devices 1 ants (joint) sability (Not Will //Amputees and	1 1 neelchair c	1 Checker 1 1 1 or Scooter)	2 1 1	1 1 1 1 1 1	1 2 2	1 1 1 3					1 1 1 1 4 3 3 1 1 2 2 1 1 1 8 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Otf Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI	ents - ID Matc enty Property - Dama Property - Disarr BP Cher D) - Internal Me D) - Medically D) - Metal Impl D) - Mobility D) - Prosthesis D) - Wheelcha	1 1 1 1 aged/Missing Ite rayed Items—Ca 2 2 2 2 edical Devices 1 ants (joint) sability (Not Wi //Amputees and 1 2	1 1 1 celchair c	1 Checker 1 1 1 or Scooter)	2 1 1	1 1 1 1 1 1 1 1 1 1 3	1 2 2	1 1 1					1 1 1 1 4 3 1 2 1 1 1 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Proper Mishandling of Passenger Proper No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI Property - Special Handling	ents - ID Matc enty Property - Dama Property - Disarr BP Cher D) - Internal Me D) - Medically D) - Medically D) - Mobility Di D) - Prosthesis D) - Wheelcha - Damaged Ite - Missing Iten	1 1 1 1 1 sigged/Missing Iterayed ItemsCa 2 2 2 edical Devices 1 ants (joint) sability (Not WI) /Amputees and 1 2 1 1	1 1 1 celchair c	1 Checker 1 1 1 or Scooter)	2 1 1	1 1 1 1 1 1 1 1 1 1 3	1 2 2	1 1 1 3					1 1 1 1 4 3 3 1 1 2 2 1 1 1 8 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI Property - Special Handling Property - Special Handling	ents - ID Matc enty Property - Dama Property - Disarr BP Cher D) - Internal Me D) - Medically D) - Medically D) - Mobility Di D) - Prosthesis D) - Wheelcha - Damaged Ite - Missing Iten	1 1 1 1 1 sigged/Missing Iterayed ItemsCa 2 2 2 edical Devices 1 ants (joint) sability (Not WI) /Amputees and 1 2 1 1	1 1 neelchair c Casts 3 1	1 Checker 1 1 1 1 or Scooter)	2 1 1 2	1 1 1 1 1 1 3 1	1 2 2	1 1 1 3 3 2					1 1 1 4 3 3 1 2 1 1 8 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Proper Mishandling of Passenger Proper Modurisdiction - Refer to CB No Jurisdiction - Refer to Othe Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling	ents - ID Matc enty Property - Dama Property - Disarr BP Cher D) - Internal Me D) - Medically D) - Medically D) - Mobility Di D) - Prosthesis D) - Wheelcha - Damaged Ite - Missing Iten	1 1 1 1 1 seged/Missing Iterayed ItemsCa 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 neelchair c Casts 3 1	1 Checker 1 1 1 1 or Scooter) 1 1	2 1 1 2 2 2 4	1 1 1 1 1 1 3 1 1 2	1 2 2	1 1 1 3 3 2 1					1 1 1 1 4 3 3 1 1 2 1 1 8 8 1 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope No Jurisdiction No Jurisdiction - Refer to CB No Jurisdiction - Refer to Ott Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency	ents - ID Matc enty Property - Dama Property - Disarr BP Cher D) - Internal Me D) - Medically D) - Medically D) - Mobility Di D) - Prosthesis D) - Wheelcha - Damaged Ite - Missing Iten	1 1 1 1 1 seged/Missing Iterayed ItemsCa 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 ceelchair c Casts 3 1	1 Checker 1 1 1 1 or Scooter) 1 1	2 1 1 2 2 2 4 1	1 1 1 1 1 1 3 1 1 2	1 2 2 1 1 1 5	1 1 1 3 3 2 1 1					1 1 1 1 4 3 3 1 2 1 1 8 8 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - General Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Prope Mishandling of Passenger Proper Mishandling of Passenger Proper Modurisdiction - Refer to CB No Jurisdiction - Refer to Othe Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWI Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling	ents - ID Matc enty Property - Dama Property - Disarr BP ther D) - Internal Me D) - Medically D) - Metal Impla D) - Mobility Di D) - Prosthesis D) - Wheelcha - Damaged Ite - Missing Item	1 1 1 1 1 sigged/Missing Iterayed ItemsCa 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 neelchair c Casts 3 1	1 Checker 1 1 1 1 or Scooter) 1 1	2 1 1 2 2 2 4	1 1 1 1 1 1 3 1 1 2	1 2 2	1 1 1 3 3 2 1					1 1 1 1 4 3 3 1 1 2 1 1 8 8 1 1 7 7 7 7 1 1 1 1 1 1 1 1 1 1

Categories		10-Oct	11-Nov	12-De			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
- and games	Screening - Retrieving Abandoned/Confis		111101	12 50	1	1	1	oo ma	OT Apr	oo may	oo oun	07 001	oo Aug	ос сер	4
CLL	Careening - Nethering Abandoned/Collins	2	3			3	2	1			4	1		4	20
2019			3			3	2				2			4	20
	Michandling of Passanger Presents										1				2
IVI	Mishandling of Passenger Property Mishandling of Passenger Property - Dam	l laned/Missis	a Items C	hecked !	Raggaga						1 1				1
	creening	lageu/iviissii i	g itemsc	rieckeu	Dayyaye						1				1
	ŭ .										1				1
2020	Screening - Procedures/Process	4				1	2							2	
	dyanood Imaging Tachnology (AIT)	1				1					1				
A	Advanced Imaging Technology (AIT)										1				
	Advanced Imaging Technology (AIT) - Fly customer Service	ei I									ı			1	
	Customer Service - TSO														1
							-							1	1
P	Patdown Share						1								1
	Patdown - Flyer						1								1
P	Property - Special Handling	Charles					1								1
	Property - Special Handling - Missing Item		l				1								1
S	creening	1				1								1	3
	Screening - Lengthy Lines					1									1
	Screening - Procedures/Process	1												1	2
2021			1			1		1			1	1		2	7
C	Civil Rights										1			1	2
	Civil Rights - Racial Profiling or Discrimina													1	1
	Civil Rights - Screening of Religious Cultu	ral and Cere	monial Ite	ms							1				1
E	xpedited Passenger Screening Program							1						1	2
	Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram				1							1
	Expedited Passenger Screening Program	- TSA PreC	heck											1	1
S	creening		1			1						1			3
	Screening - Procedures/Process		1			1						1			3
2022		1	2			1									4
С	Civil Rights	1													1
	Civil Rights - Constitutional Rights	1													1
E	expedited Passenger Screening Program		1												1
	Expedited Passenger Screening Program	- TSA PreC	1												1
P	rohibited & Permitted Items		1												1
	Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1												1
S	creening					1									1
	Screening - Procedures/Process					1									1
CLT		169	139	1	64	182	196	201	199	265	140	167	172	131	2,125
2019				•		33	40	39	50	72	67	73	61		482
	Civil Rights					2	1	2		4	5	5	3		24
	Civil Rights - Age									1					1
	Civil Rights - Constitutional Rights										1				1
	Civil Rights - National Origin						1			1					
	Civil Rights - Perceived Religion						•			1					1
	Civil Rights - Racial Profiling or Discrimina	l ation				2		1		1	3	3	1	1	12
	Civil Rights - Sex/Gender/Gender Identity-		ondor					1		'	- 0	2	2		6
	Civil Rights - Sexual Orientation - Not Train		Cridoi								1				1
	Customer Service	risgeridei				5	7	10	7	9	9	12	15	7	81
	Customer Service - Others					3	- 1	10	- '	9	9	12	10	1	2
	Customer Service - Others Customer Service - TSO					5	7	9	7	9	9	12	15		79
Id						3	- 1	9	1	9	9	12	10	0	19
Iu	dentification (ID) Requirements	 							1						1
	Identification (ID) Requirements - Domest	IC I					2				2	0	2	0	
LC	ocks						2	1	4		3	2	2	2	16
	Locks - General											1			1
	Locks - Missing or Damaged Lock						2	1	4		3	1	2	2	15
Lo	ost and Found										1				
-	Lost and Found - Airport/TSA					_					1				1
M	Mishandling of Passenger Property	10.00				9	8	8	13	16	15	15	12	11	107
	Mishandling of Passenger Property - Dam								3	1	1		1	_	6
	Mishandling of Passenger Property - Dam					9	7	8	9	13	13	14	9	8	90
	Mishandling of Passenger Property - Dam					ge	1								1
	Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Chec	cked				1	2	1	1	2		10
P	atdown					1	2	2	1	3	4	3		3	19
	Patdown - Flyer					1	2	2	1	3	2	3		3	17
	Patdown - Flyer as Observer										2				2
P	Persons w/ Disabilities (PWD)						3	2	5	5	5	3	6	1	30
	Persons w/ Disabilities (PWD) - Breast Ca										1				1
	Persons w/ Disabilities (PWD) - Cancer (g						1				1				2
	Persons w/ Disabilities (PWD) - Cognitive		ental /Men	tal Disab	ility								2		2
	Persons w/ Disabilities (PWD) - Diabetes								2						2
	Persons w/ Disabilities (PWD) - General									1				1	2
	Persons w/ Disabilities (PWD) - Medical D									1					1
	Persons w/ Disabilities (PWD) - Medically		Medicatio	n and Me	edical Sup	plies	1						1		2
	Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)							1						1
	Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	air or Sc	cooter)			2	1	1	1		1		6
	Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates								1					1
	Persons w/ Disabilities (PWD) - Prosthesi		and Casts	3							1				1
	Persons w/ Disabilities (PWD) - Touch Av											1	2		3
	Persons w/ Disabilities (PWD) - Wheelcha						1			1	1	2			5
	Persons w/ Disabilities (PWD) - Wounded		J ,						1						1
P	Prohibited & Permitted Items													1	1
	Prohibited & Permitted Items - Alcohol and	d Tobacco												1	1
P	Property - Special Handling					8	11	9	9	19	11	18	6		100
	Property - Special Handling - Damaged Ite	ı ems - Carrv-	On			1		1	2	1	1	1	0	<u> </u>	7
	Property - Special Handling - Damaged Ite					7	3	4	3	6	5	6	3	1	38
	Property - Special Handling - Missing Item					- 1	2	1	J	2	3	U	1		11
	sporty - spoolar rianding - missing item	.s surry-or						- 1			3		- 1		- 11

				Center (TCC	•								
ories	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0		3-Mar 0	04-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	ns - Checked				6	3	4	10	2	11	2	6	44
Screening				8	6	5	10	16	14	15	17	11	102
Screening - Inconsistency										1	1	2	4
Screening - Lengthy Lines				1	1	1		1	3	5	1		1
Screening - Procedures/Process				6	4	4	10	15	11	8	14	7	79
Screening - Retrieving Abandoned/Confis	cated Items									1	1		
Screening - Security Breach				1	1							2	
2020	60	39	66	68	55	28	5	9	11	28	32	32	43
Civil Rights	3	4		1	1	1		1	1	2	1	3	1
Civil Rights - Age	_				1								
Civil Rights - Hair Patdowns					- '							1	
•	4												
Civil Rights - Headwear	1												
Civil Rights - Perceived Religion											1		
Civil Rights - Racial Profiling or Discrimin		1		1		1			1	2		1	
Civil Rights - Sex/Gender/Gender Identity	- Not Trans(2											
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					
Civil Rights - Transgender Screening		1										1	
Customer Service	11	7	6	11	7	3	1	4	2	7	3	4	6
Customer Service - Others	1		1										
Customer Service - TSO	10	7	5	11	7	3	1	4	2	7	3	4	6
		1						4		- 1			
Locks	6		3	2	1	3					4	1	2
Locks - Missing or Damaged Lock	6		3	2	1	3					4	1	2
Lost and Found			1	1									
Lost and Found - Airport/TSA			1	1									
Mishandling of Passenger Property	14	7	18	20	19	9	2	1	2	6	8	8	11
Mishandling of Passenger Property - Dam		•	1		1					1	3		
Mishandling of Passenger Property - Dam		6		10		7	0		4	2	^		
0 1 1		6	12	16	16	- 1	2		1	2	6	8	3
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Disa	4	1	4	4	2	2		1	1	3	2		2
Patdown	3		1	2						1			
Patdown - Flyer	2		1	2						1			
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	4	2	7	6	5	2			1	1		3	3
			- /	0	5				- 1				
Persons w/ Disabilities (PWD) - Autism S										1			
Persons w/ Disabilities (PWD) - Cognitive	1			1									
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				
Persons w/ Disabilities (PWD) - General	1		1	1								1	
Persons w/ Disabilities (PWD) - Medically	Necessary	1			2							1	
Persons w/ Disabilities (PWD) - Mobility [3	1	1								
			3	1	- '								
Persons w/ Disabilities (PWD) - Ostomy/0				1									
Persons w/ Disabilities (PWD) - Prosthes			1									1	
Persons w/ Disabilities (PWD) - Respirato				1		1							
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)	1										
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1	1	1	1								
Property - Special Handling	9	7	13	16	9	4	2	1	4	9	16	9	9
Property - Special Handling - Damaged It	ems - Carry	1	1								1		
Property - Special Handling - Damaged It		3	1	5	4		1		1	2	7	4	3
						4	'	4	- 1		,		
Property - Special Handling - Missing Iten		1	4	2	1	1		1		3			1
Property - Special Handling - Missing Iten		2	7	9	4	3	1		3	4	8	5	5
Screening	10	12	17	9	13	6		2	1	2		4	7
Screening - Inconsistency												1	
Screening - Lengthy Lines	4	1	5	2				1					1
Screening - Procedures/Process	5	10	11	6	11	5		1	1	2		3	5
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		10	- 11	U		3		ı	- 1				
					1								
Screening - Security Breach	1	1	1	1	1	1							
2021	31	17	13	17	17	30	27	47	62	66	79	52	45
Airline			1		1	1							
Airline - Policy/Regulations/Service			1		1	1							
Civil Rights			1		1	2			2	1	2		
Civil Rights - Racial Profiling or Discrimin	ation		1		1	2			2	1	2		
Claims						1							
Claims - General						1							
Customer Service	2	7	6	9	6	2	9	7	7	13	11	2	8
Customer Service - CSM								1					
Customer Service - Others								1					
Customer Service - TSO	2	7	6	9	6	2	9	5	7	13	11	2	7
Expedited Passenger Screening Program	_				2	6	4	18	27	32	47	38	17
Expedited Passenger Screening Program	DoD					0		10	1	1	1		- 17
		Manualian							- 1	<u>'</u>	- 1		
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program			n					2	4	1	1	2	1
Expedited Passenger Screening Program	- TSA PreChed	k			2	6	4	16	22	29	44	35	15
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - (Opt In							1	1		
Hazardous Materials Safety							1	1					
Hazardous Materials Safety - General							1	1					
							1	1					
Human Canital													
Human Capital	1												
Human Capital - Prospective Employmen								1	3	1	1		
Human Capital - Prospective Employmen	1							1	3	1	1		
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest	1			1		1		1	3	1	1		
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	1							1	3	1	1		
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	1			1		1				1	1		
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found	1							1	1	1	1 1		
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ic			1		1		1	1		1		
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found	1	4	3		2		3	1	1	2	1 1	1	
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 ic 7			1	2	1	3	1	1		1 1	1	3
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ic 7 agged/Missing I	temsCarry	y-on Luggaç	1		2 1	1	1 1 3	1 1 2	2	1 1		31
Human Capital - Prospective Employmen Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 ic 7 aged/Missing I			1	2	1		1	1 1 2		1 1	1	3

		T	SA Contact C	enter (10	C) Data Too	I - FOIA							
ories	10-Oct 11	I-Nov	12-Dec 0	1-Jan ()2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction									2		1	2	
No Jurisdiction - Refer to CBP												1	
No Jurisdiction - Refer to Department of St	tate											1	
No Jurisdiction - Refer to Other									2		1		
Patdown					1	1	1			2		1	
Patdown - Flyer					1	1	1			2		1	
Persons w/ Disabilities (PWD)			1	3	1	3		3	3	2		1	
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dress	ings/Mas	sks							1			
Persons w/ Disabilities (PWD) - General			1	1									
Persons w/ Disabilities (PWD) - Hearing In	npairment			1		1							
Persons w/ Disabilities (PWD) - Medical D		ed to the	Body					1		1			
Persons w/ Disabilities (PWD) - Medically				Supplies					1				
		ulcation	and Medical C	applies					1			4	
Persons w/ Disabilities (PWD) - Metal Imp												1	
Persons w/ Disabilities (PWD) - Mobility D			ir or Scooter)								1		
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees and	d Casts				2		1	1				
Persons w/ Disabilities (PWD) - Service A	nimals			1				1					
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	uma)			1								
Persons w/ Disabilities (PWD) - Wheelcha									1				
Prohibited & Permitted Items	, 0000101, 00,	9)						1	1	1	2	1	
								- 1	'				
Prohibited & Permitted Items - Alcohol and											1	1	
Prohibited & Permitted Items - Breast Milk	/Baby Formula	Breast P	Pump								1		
Prohibited & Permitted Items - General										1			
Prohibited & Permitted Items - Liquids/Gel	s/Aerosols							1	1				
Property - Special Handling	14	2	1		1	7	4	5	5	7	4	3	
Property - Special Handling - Damaged Ite					*	1	1	2	4	1		1	
					4		I					I	
Property - Special Handling - Damaged Ite		1	1		1	2		2	1	2			
Property - Special Handling - Missing Item	s - Carry-On					1	1			1		2	
Property - Special Handling - Missing Item	10	1				3	2	1		3			
Screening	7	4		3	2	4	5	6	9	5	5	3	
Screening - Inconsistency					1	3	1			1		2	
Screening - Lengthy Lines					'	0	1	2	2				
								2	3				
Screening - Procedures/Process	7	4		3	1	1	3	4	6	4	2	1	
TWIC								1					
TWIC - General								1					
2022	78	83	85	64	84	104	117	137					7
Airline					1								
Airline - Policy/Regulations/Service					1								
	0	4	0					4					
Civil Rights	2	1	2		1			1					
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrimina	2	1	2										
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	der			1								
Claims								1					
Claims - General								1					
Customer Service	0	40	4.5	4	2	0	0						
-	9	12	15	4	3	8	9	10					
Customer Service - CSM			1										
Customer Service - TSO	9	12	14	4	3	8	9	10					
Duplicate E-mail			1										
Duplicate E-mail - General			1										
Expedited Passenger Screening Program	44	58	48	49	68	84	80	107					
Expedited Passenger Screening Program			-10	1		01		107					
							4						
Expedited Passenger Screening Program	2	10	2	4	5	1	4	5					
Expedited Passenger Screening Program	42	47	46	44	63	83	76	102					
Expedited Passenger Screening Program	- TSA/DHS	1											
Identification (ID) Requirements	2	1		1		2							
Identification (ID) Requirements - Domest	2	1		1		1							
` / '	۷	1		- '									
Identification (ID) Requirements - Real ID	-		-			1							
Locks	1		1				1						
Locks - Missing or Damaged Lock	1		1				1						
Lost and Found								1					
								1					
Lost and Found - Airport/TSA													
	2						2	2					
Mishandling of Passenger Property	2						3	3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1						1	3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1						3 1 1						
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1	arry-on o	or Checked				1						
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1	arry-on o	or Checked			1	1 1						
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction	1 1 rayed ItemsC 2	2	or Checked			1	1 1	2					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral	1 1 rayed ItemsC	2	or Checked				1 1	2 1					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	1 1 rayed ItemsC 2 1	2	or Checked			1	1 1	2					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	1 1 rrayed ItemsC 2 1	2 1 1	or Checked			1	1 1 1	2 1					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	1 1 rrayed ItemsC 2 1	2	or Checked		1	1	1 1 1	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	1 1 rrayed ItemsC 2 1	2 1 1	or Checked		1 1	1	1 1 1	2 1					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	1 1 rrayed ItemsC 2 1	2 1 1	or Checked		1 1	1	1 1 1	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	1 1 rrayed ItemsC 2 1	1	or Checked	1	1 1	1	1 1 1	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1 1 1 rrayed ItemsC 2 1 1	2 1 1 1		1		1	1 1 1	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	1 1 1 rrayed ItemsC 2 1 1 1 1 5 ncer	1 1 1 5	4	1		1	1 1 1 2 2 2	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive	1 1 rrayed ItemsC 2 1 1 1 5 ncer /Developmenta	2 1 1 1 1 5 1 1/Menta	4 I Disability			1	1 1 1	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 1 1 1 1 1 1 1 1 1 1 5 ncer /Developmenta	2 1 1 1 5 1 Menta	4	1		1	1 1 1 2 2 2	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive	1 1 1 1 1 1 1 1 1 1 1 5 ncer /Developmenta	2 1 1 1 1 5 1 1/Menta	4 I Disability			1	1 1 1 2 2 2	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	1 1 1 rrayed ItemsC 2 1 1 1 5 ncer /Developmenta 1 npairment	2 1 1 1 1 5 1 4 /Menta 1	4 I Disability			1	1 1 1 2 2 2	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M	1 1 1 1 1 1 1 1 1 1 5 ncer /Developmenta 1 npairment edical Devices	2 1 1 1 1 5 1 4 /Menta 1	4 I Disability 1			1	1 1 1 2 2 2	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical [1 1 1 1 1 1 1 1 1 1 5 ncer //Developmenta 1 npairment edical Devices 1	2 1 1 1 1 5 1 1 Al /Menta	4 I Disability 1	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 1 1 1 1 1 1 1 1 1 1 5 ncer //Developmenta 1 npairment edical Devices 1 Necessary Me	2 1 1 1 1 1 5 1 1 al /Menta 1	4 I Disability 1	1		1	1 1 1 2 2 2	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical [1 1 1 1 1 1 1 1 1 1 5 ncer //Developmenta 1 npairment edical Devices 1	2 1 1 1 1 5 1 1 Al /Menta	4 I Disability 1	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 1 1 1 1 1 1 1 1 1 1 5 ncer //Developmenta 1 npairment edical Devices 1 Necessary Me	2 1 1 1 1 1 5 1 1 al /Menta 1	4 I Disability 1	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal In Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility II Persons w/ Disabilities (PWD) - Mobility II Persons w/ Disabilities (PWD) - Prosthesi	1 1 1 Trayed ItemsC 2 1 1 1 1 5 ncer /Developmenta 1 mpairment edical Devices 1 Necessary Me 1 1	2 1 1 1 1 5 1 1/Menta 1 1	4 I Disability 1	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medical [] Persons w/ Disabilities (PWD) - Medical [] Persons w/ Disabilities (PWD) - Medical [] Persons w/ Disabilities (PWD) - Mobility [] Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service Au	1 1 1 1 1 1 1 1 1 1 1 5 ncer /Developmenta 1 npairment edical Devices 1 Necessary Meritanian	2 1 1 1 1 5 1 1 Menta 1 1 dication a	4 I Disability 1 1 and Medical S	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service Au Persons w/ Disabilities (PWD) - Service Au	1 1 1 1 1 1 1 1 1 1 1 1 5 ncer //Developmenta 1 npairment edical Devices 1 Necessary Mer 1 1 nimals ersion (pain/trai	2 1 1 1 1 5 1 1 Menta 1 1 dication a	4 I Disability 1 1 and Medical S	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medical [] Persons w/ Disabilities (PWD) - Medical [] Persons w/ Disabilities (PWD) - Medical [] Persons w/ Disabilities (PWD) - Mobility [] Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service Au	1 1 1 1 1 1 1 1 1 1 1 1 5 ncer //Developmenta 1 npairment edical Devices 1 Necessary Mer 1 1 nimals ersion (pain/trai	2 1 1 1 1 5 1 1 Menta 1 1 dication a	4 I Disability 1 1 and Medical S	1	1	1	1 1 1 1 2 2 2 3	2 1 1 3					

			15A Conta	ct Center (CC) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	1		1	5	5	2	3	5					22
Property - Special Handling - Damaged It	ems - Carry	-On		1	1			1					3
Property - Special Handling - Damaged It	ems - Check	red		1	1		2						4
Property - Special Handling - Missing Iter	ns - Carry-O	n	1		3	1		1					6
Property - Special Handling - Missing Iter	1			3		1	1	3					9
Screening	7	3	13	4	4	6	16	4					57
Screening - Crew Member or Airline Emp	loyee		1										1
Screening - Inconsistency		1	4	1		1	5	2					14
Screening - International Screening					1								1
Screening - Lengthy Lines	1					1	4						6
Screening - Procedures/Process	6	2	8	2	2	4	6	2					32
Screening - Retrieving Abandoned/Confis	cated Items			1	1		1						3

Cotomonico	10.0.1			ct Center (•••		•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	82	60	74		71	102	94	100	43	54	52	42	846
2019				11	17	23	22	23	19	19	18	21	173
Civil Rights				1		1	1	1	2	2	2	1	11
Civil Rights - Age				1									1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimina	ation							1	2	1	2	1	7
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder					1						1
Civil Rights - Transgender Screening										1			1
Customer Service				2	2	6	4	3	3	2	3	7	32
Customer Service - Others												1	1
Customer Service - TSO				2	2	6	4	3	3	2	3		31
Locks					1	0	3	0			0	0	4
Locks - Missing or Damaged Lock					1		3						4
Mishandling of Passenger Property				2		5	2	6	3		0	6	
	ogod/Missing	Itama (Corny on Luy		3	5		0	3	5	6		38
Mishandling of Passenger Property - Dam								4	4	2	2		4
Mishandling of Passenger Property - Dam					3	4	1	4	1	3	3	5	26
Mishandling of Passenger Property - Dam											1		1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-o	n or Checke	ed		1	1	2	2			1	7
Patdown					5		2	5	6		1	1	22
Patdown - Children						1							1
Patdown - Flyer					5	1	1	5	5		1	1	19
Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD)				1	3	2	4			3		1	14
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ital /Men	tal Disabilit	v 1									1
Persons w/ Disabilities (PWD) - General		itai / ivioi	itai Dioabiit	, .			1						1
Persons w/ Disabilities (PWD) - Internal N	 	00				1	- '						1
			ha Dadu			- 1				4			
Persons w/ Disabilities (PWD) - Medical [1			1
Persons w/ Disabilities (PWD) - Medically							2			1			3
Persons w/ Disabilities (PWD) - Mobility D			nair or Scoo	iter)	1	1	1					1	4
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tı	auma)			1					1			2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway			1								1
Property - Special Handling		0 ,		3	2	4	4	6	4	5	3	2	33
Property - Special Handling - Damaged Ite	ı ems - Carry-O	ın				1			2		1		4
Property - Special Handling - Damaged Ite				1		1	1	2		1	1	1	8
		u		- 1		- 1	1			- 1	1		
Property - Special Handling - Missing Item												1	2
Property - Special Handling - Missing Item	ns - Checked			2			3	4	2	4			19
Screening				2			2	2	1	2	3	3	19
Screening - Inconsistency					1	1		1					3
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process				2		1	2	1	1	2	3	2	14
2020	36	16	32	22	25	12	1	6	4	11	10	7	182
Civil Rights	3		2			1					2		8
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimina	1										1		2
Civil Rights - Screening of Religious or Cu		ato									1		1
		ILS	4										
Civil Rights - Sex/Gender/Gender Identity			1										2
Civil Rights - Transgender Screening	1					1							2
Customer Service	7	2	2 4	3	7	2		1		3	1	1	31
Customer Service - Others			1		1								2
Customer Service - TSO	7	2	2 3	3	6	2		1		3	1	1	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Locks	3		1	2					1				7
Locks - Missing or Damaged Lock	3		1						1				7
Lost and Found	1		-						- '	1			2
Lost and Found - Airport/TSA	1									1			
· · · · · · · · · · · · · · · · · · ·				_									2
Mishandling of Passenger Property	1	1	-		4			1	2	2	3	1	32
Mishandling of Passenger Property - Dam		Items(1	1							5
Mishandling of Passenger Property - Dam		1		3	3	5		1	2	1	1	1	22
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-o	n 2	2						1	2		5
Patdown	4	3	3 1		2			1				1	12
Patdown - Children					1								1
Patdown - Flyer	4	3	3 1		1			1				1	11
Persons w/ Disabilities (PWD)	1	5		3 2	3					3	2		19
Persons w/ Disabilities (PWD) - Autism S		1		_									1
Persons w/ Disabilities (PWD) - Cancer (c													1
	'									4			
Persons w/ Disabilities (PWD) - Diabetes	[1			1
Persons w/ Disabilities (PWD) - Diapers/0		1											1
Persons w/ Disabilities (PWD) - Internal M					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary N	ledicatio	n and Medio	cal Supplies						1			1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1			1								2
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1	1 2		1						2		6
Persons w/ Disabilities (PWD) - Ostomy/0		1											1
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		alima)		2									2
	- "		1										1
Persons w/ Disabilities (PWD) - Wheelcha		eyway	1										
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	8	5			5	2	1	2	1	1		2	44
Property - Special Handling - Damaged Ite	1		1	2	1								5
Property - Special Handling - Damaged Ite	2		1 3	3				2	1			1	13
Property - Special Handling - Missing Item	3		1	2	2								8
Property - Special Handling - Missing Item	2	1			2		1			1		1	18
Screening	7		7		3			1		1	2		25
Screening - Inconsistency	'		/	I	3	- 1		1		- 1		1	
	-		_	, .	^			4					1
Screening - Procedures/Process	7		7	' 1	2			1		1	1	1	21

ategories Screening - Retrieving Abandoned/Confis) Data Tool								
	10-Oct	11-Nov	12-Dec 0	1-Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	cated Items										1		
Screening - Security Breach					1	1							
2021	18	6	3	4	2	6	9	21	20	24	24	14	15
Airline											1		
Airline - Policy/Regulations/Service											1		
Civil Rights	2	2				1		1	1	1	2		1
Civil Rights - Racial Profiling or Discrimina		1				1							
Civil Rights - Screening of Religious or Cu						- 1			1				
Civil Rights - Sex/Gender/Gender Identity	- Not Trans(1						1					
Civil Rights - Transgender Screening										1	2		
Customer Service	6	2	1		1	2	2	4	2	6	3	3	3
Customer Service - TSO	6	2	1		1	2	2	4	2	6	3	3	3
Expedited Passenger Screening Program				1			1	4	7	9	12	7	4
Expedited Passenger Screening Program	TSA Applies	tion Proc	ram					1	1	1	3	3	
			grani	4			4						
Expedited Passenger Screening Program	- TSA Preche	CK		1			1	3	6	8	9	4	3
Flying Armed			1										
Flying Armed - General			1										
Identification (ID) Requirements				1							1		
Identification (ID) Requirements - Domest	ic			1							1		
Locks											1		
Locks - Missing or Damaged Lock											1		
		- 4								4			
Mishandling of Passenger Property	6	1	1							1	1	1	1
Mishandling of Passenger Property - Dam	2	1									1		
Mishandling of Passenger Property - Dam	3									1		1	
Mishandling of Passenger Property - Disa	1		1										
Patdown	1						1	1	2			1	
Patdown - Flyer	1						1	1	2			1	
Persons w/ Disabilities (PWD)	<u>'</u>					1	1	2	1	^		1	
, ,						1		2	1	2			
Persons w/ Disabilities (PWD) - Autism S							1						
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and Medical S	Supplies				1		2			
Persons w/ Disabilities (PWD) - Wheelcha								1					
Prohibited & Permitted Items	I	-ga,							1		1		
	(Dahu Famau)	-/D	D								- 1		
Prohibited & Permitted Items - Breast Milk		a/Breast	Pump						1				
Prohibited & Permitted Items - Food/Beve	rages										1		
Property - Special Handling	1			1		1	2	5	4	2	1	1	1
Property - Special Handling - Damaged Ite	ems - Carry-O	n				1		2	3	1			
Property - Special Handling - Damaged It	ems - Checke	d							1		1		
Property - Special Handling - Missing Iten							1			1			
Property - Special Handling - Missing Iten				1			1	3				1	
		4			4	- 4				0	4		
Screening	2	1		1	1	1	2	4	2	3		1	1
Screening - Inconsistency								1	2		1	1	
Screening - Lengthy Lines				1				1					
	2	1		1	1	1	2	2		3			
Screening - Lengthy Lines	2 28	1 38	39	35	1 27	1 61	2 62			3			1
Screening - Lengthy Lines Screening - Procedures/Process 2022			39					2		3			1 3 4
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights	28	38	39	35				2		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	28	38 1	39	35				2		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening	28 ation	38 1		35 1 1	27	61	62	50		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service	28	38 1 1 9		35				2		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service Customer Service - CSM	28 ation	38 1 1 9		35 1 1	27	61	62	50		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service	28 ation	38 1 1 9		35 1 1	27	61	62	50		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimination of Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO	28 ation	38 1 1 9	7	35 1 1	27 5	8	62 5	2 50		3			1 34 4
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	28 ation 6 16	38 1 1 9 1 8	7 7 23	35 1 1 4	27 5	8 8	5 5 46	2 2 2		3			4 4 23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	28 ation 6 6 16 - DoD	38 1 1 9 1 8	7 7 23 1	35 1 1 4	5 5 17	8 8 45	5 5 46 2	2 50 2 2 44		3			4 4 23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	28 ation 6 6 16 - DoD	38 1 1 9 1 8 18	7 7 23 1	35 1 1 4 4 23	5 5 17	8 8 45	5 5 46 2 2	2 50 2 2 44		3			2 23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	28 ation 6 6 16 - DoD 1 15	38 1 1 9 1 8 18	7 7 23 1 1 21	35 1 1 4	5 5 17	8 8 45	5 5 46 2 2 41	2 50 2 2 44		3			2 23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	28 ation 6 6 16 - DoD 1 15	38 1 1 9 1 8 18	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	28 ation 6 6 16 - DoD 1 15	38 1 1 9 1 8 18	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45	5 5 46 2 2 41	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	28 ation 6 6 16 - DoD 1 15	38 1 1 9 1 8 18	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriminal Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	28 ation 6 6 16 - DoD 1 15	38 1 1 9 1 8 18	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E	38 1 1 9 1 8 18	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E	38 1 1 1 9 1 1 8 18 18 mployees	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E	38 1 1 9 1 8 8 18 18	7 7 23 1 1 21	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41 1	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missii	38 1 1 9 1 8 18 18 mployees	7 7 23 1 1 21 s - Opt In	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41 1	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missin	38 1 1 9 1 1 8 18 18 mployees	7 7 23 1 1 21 s - Opt In	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41 1	2 50 2 2 44		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missin	38 1 1 9 1 1 8 18 18 mployees	7 7 23 1 1 21 s - Opt In	35 1 1 4 4 23	5 5 17	8 8 45 2 43	5 5 46 2 2 41 1	2 50 2 2 44		3			2 4 23 11 21
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missin	38 1 1 9 1 1 8 18 18 mployees	7 23 1 1 21 s - Opt In	35 1 1 4 4 23 23	5 5 17	8 8 45 2 43 1 1	5 5 46 2 2 41 1	2 50 2 2 44		3			1 34 4 4 23 11 21
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriminal Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missin	38 1 1 9 1 1 8 18 18 mployees	7 23 1 1 21 s - Opt In	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 agged/Missing rrayed Items	38 1 1 9 1 1 8 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 23 1 1 21 s - Opt In	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23 21 21
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Clustomer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Possenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missin aged/Missing rrayed Items	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 23 1 1 21 s - Opt In hecked Baggar or Checked	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23 21 21
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missin aged/Missing rrayed Items 1 Medical Devices	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 23 1 1 21 s - Opt In	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Medically	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missingrrayed Items 1 fledical Device 1	38 1 1 9 1 8 18 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	28 ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 aged/Missingrrayed Items 1 fledical Device 1	38 1 1 9 1 8 18 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			200
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Medically	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missilaged/Missing grayed Items- 1 fledical Device 1 Disability (Not	38 1 1 9 1 8 18 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missilaged/Missing grayed Items- 1 ledical Device 1 Disability (Not	38 1 1 9 1 8 18 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 laged/Missing rrayed Items fledical Device 1 Disability (Not	38 1 1 9 1 1 8 18 18 18 18 18 18 18 18 18 18 18	7 23 1 1 21 s - Opt In hecked Baggae or Checked 2 2 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Clustomer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/C	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 laged/Missing rrayed Items fledical Device 1 Disability (Not	38 1 1 9 1 1 8 18 18 18 18 18 18 18 18 18 18 18	7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - Beauty & C	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 laged/Missing rrayed Items 1 fledical Device 1 Disability (Not Ostomates Grooming Item	38 1 1 9 1 8 18 18 mployees 1 ItemsC Carry-on 1 1 s	7 23 1 1 21 5 - Opt In hecked Baggar or Checked 2 2 1 1	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missing rrayed Items 1 ledical Device 1 Disability (Not ostomates Grooming Item 2	38 1 1 9 11 8 18 18 Interpretation of the state of the st	7	35 1 1 4 4 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - Beauty & C	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missing rrayed Items 1 ledical Device 1 Disability (Not ostomates Grooming Item 2	38 1 1 9 1 8 18 18 mployees 1 ItemsC Carry-on 1 1 s	7	35 1 1 4 4 23 23	5 5 17 1 16	8 8 45 2 43 1 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			2:
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missil laged/Missing grayed Items- 1 dedical Devices 1 Disability (Not Ostomates) Grooming Item 2 ems - Carry	38 1 1 9 11 8 18 18 Interpretation of the state of the st	7	35 1 1 4 4 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			2:
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missir laged/Missir laged/Missir laged/Missir laged/Missir laged/Indexication 1 Medical Device 1 Disability (Not Destorates) Grooming Item 2 ems - Carry 2	38 1 1 9 11 8 18 18 18 mployees 1 1 ItemsC Carry-on 1 1 s Wheelch	7	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1	2 50 2 2 44 7 37		3			23
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 laged/Missi	38 1 1 9 11 8 18 18 18 mployees 1 1 1 ItemsC Carry-on 1 1 s Wheelch	7	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1	2 50 2 2 44 7 37		3			24 23 11 21 11 11 11
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Clustomer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 lagged/Missin lagged/Missing lagged/la	38 1 1 9 1 8 18 18 18 18 18 18 18 18 18 18 18 18	7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1 1 1 2 1 1	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1 4 2 2 2	2 50 2 2 44 7 37		3			1 34
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 laged/Missi	38 1 1 9 11 8 18 18 18 mployees 1 1 1 ItemsC Carry-on 1 1 s Wheelch	7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1 1 1 2 1 1	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1	2 50 2 2 44 7 37		3			1 34 4 4 23 1 1 21 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Clustomer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 lagged/Missin lagged/Missing lagged/la	38 1 1 9 1 8 18 18 18 18 18 18 18 18 18 18 18 18	7 23 1 1 21 s - Opt In hecked Baggar or Checked 2 2 1 1 1 2 1 1	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1 4 2 2 2	2 50 2 2 44 7 37		3			1 34 4 4 23 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 lagged/Missin lagged/Missing lagged/la	38 1 1 9 1 8 18 18 18 18 18 18 18 18 18 18 18 18	7	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1 4 2 2 2	2 50 2 2 44 7 37		3			1 34 4 4 23 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility II Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & O Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children Screening - Inconsistency	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 laged/Missin laged/Missin laged/Missing lage	38 1 1 9 1 8 18 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1 2 2 2 2 3 3	2 50 2 2 44 7 37		3			1 34 4 4 23 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & C Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children	ation 6 6 16 - DoD 1 15 - TSA/DHS E 1 1 1 laged/Missil aged/Missing rrayed Items 1 liciability (Not ostomates 2 ems - Carry 2 ns - Carry-Cons - Checke 2	38 1 1 9 1 8 18 18 18 mployees 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 23 1 1 21 5 - Opt In hecked Baggar or Checked 2 2 1 1 4	35 1 1 4 4 23 23 23	5 5 17 1 16 1 1 1	8 8 45 2 43 1 1 1 1 1	5 5 46 2 2 41 1 1 2 2 2 2 3 3	2 50 2 2 44 7 37		3			1 34 4 4 23 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СМІ		1	2		1	7	4	4	2		3	3	2
2019						2	1	2				3	
Customer Service						1		1				1	
Customer Service - TSO						1		1				1	
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC	hecked Ba	ggage		1						1	
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	ncer				1						
Property - Special Handling												1	
Property - Special Handling - Missing Iten	ns - Carry-O	n										1	
Screening								1					
Screening - Lengthy Lines								1					
2020					1	3	1				1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	naged/Missin	ng ItemsC	hecked Ba	ggage							1		
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies		1							
Property - Special Handling							1						
Property - Special Handling - Missing Iten	ns - Checked	1					1						
Screening						2							
Screening - Procedures/Process						2							
2021			1			1			2		2		
Customer Service									1		2		
Customer Service - TSO									1		2		
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	- TSA PreC	heck							1				
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Carry-O	n				1							
Screening	,		1										
Screening - Procedures/Process			1										
2022		1	1			1	2	2					
Civil Rights						•	1	_					
Civil Rights - Race							1						
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program		1					1	2					
Expedited Passenger Screening Program	- TSA PreC	1					1	2					
Persons w/ Disabilities (PWD)	. 5/11/100					1	ı						
Persons w/ Disabilities (PWD) - Medically	L					- 1							

			IOA COIILA	ct Octitor (100) Data	001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMX			1		1	1	2			1		1	7
2019					1		1					1	3
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	ggage	1								
Property - Special Handling							1						
Property - Special Handling - Missing Itel	ms - Checke	d					1						
Screening												1	
Screening - Procedures/Process												1	
2021										1			
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Progran	n'- TSA PreC	Check								1			
2022			1			1	1						
Expedited Passenger Screening Program						1	1						;
Expedited Passenger Screening Progran	n - TSA PreC	Check				1	1						
Screening			1										
Screening - Procedures/Process			1										

			ISA Conta	ict Center (ICC) Data	1001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CNY	1	2					3	4	1		1	2	14
2019							2	2	2 1		1	2	8
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Ba	iggage			1		1				2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Ite	ms - Checke	d									1	1	2
Screening							1	2	2				3
Screening - Procedures/Process							1	2	2				3
2020	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
2021		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2022		1					1	2	2				4
Expedited Passenger Screening Program								2	2				2
Expedited Passenger Screening Progran	n - TSA PreC	heck						2	2				2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Ba	iggage			1						1

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	1				1	2	1	6	2	4	5	3	2
2019								2	1	2	1	2	
Customer Service										2			
Customer Service - Others										1			
Customer Service - TSO										1			
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts							1				
Property - Special Handling												2	
Property - Special Handling - Damaged I	tems - Check	ed										2	
Screening								2			1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process								1					
Screening - Security Breach								1					
2020					1					1	1	1	
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	hecked Ba	ggage						1			
Property - Special Handling	T			00 0							1		
Property - Special Handling - Missing Iter	ns - Checked	1									1		
Screening	1				1								
Screening - Procedures/Process					1								
2021	1							2	1	1	3		
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimin	1												
Customer Service										1			
Customer Service - TSO										1			
Prohibited & Permitted Items								1					
Prohibited & Permitted Items - Firearm/A	mmunition							1					
Property - Special Handling											2		
Property - Special Handling - Damaged I	tems - Carry-	On									2		
Screening	1							1	1		1		
Screening - Procedures/Process								1	1		1		
2022						2	1	2					
Expedited Passenger Screening Program						1		2					
Expedited Passenger Screening Program	ı ı - TSA PreC	heck				1		2					
Property - Special Handling							1						
Property - Special Handling - Missing Iter	ns - Checked	d					1						
Screening						1							
Screening - Procedures/Process						1							

Categories	40.0-4	44 N		oct Center (OF Mari	06 1	07 11	00 4	00.0	Total
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
cos	13	3	1 18		20	31	30	37	14	22			282
2019				3	1	2	8	7	4	3	6	6	40
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1	1	1	1	3	1		1	2	11
Mishandling of Passenger Property - Dam	l naned/Missin	n Items	Checked Ba		1	1	1	2				2	8
Mishandling of Passenger Property - Disa						- '		1	1		1		3
	irrayeu items I	Carry-0	II OI CHECKE	;u			4	ı		4			
Patdown Patdown - Flyer							1		2	1	2		6
							1		2	1	2		6
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelc	hair or Scoo					1					1
Property - Special Handling				1			4	1		1	2	2	11
Property - Special Handling - Damaged Ite	ems - Check	ed					1			1		1	3
Property - Special Handling - Missing Item	ns - Carry-Or	1					1				1		2
Property - Special Handling - Missing Item	ns - Checked			1			2	1			1	1	6
Screening						1	1	2	1		1	1	7
Screening - Crew Member or Airline Empl	lovee					•		1	•			•	1
Screening - Crew Member of Affilia Empi	I						1	1	1		1	1	5
•						4	- 1	ı	- 1		ı	ı	
Screening - Retrieving Abandoned/Confis				_		1				_	_		1
2020	5	10		3 7		4	1			5	3		42
Civil Rights			1		1	1				1			4
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Civil Rights - Sex/Gender/Gender Identity		ender			1	1							2
Customer Service	1		2							1			4
Customer Service - TSO	1		2							1			4
Locks													1
Locks - Missing or Damaged Lock			1										
			4										
Lost and Found													1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1		1			1	1			2			11
Mishandling of Passenger Property - Dam	1		1	2	1	1	1			1	1		9
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	ed	1					1			2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medically				1		1							3
Property - Special Handling	2		5 2			1				1	2		16
Property - Special Handling - Damaged Ite				. 3		<u> </u>				1	1		
											1		1
Property - Special Handling - Damaged Ite			2	1		4				-			5
Property - Special Handling - Missing Item			3 2			1				1			10
2021	1		3 1		1	4	2	6	10	14	17	12	71
Civil Rights									2	2			4
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimina	ation								1	1			2
Civil Rights - Transgender Screening									1				1
Customer Service	1		1					3	4	1	3		13
Customer Service - TSO	1		1					3	4	1	3		13
Expedited Passenger Screening Program							1	1	3	5	4	3	17
Expedited Passenger Screening Program	- TSA PreCh	neck					1	1	3	5	4		17
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1			2		3	8
	I /N Ai i -		0									3	
Mishandling of Passenger Property - Dam						1							1
Mishandling of Passenger Property - Dam										2		2	4
Mishandling of Passenger Property - Disa	irrayed Items	Carry-o	n or Checke	ed		1	1					1	3
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown											1	3	4
Patdown - Flyer											1	2	3
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)						1					2		3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Metal Imp	olants (ioint)										1		1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelc	hair or Scoo	nter)		1							1
Prohibited & Permitted Items	1	· · · · · · · · · · · · · · · · · · ·	nan or occ	7.01)		•					1		1
Prohibited & Permitted Items - General											1		1
			1					0		0	1	1	
Property - Special Handling			I		1			2		2		1	8
Property - Special Handling - Damaged Ite										1			1
Property - Special Handling - Damaged Ite			1		1			1					3
Property - Special Handling - Missing Item										1	1		2
Property - Special Handling - Missing Item	ns - Checked							1				1	2
Screening			1 1			1			1	2	3	2	11
Screening - Inconsistency			1								2		3
Screening - Lengthy Lines											1	1	2
Screening - Procedures/Process			1			1			1	2		1	6
2022	7	18		12	14		19	24	1				129
Airline	'	10) 14		14	21	13	44					123
Airline - Policy/Regulations/Service			1										1
			1										
Business, Suggestions, and Ideas	rol												1
Business, Suggestions, and Ideas - General			1										1
Customer Service	1		2 2	2		1	1	5					12

		7	SA Contac	t Center (TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	1												1
Customer Service - TSO		2	2			1	1	5					11
Expedited Passenger Screening Program	4	11	8	9	8	20	17	17					94
Expedited Passenger Screening Program	- DoD	1			1	2							4
Expedited Passenger Screening Program	- TSA Appl	2						3					5
Expedited Passenger Screening Program	4	8	7	9	7	18	17	14					84
Expedited Passenger Screening Program	- TSA/DHS	Employee:	1										1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domest	ic	1		1									2
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	arry-on Lug	1									1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown		1			1			1					3
Patdown - Flyer		1			1			1					3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling	1		1		2								4
Property - Special Handling - Damaged Ite	ems - Check	ed	1		1								2
Property - Special Handling - Missing Item	s - Carry-O	n			1								1
Property - Special Handling - Missing Item	1												1
Screening	1	1	2	1	1		1	1					8
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	2	1	1		1	1					7

tegories	10-Oct 11	-Nov 12	2-Dec 01	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
COU	2	5	3	8	4	5	3	5		4	8	3	
2019				1	3			3		2	2	1	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	tion									1			
Customer Service												1	
Customer Service - TSO												1	
Locks					1			1					
Locks - Missing or Damaged Lock					1			1					
Mishandling of Passenger Property					1						2		
Mishandling of Passenger Property - Dama	ged/Missing Ite	msChec	ked Baggage	Э	1						2		
Patdown	0		00 0	1	1								
Patdown - Flyer				1	1								
Property - Special Handling										1			
Property - Special Handling - Missing Item	s - Checked									1			
Screening	0.1001104							2					
Screening - Procedures/Process								2					
2020	2	1			1						1	1	
Persons w/ Disabilities (PWD)	1	'			- 1						1	1	
Persons w/ Disabilities (PWD) - Medically	1												
` '	ı	1										1	
Property - Special Handling	Observation												
Property - Special Handling - Missing Item		1										1	
Screening	1				1						1		
Screening - Procedures/Process	1				1						1		
2021		1								2	5	1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimina	tion										1		
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program										2	1		
Expedited Passenger Screening Program	TSA PreCheck									2	1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dama	ged/Missing Ite	msChec	ked Baggag	Э							1		
Patdown											1		
Patdown - Flyer											1		
Screening											1	1	
Screening - Inconsistency												1	
Screening - Procedures/Process											1		
2022		3	3	7		5	3	2					
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimina	tion		1										
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		2	1	6		5	2	2					
Expedited Passenger Screening Program	TSA Anni	1	'			1							
Expedited Passenger Screening Program -		1	1	6		4	2	2					
Patdown	TOATTEC	1	1	U		4							
Patdown - Flyer		1											
		- 1	1										
Property - Special Handling	ma Ca O												
Property - Special Handling - Damaged Ite Screening	ilis - Carry-On		1				1						

otogorios	40.0-4		SA Conta					OF Mari	00 1	07 1	00 4 00 0	- T-4-1
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug 09-Se	
CPR	4	1	2	1	2	4	2	-	7	3		3
2019						2	1		2		2	
Patdown								1				
Patdown - Flyer								1				
Property - Special Handling								1			2	
Property - Special Handling - Damaged Ite)n						1			1	
Property - Special Handling - Missing Item	s - Carry-On										1	
Screening						2	1		2			
Screening - Lengthy Lines						1						
Screening - Procedures/Process						1	1		2			
2020	2		1	1				1	1		1	
Patdown	1								1			
Patdown - Flyer	1								1			
Persons w/ Disabilities (PWD)								1				
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dre	ssings/Ma	isks					1				
Property - Special Handling	1		1	1								
Property - Special Handling - Damaged Ite	1											
Property - Special Handling - Missing Item	s - Checked		1	1								
Screening											1	
Screening - Security Breach											1	
2021	2		1		1				4	3		1
Civil Rights										1		
Civil Rights - Racial Profiling or Discrimina	ation									1		
Customer Service	1		1						1			
Customer Service - TSO	1		1						1			
Expedited Passenger Screening Program										1		
Expedited Passenger Screening Program	- TSA PreCh	eck								1		
Locks	1											
Locks - Missing or Damaged Lock	1											
Mishandling of Passenger Property									1	1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arrv-on Luc	igage						1		
Mishandling of Passenger Property - Disa									1			
Patdown	,,	,							2			
Patdown - Flyer									1			
Patdown - Flyer as Observer									1			
Screening					1				'			
Screening - Procedures/Process					1							
2022		1			1	2	1	1				
Expedited Passenger Screening Program		1				2		1				
Expedited Passenger Screening Program	- TSA PreC	1				2		1				
Patdown	ISATICC				1							
Patdown - Flyer					1							
Persons w/ Disabilities (PWD)					ı		-					

anorios	10 Oct 4				C) Data Too 02-Feb 0		04 4	OE Mos:	06 1	07 11	00 4	00 800	Tate
egories						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
RP	9	2	6	9	9	12	8	3		6			
2019				2		2	1		5	5		2	
Civil Rights									1	1			
Civil Rights - Racial Profiling or Discrimina	ation								1	1			
Customer Service				1		1				1			
Customer Service - TSO				1		1				1			
Mishandling of Passenger Property									2	2			
Mishandling of Passenger Property - Dam	aged/Missing I	temsCheck	ked Baggag	е						2			
Mishandling of Passenger Property - Disar	rayed ItemsC	Carry-on or C	Checked						2				
Patdown				1					1	1			
Patdown - Flyer				1					1	1			
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Carry-On	1										1	
Screening	ino ourry on					1	1		1			1	
ŭ .						1			1			1	
Screening - Procedures/Process						1	1		1				
Screening - Security Breach												1	
2020	5	1	4		2	1					2	2	
Mishandling of Passenger Property	1		1		2						1		
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1										
Mishandling of Passenger Property - Dam	1				1						1		
Mishandling of Passenger Property - Disar		Carry-on or C	Checked		1								
Patdown	1	,											
Patdown - Flyer	1												
Property - Special Handling	2		1			1					1	1	
	1												
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item	1		1			1					1		
Screening	1	1	2									1	
Screening - Procedures/Process	1	1	2									1	
2021	2			1	3			1	3	1			
Customer Service	1				2				1				
Customer Service - TSO	1				2				1				
Expedited Passenger Screening Program					1			1		1			
Expedited Passenger Screening Program	- TSA PreChed	ck			1			1		1			
Mishandling of Passenger Property	1			1									
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rayod Itoma (Corny on or (Shookor	1									
	rayed itemsC	Jany-on or C	Hecket	ı					4				
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ems - Carry-On								1				
Screening									1				
Screening - Procedures/Process									1				
2022	2	1	2	6	4	9	7	2	!				
Civil Rights			1										
Civil Rights - Sexual Orientation - Not Tran	nsgender		1										
Customer Service		1					2	2					
Customer Service - TSO		1					2						
Expedited Passenger Screening Program	1	'	1	4	1	5	4						
		: D		1	1		1						
Expedited Passenger Screening Program		ion Program			1	1							
Expedited Passenger Screening Program	1		1	3		4	3						
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domesti	С				1								
Mishandling of Passenger Property					1	1							
Mishandling of Passenger Property - Dam	aged/Missing I	temsCheck	ced Baggag	е	1	1							
Patdown					1	2							
Patdown - Flyer					1	2							
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental D	eahility			1							
		ai /ivieHtal D	Sability			1							
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
							4						
Screening				2			1						
				2			1						
Screening				1									

tegories	10-Oct	11-Nov	12-De	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRW	2	1			1 6		от-дрі	5 Thirty	2				41
2019				-		1		2	1	2		1	15
Civil Rights					•					1	'		13
Civil Rights - Sex/Gender/Gender Identity-	Not Transa	ander								1			
Customer Service	- Not Trainsg	siluei						1		- '	1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property					1			- 1			1	1	3
Mishandling of Passenger Property - Dam	ogod/Missin	a Itoma C	hookod F	201	1						1	1	3
Patdown	ageu/iviissiii	y itemsc	ileckeu i	paţ	I	1					1	- 1	2
Patdown - Flyer						1					1		
Persons w/ Disabilities (PWD)						- 1				4	- 1		
Persons w/ Disabilities (PWD) - General										1			
										1			3
Property - Special Handling	obselv							1			2		
Property - Special Handling - Damaged Ite											1		
Property - Special Handling - Missing Item	is - Carry-Or	1						1			1		
Screening									1		2		
Screening - Procedures/Process									1		2		
2020		1		2	2				1	1		1	8
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property		1		1						1		1	
Mishandling of Passenger Property - Dam	aged/Missii	1		1						1		1	
Patdown					1								
Patdown - Flyer					1								
Property - Special Handling					1				1				- 2
Property - Special Handling - Missing Item	s - Checked				1				1				2
2021	1			1		2		1		1	1	1	8
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Expedited Passenger Screening Program								1			1		2
Expedited Passenger Screening Program	- TSA PreCl	neck						1			1		2
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1					1							2
Screening				1		1						1	3
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process												1	4
2022	1			2	4	1		2					10
Expedited Passenger Screening Program	1			1	4	1		2					9
Expedited Passenger Screening Program	1			1	4	1		2					9
Screening				1									1
Screening - Retrieving Abandoned/Confisc	cated Items			1									-

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CSG	6	2	3	2	3	5	3	1	1	5	2	3	36
2019					1	2				3	1		7
Customer Service					1					2			3
Customer Service - TSO					1					2			3
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling						1							
Property - Special Handling - Missing Item	s - Checked					1							
Screening										1			
Screening - Procedures/Process										1			
2020	2		2	1		1					1		7
Customer Service	1												1
Customer Service - TSO	1												1
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disar	rrayed Items-	Carry-on	1										
Screening	1		1	1		1							
Screening - Procedures/Process	1		1	1		1							
2021	1	1	1				1		1	2		3	10
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program									1	2		2	į
Expedited Passenger Screening Program	- TSA PreCh	neck							1	2		2	į
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling		1					1						- 7
Property - Special Handling - Damaged Ite	ems - Checl	1											1
Property - Special Handling - Missing Item							1						
Screening			1										1
Screening - Lengthy Lines			1										4
2022	3	1		1	2	2	2	1					12
Expedited Passenger Screening Program	3	1		1	2	2	2	1					12
Expedited Passenger Screening Program	1												-
Expedited Passenger Screening Program	2	1		1	2	2	2	1					11

Octomoriso				ct Center (1									
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	64	51	61		55	80	72	103	49	50	53		744
2019				11	9	8	10	12	16	18	19	12	115
Civil Rights							2	1	1	1		1	6
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimin	ation						2	1		1			4
Customer Service				1	1	3		1		2	4	1	13
Customer Service - Others						1					1		2
Customer Service - TSO				1	1	2		1		2	3	1	11
Identification (ID) Requirements									1				1
Identification (ID) Requirements - ID Mato	hing Ticket a	nd Board	ing Pass Iss	sues					1				1
Locks				1	2	1	2	1	2	1	2		12
Locks - Missing or Damaged Lock				1	2	1	2	1	2	1	2		12
Mishandling of Passenger Property				2		1	2	3	1	2			21
Mishandling of Passenger Property - Dan	ı naged/Missing	ı Items(Carry-on Luc				1					1	2
Mishandling of Passenger Property - Dan						1	1	3	1	1	2	2	13
Mishandling of Passenger Property - Dan						•					2		2
Mishandling of Passenger Property - Disa										1	2		4
Patdown		ouny of	TOT OTTOOK	1					2	1	3		8
Patdown - Flyer				1					2	'	3		7
Patdown - Non-Flyer										1	J	'	1
					1		1			2		1	5
Persons w/ Disabilities (PWD)	D-11 A#-		ha Daalu				1					ı	
Persons w/ Disabilities (PWD) - Medical		icned to t	ne Body		1								1
Persons w/ Disabilities (PWD) - Metal Im										1			1
Persons w/ Disabilities (PWD) - Touch Av										1			1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway					1					1	2
Property - Special Handling				3	3	3	2	2	2	6	1	4	26
Property - Special Handling - Damaged It									1				1
Property - Special Handling - Damaged It				2		1						1	4
Property - Special Handling - Missing Iter	ns - Carry-On									1		3	4
Property - Special Handling - Missing Iter	ns - Checked			1	3	2	2	2	1	5	1		17
Request for Assistance					1			1			1		3
Request for Assistance - Other					1			1			1		3
Screening				3	1		1	3	7	3	2		20
Screening - Inconsistency									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				2			1	2	6	1	2		14
Screening - Retrieving Abandoned/Confis	cated Items			1	1								2
Screening - Security Breach								1		1			2
2020	8	15	5 12	. 9	9	7		3	3	10	6	7	89
Civil Rights	1	1.	12	. 3	3	'				3			6
Civil Rights - Racial Profiling or Discrimin				1						3	1		5
Civil Rights - Transgender Screening	1									J	1		1
Customer Service	1		1 /		1				1		1	1	12
	'	4	1 1		- 1				l l			ı	
Customer Service - Others					4				4				1
Customer Service - TSO	1	4			1				1			1	11
Locks		2		2				1		1			6
Locks - Missing or Damaged Lock		2		2				1		1			6
Mishandling of Passenger Property	2	1			2	2		1	1	2	1	3	20
Mishandling of Passenger Property - Dan		g Items(Carry-on Lu						1				2
Mishandling of Passenger Property - Dan		1	2	2	2	2				2	1	2	16
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Checke	ed				1				1	2
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)	2		1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility I	1												1
Property - Special Handling	2	4	. 3	3 1	1	2				2	2	1	18
Property - Special Handling - Damaged It		On	1									1	2
Property - Special Handling - Damaged It			2	2 1	1						1		7
Property - Special Handling - Missing Iter		2)			1				2			5
Property - Special Handling - Missing Iter		2				1					1		4
Screening		4		2 1	5			1	1	2		1	20
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1	2						1		4
Screening - Procedures/Process		4	. 2		3			1		1	1	1	12
Screening - Retrieving Abandoned/Confis	ented Items	- 4		-	3	1		ı		1		ļ.	
	l					1			4				1
Screening - Security Breach									1				1
Screening - Traveling with Cash										1			1
2021	11	3	3 2	. 4	2	9	12	15	30	22	28	20	158
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights	1						2		1		1	2	7
Civil Rights - Civil Rights Violation (TSA I	Employee)						1						1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimin	1								1			1	3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender					1						1
Customer Service	2					1	1	3	4	5	4	1	21
Customer Service - CSM									1				1
Customer Service - TSO	2					1	1	3	3	5	4	1	20
DHS TRIP										1		· ·	1
DHS TRIP - General										1			1
Expedited Passenger Screening Program						5	6	4	12	9	20	14	70
Expedited Passenger Screening Program Expedited Passenger Screening Program	I TSA Applia	ation Dro	aram			2	O	4	12	9	20		8
Exposition i asseriger screening Plogram	. IOA Appilo	audii FIU	Aimii						ı			3	0

ories	10-Oct 11-	Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	<u> </u>		500	J. Juli		3	6	•		9		•	Total
Locks						0	0	1		<u> </u>	10	- 11	
Locks - Missing or Damaged Lock								1					
Lost and Found				1			1						
Lost and Found - Airport/TSA				1			1						
Mishandling of Passenger Property	4	1			2		2	4	4			1	
Mishandling of Passenger Property - Dam		- 1			1			2				- 1	
		4			1		4						
Mishandling of Passenger Property - Dam		1			1		1	1	4				
Mishandling of Passenger Property - Dam												1	
Mishandling of Passenger Property - Disa	arrayed itemsCa	rry-on o	or Checked	l			1	1					
No Jurisdiction								1					
No Jurisdiction - Refer to CBP								1					
Patdown						1			1	1			
Patdown - Flyer						1							
Patdown - Flyer as Observer									1	1			
Persons w/ Disabilities (PWD)									1			2	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Mobility [ı Disability (Not Wh	eelcha	ir or Scoote	er)					1				
Prohibited & Permitted Items		.00.0	0. 00001	5.7					1				
Prohibited & Permitted Items - Food/Beve	rades								1				
	3	1		2		2			2	2	1		
Property - Special Handling		- 1											
Property - Special Handling - Damaged It				2					1				
Property - Special Handling - Damaged It		1				1				1			
Property - Special Handling - Missing Iten						1			1		1		
Property - Special Handling - Missing Iten										1			
Screening	1	1	2	1				2	3	4	2		
Screening - Inconsistency				1							1		
Screening - Lengthy Lines		1							1				
Screening - Procedures/Process	1		2					2	2	4	. 1		
2022	45	33	47	43	35	56	50	73					
Advanced Imaging Technology (AIT)				1									
Advanced Imaging Technology (AIT) - Fly	/er			1									
Airline				1			1						
Airline - Policy/Regulations/Service				1			1						
Civil Rights				1		1	- 1						
				ı									
Civil Rights - Race	47					1							
Civil Rights - Racial Profiling or Discrimin	1			1									
Customer Service	7	1	2	2	1	3	1	5					
Customer Service - Others	3												
Customer Service - TSO	4	1	2	2	1	3	1	5					
Expedited Passenger Screening Program	33	31	43	35	29	44	45	55					
Expedited Passenger Screening Program	- Active Du	1											
Expedited Passenger Screening Program	ı - DoD		1										
Expedited Passenger Screening Program		3	5	1	1	1		5					
Expedited Passenger Screening Program		26	37	34	28		45	50					
Expedited Passenger Screening Program		1	31	04	20	43	40	30					
	1- 13A/DH3	- 1						4					
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property				1			1	2					
Mishandling of Passenger Property - Dam							1	1					
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCh	necked Baç	1				1					
No Jurisdiction								2					
No Jurisdiction - No Referral								2					
Persons w/ Disabilities (PWD)			1	1	1		1	2					
Persons w/ Disabilities (PWD) - Cancer (c	neneral) Not Brea	st Can	cer					1					
Persons w/ Disabilities (PWD) - Diabetes	,	or our	1		1			'					
Persons w/ Disabilities (PWD) - Internal M			1	1	- 1								
. ,		d to the	- Pody					4					
Persons w/ Disabilities (PWD) - Medical [u to the	bouy					1					
Persons w/ Disabilities (PWD) - Service A	Animais T						1						
	L		1										
Prohibited & Permitted Items	els/Aerosols		1										
Prohibited & Permitted Items - Liquids/Ge	1				2	3							
	3				1								
Prohibited & Permitted Items - Liquids/Ge													
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It	2					2							
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	2 ns - Carry-On				1	2							
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	2 ns - Carry-On 1	1		4	1	1	4	6					
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	2 ns - Carry-On	1		1		1 5	1	6					
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	2 ns - Carry-On 1	1			1	1 5 1	1						
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines	e 2 ns - Carry-On 1 1 2			1	1	1 5 1 1		3					
Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	2 ns - Carry-On 1	1			1	1 5 1	1						

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVN						1							1
2022						1							1
Customer Service						1							1
Customer Service - TSO						1							1

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

			TSA Conta	ct Center (TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CYS	1		1		3	2		3	1	1	1	1	14
2019					1	1		1	1	1	1	1	
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property					1						1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Bag	ggage							1		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	n or Checke	d	1								
Patdown						1						1	
Patdown - Flyer						1						1	
Screening								1		1			
Screening - Procedures/Process										1			
Screening - Security Breach								1					
2020	1				1	1							
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property	1				1								
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	n or Checke	d	1								
2021			1		1								
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										
2022								2					
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program	- TSA PreC	heck						1					

Categories	10.004 44				-	1001 - FUIA		OE Marr	06 1	07 11	00 4	00 00	Total
			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	7	13	9	5	9		8	14	9	4	7	7	108
2019				1	1	5	4	6	2	3	2	2	26
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimina	ation					1							1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property							2	1		1	2	1	7
Mishandling of Passenger Property - Dam	 aaed/Missina Ite	msChe	cked Ban	nane			2	1		1	2		6
Mishandling of Passenger Property - Disa								1		- 1		1	1
Patdown	liayeu itellisCa	iiiy-oii oi	CHECKEU			2	4	4	1			1	6
						3	1	1	1				
Patdown - Flyer						3	1	1					6
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal M	ledical Devices								1				1
Property - Special Handling					1			2		1			4
Property - Special Handling - Damaged Ite					1			2					3
Property - Special Handling - Missing Item	ns - Checked									1			1
Screening				1				1				1	3
Screening - Inconsistency				1									1
Screening - Procedures/Process								1				1	2
2020	2	2	4			4			2	1	2		17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Customer Service		1	1			1					1		4
Customer Service - TSO		1	1			1					1		4
Locks	1	- 1	- 1			1					1		1
Locks Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1			1					1		5
Mishandling of Passenger Property - Dam		1				1							2
Mishandling of Passenger Property - Dam	1		1								1		3
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						2			1				3
Property - Special Handling - Damaged Ite	ems - Checked					1							1
Property - Special Handling - Missing Item	ns - Checked					1			1				2
Screening										1			1
Screening - Procedures/Process										1			1
TSA Contact Information			1										1
TSA Contact Information - General			1										1
2021	1	3	2	2	2	4	1	2	5		3	5	30
Civil Rights	•							1				1	2
Civil Rights - Hair Patdowns								'				1	1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgood							1					1
	- Not Transgende	el .						ı					
Claims			1										1
Claims - General			1										1
Customer Service				1	1	1							3
Customer Service - TSO				1	1	1							3
Expedited Passenger Screening Program								1	5		3	2	11
Expedited Passenger Screening Program	- Known Crew N	1ember									1		1
Expedited Passenger Screening Program	- TSA PreCheck							1	5		2	2	10
Locks					1								1
Locks - General					1								1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Dam	ı aged/Missing Ite	msChe	ecked Bag	nage		1						1	2
No Jurisdiction			1	9490									1
No Jurisdiction - Refer to Other			1										1
Patdown			- 1			1							<u> </u>
Patdown - Flyer		_				1							1
Property - Special Handling		2		1			1					1	5
Property - Special Handling - Damaged Ite							1					1	2
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Item	ns - Checke	1		1									2
Screening	1	1				1							3
Screening - Procedures/Process						1							1
Screening - Security Breach	1	1											2
		8	3	2	6	3	3	6					35
2022	4			_		-							1
	4				1								
Civil Rights					1								
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation		2	1	1	2	2	Λ					1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program	ation 2	6	3	1	1 5	3	3	4					1 27
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program	ation 2 - TSA Appl	6 2			1 5 1								1 27 3
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ation 2 - TSA Appl 2	6	3	1	1 5		3	4					1 27 3 24
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	ation 2 - TSA Appl 2 1	6 2			1 5 1								1 27 3 24 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer	ation 2 - TSA Appl 2	6 2 4			1 5 1								1 27 3 24 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	ation 2 - TSA Appl 2 1 1	6 2 4			1 5 1								1 27 3 24 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthesis	ation 2 - TSA Appl 2 1 1	6 2 4		1	1 5 1								1 27 3 24 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis	ation 2 - TSA Appl 2 1 1 s/Amputees	6 2 4			1 5 1								1 27 3 24 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthesis	ation 2 - TSA Appl 2 1 1 s/Amputees	6 2 4		1	1 5 1								1 27 3 24 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis	ation 2 - TSA Appl 2 1 1 s/Amputees 1 ems - Checked	6 2 4		1	1 5 1								1 27 3 24 1 1 1 1 3
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Iter	ation 2 - TSA Appl 2 1 1 1 s/Amputees 1 ems - Checked 1	6 2 4		1	1 5 1								1 27 3 24 1 1 1 1 3
Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite	ation 2 - TSA Appl 2 1 1 1 s/Amputees 1 ems - Checked 1	6 2 4		1	1 5 1								1 27 3 24 1 1 1 1 3 1

2019 Civil Rights	10-Oct 1	4 1 1											
2019		1-Nov 1	2-Dec 0	1-Jan 02	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	75	107	93	97	89	102	108	133	57	98	86	74	1,11
Civil Pights				24	27	28	28	40	24	40	34	25	27
CIVII KIUI IS				4	1	1	1		1		1	1	1
Civil Rights - Hair Patdowns				-	1								
Civil Rights - Racial Profiling or Discrimin	otion			2	'	4	4		4				
0 0				3		1	1		1		1		
Civil Rights - Screening of Religious Cultu				1									
Civil Rights - Sex/Gender/Gender Identity	 Not Transgen 	der										1	
Customer Service				4	7	5	2	10	5	8	3	6	
Customer Service - Others				-				1				1	
Customer Service - TSO				4	7	5	2	9	5	8	3	5	4
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domest	ic					1							
	1			4			-		4	0			
Locks				1			1		1	2			
Locks - Missing or Damaged Lock				1			1		1	2	2		
Lost and Found				1			1		1				
Lost and Found - Airport/TSA				1					1				
							1						
Mishandling of Passenger Property				5	6	11	8	6	3	12	7	7	6
Mishandling of Passenger Property - Dam	naged/Missing I	temsCarry	-on Lug	1		3	1	1		2	2		
Mishandling of Passenger Property - Dam				4	4	6	6	5	3	9		7	
				- 4				J				,	
Mishandling of Passenger Property - Disa	rrayed Items(Jarry-on or 0	Checked		2	2	1			1			
Patdown					2	1	4	2	1	4	3	1	
Patdown - Children					1								
						4	2	4	4	4		4	
Patdown - Flyer					1	1	3	1	1	4	3	1	
Patdown - Non-Flyer							1	1					
Persons w/ Disabilities (PWD)				1	1	2	1	5		1	3	2	
Persons w/ Disabilities (PWD) - Cancer (c	reneral) Not Pr	east Cannor		•				1					
, ,								1					
Persons w/ Disabilities (PWD) - Cognitive		ai /Mental D	usability		1								
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - General											2		
	Ladical Davisor											4	
Persons w/ Disabilities (PWD) - Internal N												1	
Persons w/ Disabilities (PWD) - Mobility [Disability (Not V	Vheelchair o	or Scooter)			1						1	
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates					1					1		
Persons w/ Disabilities (PWD) - Prosthesi		d Caete								1			
. ,													
Persons w/ Disabilities (PWD) - Respirato								1					
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)						1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	edway					1	2					
	I	9)				0	7		0	0	10	- 4	
Property - Special Handling				6	6	6	/	11	8	8		4	(
Property - Special Handling - Damaged It	ems - Carry-Or	1			1					2	1	1	
Property - Special Handling - Damaged It	ems - Checked				3	2	3	4	3	1	4	1	2
Property - Special Handling - Missing Iten				1	1	1	2	1	2		3	1	
Property - Special Handling - Missing Iten	ns - Checked			5	1	3	2	6	3	5	2	1	2
Request for Assistance												1	
Request for Assistance - Other												1	
				2	4	4	3	0	4	_		3	
Screening				2	4	1	3	6	4	5	5	3	3
Screening - Inconsistency								1					
Screening - Lengthy Lines					1				1	1		2	
Screening - Procedures/Process				2	3		3	5	3	3	5	1	2
						4	0	- 0				'	
Screening - Security Breach						1				1			
							3	2	11	18	16		
020	29	42	47	39	19	21	3	_			. 0	17	26
	29	42	2		19	21	3			1		17	20
Civil Rights	1	42	2	2	19	1	3	_			1	17	20
Civil Rights Civil Rights - Racial Profiling or Discrimin	1 ation	42			19		3	-		1	1	17	20
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	1 ation 1	42	2	2	19	1	3				1	17	26
Civil Rights Civil Rights - Racial Profiling or Discrimin	1 ation 1	42	2	2	19	1	3			1	1	17	
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	1 ation 1 nsgender		2	1		1	3			1	1	17	26
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service	ation 1 nsgender 3	6	2 2 7	2 1 1 4	2	1 1 5	3			1 1 2	1 1	17	3
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO	1 ation 1 nsgender	6	2	1	2 2	1	3			1 2 2	1 1 4 4		3
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Customer Service				0						0	2	2	
	2	2	4	2	3		3	6	3	6	3	3	
Customer Service - TSO	2	2	4	2	3		3	6	3	6	3	3	
Duplicate E-mail											1		
Duplicate E-mail - General											1		
Expedited Passenger Screening Program						4	4	0	C	22		10	
						4	4	9	6	22	28	18	
Expedited Passenger Screening Program	- DoD									1			
Expedited Passenger Screening Program	- TSA Applicat	ion Program	1					1		1	3	1	
Expedited Passenger Screening Program						3	4	7	6	19	25	17	
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Expedited Passenger Screening Program	- ISA/DHS En	nployees - O	pt In			1		1		1			
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										
Identification (ID) Requirements						1	1						
Identification (ID) Requirements - Domest	С					1	1						
Locks	1	1					1	1		1			
Locks - Missing or Damaged Lock	1	1					1	1		1			
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Mishandling of Passenger Property	2	3	1	2		1		1	2			2	
Mishandling of Passenger Property - Dam	aged/Missii	1											
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0 0 1 7	rrayed itemsC	carry-on or C	лескеа						- 1				
No Jurisdiction				1				1			1		
No Jurisdiction - No Referral								1					
No Jurisdiction - Refer to Other				1							1		
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No Subject				1									
No Subject - General				1									
Patdown	2		1			1		1				1	
	_												
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Persons w/ Disabilities (PWD)	1					2		3	2			2	
Persons w/ Disabilities (PWD) - General						1		1					
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Persons w/ Disabilities (PWD) - Service A													
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway							1				
Prohibited & Permitted Items			1				1						
	(D. I. E. I.	/D / D											
Prohibited & Permitted Items - Breast Mill		/Breast Pum	пр				1						
Prohibited & Permitted Items - Lighters/M	atches		1										
Property - Special Handling	9	3			1	4	3	6	7	5	1		
Property - Special Handling - Damaged It	1	1				1		1	3	1			
								1					
Property - Special Handling - Damaged It	3	2				1	2		1	1	1		
Property - Special Handling - Missing Iten	3					1		1	2	1			
	2				1	1	1	4	1	2			
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Property - Special Handling - Missing Iten		2			3	3	5	2	1	5	1	6	
Screening	7												
						1							
Screening Screening - Children	1				2	1	2			1		2	
Screening Screening - Children Screening - Inconsistency					2	1	2			1		2	
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines	1				2								
Screening Screening - Children Screening - Inconsistency		1				2	3	1	1	1	1	2	
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1	1						1	1		1		
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Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 22 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline	1 3 cated Items 25	1 53	36	28	1	2	3 58 1	1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 22 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	1 3 cated Items 25	1 53	36		1	2	3 58 1	1	1		1		
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Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	1 3 cated Items 25	1 53 3 1	36	1	1	2 37	58 1 1	60	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	1 3 cated Items 25	1 53 3 1	36	1	1	2 37	3 58 1 1 1	60	1		1		
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Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	3 cated Items 25	1 53 3 1 2	36	1	1	2 37	3 58 1 1 1	60	1		1		
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Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 222 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 3 3 cated Items 25 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1	1 53 3 1 2 2 der 10 10 33	3 3 28 1	1 1 2 2 2 19	34 33 3 27	2 37 1 1 3 3 28 1 3 24	3	2 1 3 3 43 1 42	1		1		
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Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 3 3 cated Items 25 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1	1 53 3 1 2 2 der 10 10 33 33	3 3 28 1	1 1 2 2 2 19	34 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 1 3 3 43 1 42	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Screening Program	1 3 3 cated Items 25 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1	1 53 3 1 2 2 der 10 10 33	3 3 28 1	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 1 42	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 3 3 cated Items 25 er	1 53 3 1 2 2 der 10 10 33 33	3 3 28 1	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 1 3 3 43 1 42	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 3 33 33	3 3 28 1	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 28 1	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 1 42 2 2 2	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Face Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 3 33 33	3 3 28 1	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach (1022) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 28 1	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Sex/Gender/Gender Identity Customer Service Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Properting Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction - Refer to Other	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 33 33 33 33 33 33 33 33 33 33 33 33	3 3 28 1 1 26	1 1 2 2 2 19 1 1 18	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 28 1 1 26	1 1 2 2 2 19	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction - Refer to Other	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 33 33 33 33 33 33 33 33 33 33 33 33	3 3 28 1 1 26	1 1 2 2 2 19 1 1 18	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 1022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 3 3 cated Items 25 er Not Transgen 3 3 17 - DoD 1 15 1 1 1 1 1 1 aged/Missii	1 53 3 1 2 2 der 10 33 33 33 33 33 33 33 33 33 33 33 33 33	3 3 28 1 1 26	1 1 2 2 2 19 1 18	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction Patdown - Flyer Patdown - Flyer	aged/Missii	1 53 3 1 2 2 der 10 33 33 33 33 33 33 33 33 33 33 33 33 33	3 3 28 1 1 26	1 1 2 2 2 19 1 1 18	3 3 3 3 27 3 24	2 37 1 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 1 42 2 2 2 2 1 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1 3 3 cated Items 25 er 25 er 3 3 3 17 - DoD 1 15 1 1 1 1 aged/Missii aged/Missii 1	1 53 3 1 2 2 der 10 10 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 28 1 1 26	1 1 2 2 2 19 1 18	3 3 3 3 27 3 24	2 37 1 1 3 3 28 1 3 24	3 58 1 1 1 1 1 6 6 6 40 1 39	1 60 2 1 1 3 3 43 43 1 42 2 2 2 1	1		1		
Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction Patdown - Flyer Patdown - Flyer	1 3 3 cated Items 25 er 25 er 3 3 3 17 - DoD 1 15 1 1 1 1 aged/Missii aged/Missii 1	1 53 3 1 2 2 der 10 10 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 28 1 1 26	1 1 2 2 2 19 1 18	3 3 3 3 27 3 24	2 37 1 1 1 3 3 28 1 3 24	3	1 60 2 1 1 3 3 43 1 42 2 2 2 2 1 1	1		1		
Screening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	aged/Missil aged/Missil	1 53 3 1 2 2 der 10 10 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 28 1 1 26	1 1 2 2 2 19 1 18	3 3 3 3 27 3 24	2 37 1 1 1 3 3 28 1 3 24	3 58 1 1 1 1 1 6 6 6 40 1 39	1 60 2 1 1 3 3 43 1 42 2 2 2 2 1 1	1		1		

			SA Contac	a center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates		1										1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts	1			1							2
Persons w/ Disabilities (PWD) - Service A	Animals						1						1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and	d Tobacco	1											1
Property - Special Handling	3	1	2	1	1	1		4					13
Property - Special Handling - Damaged Ite	1	1	2		1	1		1					7
Property - Special Handling - Missing Item	1			1				1					3
Property - Special Handling - Missing Item	1							2					3
Screening		1		4	2	2	6	3					18
Screening - Inconsistency							3						3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1		3	2	2	3	3					14

Categories	40.0-4	44 No.					Tool - FOIA		OF Mari	00 1	07 11	00 4	00 0	Tatal
		11-Nov			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	16	1	2	8	15	15		21	17	9	15	7		155
2019					6	4	4	9	4	6	7	3	3	46
Civil Rights					1	1		2			1			5
Civil Rights - National Origin								1						1
Civil Rights - Racial Profiling or Discrimina					1	1								2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder						1						1
Civil Rights - Transgender Screening											1			1
Customer Service					2			2		2	3	1		10
Customer Service - Others								1						1
Customer Service - TSO					2			1		2	3	1		9
Locks					1								1	2
Locks - Missing or Damaged Lock					1								1	2
Mishandling of Passenger Property					1			2		3		1	1	8
	l agad/Missins	Itomo	Chaokad	Dor								- 1	ı	
Mishandling of Passenger Property - Dam					1			1		2				4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-	on or Chec	cked				1		1		1	1	4
Property - Special Handling					1	2		1	3		1	1		12
Property - Special Handling - Damaged It		d				2	1		1		1			5
Property - Special Handling - Missing Iten	ns - Checked				1		2	1	2			1		7
Screening						1	1	2	1	1	2		1	9
Screening - Inconsistency						1							1	2
Screening - Lengthy Lines								2						2
Screening - Procedures/Process							1		1		2			4
Screening - Retrieving Abandoned/Confis	cated Items									1				1
2020	5		2	2	3	3	3			- '	2	2	2	24
	5		_											
Civil Rights												1	1	2
Civil Rights - Constitutional Rights												1		1
Civil Rights - Racial Profiling or Discrimina	ation												1	1
Customer Service	1				1	2	1							5
Customer Service - Others	1				1									2
Customer Service - TSO						2	1							3
Locks			1											1
Locks - Missing or Damaged Lock			1											1
Mishandling of Passenger Property					1		1							2
Mishandling of Passenger Property - Dam	l aged/Missing	Itame	Chacked	Rac	1		1							2
	laged/iviissiiig	items-	CHECKEU	Daį	'		1							
Patdown	1													
Patdown - Flyer	1													1
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Diabetes	1													1
Property - Special Handling	2			1	1						2	1		7
Property - Special Handling - Damaged Ite	1				1						1			3
Property - Special Handling - Missing Iten	1			1							1	1		4
Screening			1	1		1	1						1	5
Screening - Lengthy Lines				1		1								2
Screening - Procedures/Process			1				1						1	3
2021	2		2	2		1		3	3	3	6	2		25
			_	1			<u> </u>			J				1
Civil Rights Headwar				1										
Civil Rights - Headwear	4		4	1							-	4		1
Customer Service	1		1	1					1		1	1		6
Customer Service - TSO	1		1	1					1		1	1		6
Expedited Passenger Screening Program								2		1	4	1		8
Expedited Passenger Screening Program	- TSA PreCh	eck						2		1	4	1		8
Locks									1					1
Locks - Missing or Damaged Lock									1					1
Mishandling of Passenger Property						1		1			1			3
Mishandling of Passenger Property - Dam	aged/Missing	Items-	-Checked	Bagga	age	1					1			2
Mishandling of Passenger Property - Disa								1						1
Patdown										1				1
Patdown - Flyer										1				1
Persons w/ Disabilities (PWD)							1		1	- '				
Persons w/ Disabilities (PWD) - General							1		1					2
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical [Dovince A#	obod +	the Dedu				1		1					1
		cried to	the body						1					
Property - Special Handling	1													1
Property - Special Handling - Missing Iten	1													1
Screening			1							1				2
Screening - Procedures/Process			1							1				2
2022	9		8	4	6	7	7	9	10					60
Civil Rights				1										1
Civil Rights - Civil Rights Violation (TSA E	mployee)			1										1
Customer Service			2			1		2						5
Customer Service - TSO			2			1		2						5
Expedited Passenger Screening Program	5		4	2	5	5	6	5	9					41
Expedited Passenger Screening Program Expedited Passenger Screening Program	-		1		J	3	U	3	9					1
		ation D-			4	0								3
Expedited Passenger Screening Program		auon Pr		0	1	2			•					
Expedited Passenger Screening Program	5		3	2	4	3		5	9					37
Identification (ID) Requirements	<u> </u>			1			1							2
Identification (ID) Requirements - Domest				1			1							2
Patdown	1							1						2
Patdown - Flyer	1							1						2
Persons w/ Disabilities (PWD)			1											1
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1											1
Property - Special Handling	3		1											4
Property - Special Handling - Damaged It	1		1											2
Property - Special Handling - Damaged It	1		*											1
Property - Special Handling - Damaged III Property - Special Handling - Missing Iten														1
	<u> </u>								4					
Screening					1	1		1	1					4
Screening - Lengthy Lines									1					1

Categories		10-Oct	11-Nov				02-Feb	00I - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Screening - Procedures/Process	.5-001	1400	12-06	- VI-Ja	1	1	oo-mai	1	oo-may	oo-oun	Vi-vui	55-Aug	00-0 c h	3
DBQ	00.00.m/g			2	1	·		2					1	1	
2019													1	1	2
	Mishandling of Passenger Property												1		1
	Mishandling of Passenger Property - Dam	naged/Missin I	g Items	-Checked E	Baggage								1		1
- 1	Property - Special Handling Property - Special Handling - Missing Item	no Chookoo	ı											1	1
2020		is - Checked	ı					1							1
	Mishandling of Passenger Property							1							1
	Mishandling of Passenger Property - Dam	ı naged/Missin	g Items	-Checked E	Baggage			1							1
2022			_	2	1			1							4
	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) - General			1	4										1
	Screening Screening - Procedures/Process				1										1
DCA	Screening - Procedures/Process	174	19	7 1		63	210	280	289	284	140	125	174	146	2,381
2019		1/4	13			32	42	71	54	66	69	50			•
	Advanced Imaging Technology (AIT)												1		1
	Advanced Imaging Technology (AIT) - Fly	er											1		1
	Civil Rights					3	1	4	5	3	1	2	4	3	26
	Civil Rights - Age							1	1						2
	Civil Rights - Constitutional Rights									1					1
	Civil Rights - National Origin							1							1
	Civil Rights - Perceived Religion												2		2
	Civil Rights - Racial Profiling or Discrimina					1	1	1	2	1		1	2	2 1	
	Civil Rights - Sex/Gender/Gender Identity-		ender			2		1	1		1				5
	Civil Rights - Sexual Orientation - Not Tra	nsgender										1		1	
	Civil Rights - Transgender Screening								1	1				1	
	Customer Service					4	8	22	12	22	14	13			
	Customer Service - Others					_	2	1	10	3			2		446
	Customer Service - TSO					4	6	21	12	19	14	13	17	12	
	Human Capital Prespective Employment	t with TCA						1							1
	Human Capital - Prospective Employment	I WILIT I SA						1					1		1
	Identification (ID) Requirements Identification (ID) Requirements - Domesti												1		1
	Locks	I				2	2	5	1	1	3		4		
	Locks - Missing or Damaged Lock					2	2	5	1	1	3		4		
	Lost and Found					1	3	3	1	1	1	2		1	13
	Lost and Found - Airport/TSA					1	3	3	1	1	1	2		1	13
	Mishandling of Passenger Property					9	9	11	10	9	15	7			
	Mishandling of Passenger Property - Dam	ı naqed/Missin	a Items	-Carry-on L	_uagage		1			1	1	2			
	Mishandling of Passenger Property - Dam					9	7	9	7	6	11	4			
	Mishandling of Passenger Property - Disa						1	2	3	2	3	1			
F	Patdown					2	2	5	2	3	3	1	1	1	20
	Patdown - Flyer					1	2	5	2	3	3	1	1	1	19
	Patdown - Flyer as Observer					1									1
F	Persons w/ Disabilities (PWD)					4	6	2	5	3	8	9	10) 4	51
	Persons w/ Disabilities (PWD) - Cancer (g								1	1	1				3
	Persons w/ Disabilities (PWD) - Cognitive		ental /Me	ntal Disabi	ility							1			1
	Persons w/ Disabilities (PWD) - Diabetes						1		1			4		:	8
	Persons w/ Disabilities (PWD) - General	A. B. J. D. J.						1			1	1			4
	Persons w/ Disabilities (PWD) - Internal M			Alex Dealer			4						1		1
	Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically				dio	1	3	1	1	1	3		1		15
	Persons w/ Disabilities (PWD) - Medically		wedicali	on and we	uic	1	3	ı	1	1	3	1		. 3	2
	Persons w/ Disabilities (PWD) - Metal IIIIp	. ,	t Wheeld	chair or So	oot	2	1		- 1		1	2			7
	Persons w/ Disabilities (PWD) - Prosthesi				001					1	1				2
	Persons w/ Disabilities (PWD) - Touch Av													1	
	Persons w/ Disabilities (PWD) - Visual Im		a dama,						1					· ·	1
	Persons w/ Disabilities (PWD) - Wheelcha		Segway			1					2		1		4
	Property - Special Handling		3 ,			2	8	6	7	13	13	7			
	Property - Special Handling - Damaged Ite	ems - Carry-	On				1		1	2	1	1		1	
	Property - Special Handling - Damaged Ite						4	2		3	3	2		3	
	Property - Special Handling - Missing Item	ns - Carry-Or	n				2	1	1	1	4	2	. 1	3	15
	Property - Special Handling - Missing Item	ns - Checked	l			2	1	3	5	7	5	2	4	1	30
F	Request for Assistance						1								1
	Request for Assistance - Other						1								1
	Screening					5	2	12	11	11	11	9	11	4	
	Screening - Children							1	1						2
	Screening - Inconsistency						1		1	1	1			2	
	Screening - Lengthy Lines					_				1	1				2
	Screening - Procedures/Process	noted to				5	1	10	8	9	8	9			
0000	Screening - Retrieving Abandoned/Confis			.0	75	E.A	40	1 24	1	-	1		1		206
2020	Civil Rights	58		5	75	54	46	34	1	7	13	20 1			
	Civil Rights - Constitutional Rights	3		J	1	1		1				1	1		18
	Civil Rights - Constitutional Rights Civil Rights - National Origin				1								1		1
	Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	3		3	1						2		1	2	
	Civil Rights - Sex/Gender/Gender Identity			2	1	1		1				1			6
	Customer Service	- NOL Trans(12	13	6	1	3	7	4		2 5	
	Customer Service - Others	13	- 1		<u>- 1</u>	14	13	U	1	3	- 1	4		1	3
		1		•		40		0	1	2	_				
		12	1	0	21	12	12	h		.5	/	4	2	2 4	94
-	Customer Service - TSO Human Capital	12	1	0	21	12	12	6	I	3	7	4	. 2		94

Locks - General				TSA	Contact C	enter (TCC) Data Too	I - FOIA							
Lacets - General Lacets	Categories		10-Oct	11-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr 0	5-May 0	6-Jun	07-Jul (08-Aug	09-Sep	Total
Locks - Mainty or Demograph Lock	Locks		4	3	3	2	1	2				2		1	18
Locks- Meshag or Diminigned Lock	Locks - General							1							1
Lead and Feature 1		or Damaged Lock	4	3	3	2	1	1				2		1	17
Lost and Fourt - Application 1		g													
Misharding of Passerge Properly 14 11 14 6 5 2 2 5 3 3		- Airport/TSA	-												5
Melanating of Preserger Property. Daming of 1							5	2			2	5	3	3	65
Materiality of Perservery Posity 1: Design 1					14		J								3
Microarding of Personger Reports Decided 1					10		2	2			2	4		2	54
Personary of Disabilities (PWID) - Country (Internal Not Design 1						5								3	
Penton		assenger Property - Disa	1			7						ı	1		3
Participan - Figure 2 Content															20
Persons of Discalibling (PVD)		01			2	/	3	5							19
Persons w Disabilities (PWD) - Granted Carrier 2															1
Persons of Disabilities (PWD) - Canner (general) Nel Breast Canner 1		,		8	4	4	6	4				1	2		35
Pensons w Disabilities (PWD) - Cognitive Movelopm 1															1
Pennors w Disabilities (PWD) - Clinoteds				reast Cance	r		2						1		3
Persons of Disabilities (PWD) - Hearing Impartment 1				1				1							2
Persons w/ Dashibles (PWD) - Heading in parameter 1	Persons w/ Disa	oilities (PWD) - Diabetes				1		1							2
Persons w/ Describitions (PWD) - Medical Precessory Medication and Medical Supplies 1	Persons w/ Disa	oilities (PWD) - General		1											1
Persons of Disabilities (PWD) - Metal Img 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Persons w/ Disa	oilities (PWD) - Hearing I	Impairment					1							1
Persons on Disabilities (PMD) - Mobility 2	Persons w/ Disa	pilities (PWD) - Medical I	Devices - Attac	hed to the B	ody		2								2
Persons on Disabilities (PMD) - Mobility 2	Persons w/ Disa	bilities (PWD) - Medically	Necessary M	edication an	d Medical S	Supplies	1								1
Persons w Obachilities (PWD) - Moting/Victoriantes 1								1							5
Persons w Obsabilities (PWD) - Ostabresis Applicates and Carlos 1		. ,		1	1							1	1		(
Persons of Deshiblites (PMD) - Proteins al/morphose and colars Persons of Deshiblites (PMD) - Touch Averaging (pair 1 1 1 2 1 2 7 Protein Social Missing (pair 1 1 1 1 1 1 1 1 1															
Persons w Disabilities (PWD) - Trouth Aversion (pair 1 1 2 2					1										
Persons w Disabilities (PWD) - Wheelash															
Property - Special Handling						2	1								-
Properly - Special Handling - Damaged IN		. ,						7		4	2		2	7	
Properly - Special Handling - Disanged It 1 1 1 1 1 1 1 1 1					13	1.1		1		ı				/	73
Properly - Special Handling - Missing Item 3					-			- 4			4		a	4	
Properly - Spoalal Handling - Missing Item 2											1		1		16
Request for Assistance - Other															2
Request for Assistance - Other 1			1 2			4	4	4		1	1		1	5	31
Request for Assistance - Wounded Warrior (NSISSO 1 1 1 1 1 1 1 1 1															3
Screening 7	· · · · · · · · · · · · · · · · · · ·				1										2
Screening - Lengthy Lines	· · · · · · · · · · · · · · · · · · ·	stance - Wounded Warri													
Screening - Lengthy Lines 1 1 1 1 1 1 1 1 2 5 6 5 3 6 1 1 1 1 1 1 1 1 1	Screening		7	4	13	10	8	7		3		7		1	60
Screening - Procedures/Processes	Screening - Inco	nsistency	1			1		1				1			4
Screening - Retrieving Abandoned/Confies 1	Screening - Lenç	thy Lines					1								1
Screening - Security Breach	Screening - Proc	edures/Process	4	4	12	9	6	5		3		6		1	50
201	Screening - Retr	eving Abandoned/Confis	1					1							2
Civil Rights - Age	Screening - Secu	urity Breach	1		1		1								3
Civil Rights - Constitutional Rights	2021		23	16	14	11	11	17	31	41	58	55	92	71	440
Civil Rights - Constitutional Rights	Civil Rights		1	3	4		1	1	1	1	2	5	5	2	26
Civil Rights - Headwear	Civil Rights - Ag	9			1										4
Civil Rights - Headwear	Civil Rights - Co	nstitutional Rights		1								1	1		3
Civil Rights - Perceived Religion 1 1 1 2 1 3 1 1 1 1 2 1 3 1 1 1 1 1 1 2 1 3 1 1 1 1 1 1 1 1					1										1
Civil Rights - Racial Profiling or Discrimin 1									1						
Civil Rights - Screening of Religious Cultural and Caremonial Items			. 1	1	1					1	2	1	3	1	11
Civil Rights - Sex/Gender/Gender Identity- Not Transg							1								
Civil Rights - Sexual Orientation - Not Transgender Screening 1 1 1 1 1 1 1 1 1				1	1			1				2			
Customer Service - Others					•			•							
Customer Service - Others													1	1	2
Customer Service - Others		insgerider ourcerning	1	5	6	5	2	1	6	0	10	5			87
Customer Service - TCC		o - Others	7		U		J		0	9	10		10		
Customer Service - TSO				1	- 1										
DHS TRIP			4	4		_	2	4	0	0	40		40	4	
Expedited Passenger Screening Program		e - 150	4	4		5	3	4	6	9	18	5	18	4	8
Expedited Passenger Screening Program															
Expedited Passenger Screening Program - Active Duty Military 1															
Expedited Passenger Screening Program - DoD 1 1 1 1 1 1 1 1 1 1 1					1		1	2		18	31	36	53	51	202
Expedited Passenger Screening Program - TSA Application Program - TSA Application Program - TSA PreCheck 1 1 2 6 15 30 27 49 45				willtary					1						
Expedited Passenger Screening Program - TSA PreCheck		0 0													3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In Identification (ID) Requirements 1 3 1 2 1 2 1 1 3 1 2 2 1 1 3 1 2 2 1 1 3 1 2 2 1 1 3 1 2 2 1 1 1 2 2 1 1 1															19
Identification (ID) Requirements - Domestic							1	2	6	15	30		49	45	176
Identification (ID) Requirements - Domestic 3 1 2			- TSA/DHS E	mployees - 0	Opt In							2		1	3
Identification (ID) Requirements - Real ID										1					7
Identification (ID) Requirements - Real ID	Identification (ID	Requirements - Domest	tic								3	1	2		(
Locks 1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td>										1					
Locks - Missing or Damaged Lock 1							1						1		
Lost and Found		or Damaged Lock													
Lost and Found - Airport/TSA 1 <td< td=""><td></td><td>J</td><td>· ·</td><td>1</td><td>1</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>		J	· ·	1	1	1									
Mishandling of Passenger Property 5 1 1 2 2 1 Mishandling of Passenger Property - Disa 3 1 2 2 1 Mishandling of Passenger Property - Disa 3 1 3 1 No Jurisdiction 1 1 1 1 No Subject of CBP 1 1 1 1 No Subject General 1 1 3 2 Patdown Flyer 1 2 1 1 3 2 Patdown - Flyer as Observer 1 2 1 3 1 3 1		· Airport/TSA													
Mishandling of Passenger Property - Dam 2 1 2 2 1 Mishandling of Passenger Property - Disa 3 1 <td< td=""><td></td><td></td><td>5</td><td></td><td></td><td></td><td>1</td><td>2</td><td>2</td><td>1</td><td></td><td></td><td></td><td></td><td>12</td></td<>			5				1	2	2	1					12
Mishandling of Passenger Property - Disa 3 1 No Jurisdiction 1 1 No Jurisdiction - Refer to CBP 1 1 No Subject 1 1 No Subject - General 1 1 Patdown 1 2 1 1 3 2 Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 2 1 3 1		enger Property													
No Jurisdiction 1 1 No Jurisdiction - Refer to CBP 1 1 No Subject 1 1 No Subject - General 1 1 Patdown 1 2 1 1 3 2 Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 3 1	Mishandling of Passe						100	_	_						4
No Jurisdiction - Refer to CBP 1 1 No Subject 1 No Subject - General 1 Patdown 1 2 1 1 3 2 Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 3 1	Mishandling of Passe Mishandling of P	assenger Property - Dam	2	1											- 4
No Subject 1 No Subject - General 1 Patdown 1 2 1 1 3 2 Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 3 1	Mishandling of Passe Mishandling of P Mishandling of P	assenger Property - Dam	2	1		1							- 4		,
No Subject - General 1 Patdown 1 2 1 1 3 2 Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 1 3 1	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction	assenger Property - Dam assenger Property - Disa	2	1											
Patdown 1 2 1 1 3 2 Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 1 3 1	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction -	assenger Property - Dam assenger Property - Disa	2	1					A						
Patdown - Flyer 1 2 1 3 1 Patdown - Flyer as Observer 1 1 1	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject	assenger Property - Dam assenger Property - Disa Refer to CBP	2	1											
Patdown - Flyer as Observer 1	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger	assenger Property - Dam assenger Property - Disa Refer to CBP	2 a 3	1					1			_	1		
·	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown	assenger Property - Dam assenger Property - Disa Refer to CBP	2 3 3	1					1				2		10
Patdown - General 1	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown Patdown - Flyer	assenger Property - Dan assenger Property - Disa Refer to CBP	2 3 3	1					1				2		10
	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown Patdown - Flyer Patdown - Flyer	assenger Property - Dam assenger Property - Disa Refer to CBP neral	2 3 3	1					1				2		10
Persons w/ Disabilities (PWD) 1 1 1 1 1 2 2 1 1 4	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown Patdown - Flyer Patdown - Gener	assenger Property - Dam assenger Property - Disa Refer to CBP neral as Observer	1 1 1	1		1			1 1			3	1 2 1		2 2 1 1 10 8
Persons w/ Disabilities (PWD) - Breast Cancer	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown Patdown - Flyer Patdown - Gener	assenger Property - Dam assenger Property - Disa Refer to CBP neral as Observer	1 1 1	1	1	1			1 1	2	2	3	1 2 1	4	2 1 1 10 8
Persons w/ Disabilities (PWD) - Diabetes 1	Mishandling of Passe Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown Patdown - Flyer Patdown - Flyer Patdown - Gener Persons w/ Disabilitie	assenger Property - Dam assenger Property - Disa Refer to CBP neral as Observer ral es (PWD)	1 1	1	1	1			1 1	2	2	3	1 2 1		10
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	Mishandling of Passe Mishandling of P Mishandling of P Mishandling of P No Jurisdiction No Jurisdiction - No Subject No Subject - Ger Patdown Patdown - Flyer Patdown - Flyer Patdown - Gener Persons w/ Disabilitie Persons w/ Disabilitie	assenger Property - Dam assenger Property - Disa Refer to CBP heral as Observer ral es (PWD) obilities (PWD) - Breast C	1 2 3 3 1 1 1 1 1 1 1 ancer	1	1	1			1 1	2	2	1	1 2 1		10 8

			TSA Con	tact Cent	er (TC	C) Data Tool	I - FOIA							
Categories	10-Oct	11-Nov	/ 12-Dec	c 01-Ja	an I	02-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General									1					1
Persons w/ Disabilities (PWD) - Medical [I Devices - Δtt	ached to	the Rody						1					1
. ,		acrica to	the body						- '				0	
Persons w/ Disabilities (PWD) - Medically													2	3
Persons w/ Disabilities (PWD) - Metal Imp	. ,											1		1
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheeld	chair or Sco	ooter)				1						1
Persons w/ Disabilities (PWD) - Service A	Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1									1	2
Prohibited & Permitted Items	I	o o g a j			2		1	1					1	5
	I							1						
Prohibited & Permitted Items - Beauty & C							1							1
Prohibited & Permitted Items - Chemical/h	Household P	roducts			1									1
Prohibited & Permitted Items - Food/Beve	rages				1			1						2
Prohibited & Permitted Items - Knives/Too		harn Obi	ects										1	1
Property - Special Handling	3		2		1	1	2	5	4	2	1	4	5	30
					- 1	ı		5	4		'	4		
Property - Special Handling - Damaged It			1							1			2	5
Property - Special Handling - Damaged It	ems - Check	ed			1		1	2	1					5
Property - Special Handling - Missing Iten	ns - Carry-O	n				1		1	3			3		8
Property - Special Handling - Missing Iten			1				1	2		1	1		3	12
						4			_					
Screening	7		4			1	4	4	5		3	4	4	36
Screening - Inconsistency									1					1
Screening - International Screening						1								1
Screening - Lengthy Lines	1											1		2
	5		4				4	3	4		3		4	30
Screening - Procedures/Process			4				4		4		3	3	4	
Screening - Retrieving Abandoned/Confis								1						2
2022	93	12	23 1 [.]	10	66	111	158	203	170					1,034
Additional Information Required/Insufficient Information	formation		1											1
Additional Information Required/Insufficien			1											1
	I		*		4	4								
Airline					1	1	1	1						4
Airline - Policy/Regulations/Service					1	1	1	1						4
Civil Rights	5		2		2	1			2					12
Civil Rights - Civil Rights Violation (TSA E	mplovee)								1					1
Civil Rights - National Origin	1													
	1													1
Civil Rights - Race									1					1
Civil Rights - Racial Profiling or Discrimina	4		2		1	1								8
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender			1									1
Claims	I							1						1
Claims - Status								1						1
Customer Service	13	1	13	9	7	14	13	13	13					95
Customer Service - CSM							1							1
Customer Service - Others					1		1							2
Customer Service - TSO	40	-	10	0		4.4		40	10					
	13		13	9	6	14	11	13	13					92
Expedited Passenger Screening Program	59	8	33	83	45	82	124	162	134					772
Expedited Passenger Screening Program	3		6	6	1		6	2	1					25
Expedited Passenger Screening Program	4		6	5	2	1	2	6	4					30
				68	40		111		127					693
Expedited Passenger Screening Program						79		149						
Expedited Passenger Screening Program	2		2	4	2	2	5	5	2					24
Identification (ID) Requirements			1	1										2
Identification (ID) Requirements - Domest	ic			1										1
Identification (ID) Requirements - ID Matc			1											1
	i i i i i i i i i i i i i i i i i i i		!	0			- 4							
Locks				2			1							3
Locks - Missing or Damaged Lock				2			1							3
Lost and Found			1				2	1						4
Lost and Found - Airport/TSA			1				2	1						4
Mishandling of Passenger Property			3	1			1	2	3					10
	1/8 41 1		-	1			- 1							
Mishandling of Passenger Property - Dam			3					1	1					5
Mishandling of Passenger Property - Dam	aged/Missin	g Items	-C	1			1	1	2					5
No Jurisdiction	1			2			1							4
No Jurisdiction - Refer to Other	1			2			1							4
Patdown	<u>'</u>		2			4	2	0	4					
			3	2		1		2	1					11
Patdown - Flyer			3	2		1	1	1	1					9
Patdown - Flyer as Observer							1	1						2
Persons w/ Disabilities (PWD)	3		3			2	4	6	4					22
Persons w/ Disabilities (PWD) - Autism S							•	1						1
		ontol /8.4	ntal Dissel	ility				- '						
Persons w/ Disabilities (PWD) - Cognitive		antal /IVIe	iilai Disadi	iiity		1								1
Persons w/ Disabilities (PWD) - Diabetes						1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/N	Masks						1					1
Persons w/ Disabilities (PWD) - General			1											1
Persons w/ Disabilities (PWD) - Hearing I	mnairmont		*					1						
. ,								1						1
Persons w/ Disabilities (PWD) - Medical [1
Persons w/ Disabilities (PWD) - Medically	1							1						2
Persons w/ Disabilities (PWD) - Mobility D			1				1	1	1					4
Persons w/ Disabilities (PWD) - Service A							1							1
. , ,							- 1		^					
Persons w/ Disabilities (PWD) - Visual Im	-								2					2
Persons w/ Disabilities (PWD) - Wheelcha	1		1				1	1						4
Prohibited & Permitted Items	1		1											2
Prohibited & Permitted Items - Firearm/Ar														1
			1											
Prohibited & Permitted Items - Food/Beve	-		1											1
Property - Special Handling	6		5	2	7	4	2	4	3					33
Property - Special Handling - Damaged It	3		3		3	1	1		1					12
Property - Special Handling - Damaged It			2	2	2	2		2						10
			_	_										
Property - Special Handling - Missing Iten						1	1	1	2					7
Property - Special Handling - Missing Iten	1				2			1						4
Request for Assistance				1		1								2
Request for Assistance - Other				1		1								2
·	-		7		A		-	40	40					
Screening	5		7	7	4	5	7	10	10					55
Screening - Inconsistency			1		1	1		4	1					8
Screening - Lengthy Lines			1		1	1			1					4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Military							1	1					2
Screening - Procedures/Process	5	5	7	2	3	7	5	7					41
TSA Contact Information							1						1
TSA Contact Information - General							1						1

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1				1	1	1					4
							1					1
							1					1
							1					1
	1				1	1						3
	1											1
ation	1											1
					1	1						2
- TSA PreC	Check				1	1						2
	ation	10-Oct 11-Nov 1	10-Oct 11-Nov 12-Dec 1 1 1 1 ation 1	10-Oct 11-Nov 12-Dec 01-Jan 1 1 1 1 1 ation 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	421	362	392	378	487	656	627	653	304	320	395		5,415
2019	721	002	002	75	89	99	91	107	140	123	126		964
Advanced Imaging Technology (AIT)						1					2		3
Advanced Imaging Technology (AIT) - Fly	er					1					2		3
Civil Rights				4	5	5	3	4	2	6	3		36
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns					1			1					2
Civil Rights - Racial Profiling or Discrimina	ation			2	2	1		2	1	2	2	2	14
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Iter	ns				1						1
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender		1	2	3	1		1	4		1	13
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Civil Rights - Transgender Screening	_					1	1					1	3
Customer Service				12	18	18	17	23	39	26	30	25	208
Customer Service - Others						1	1	2	12	7	4	2	29
Customer Service - TSO				12	18	17	16	21	27	19	26	23	179
Identification (ID) Requirements							1				2		3
Identification (ID) Requirements - Domest	c						1				2		3
Locks				3	5	3	2	4	5	5	4	4	35
Locks - General												1	1
Locks - Missing or Damaged Lock				3	5	3	2	4	5	5	4	3	34
Lost and Found						1						1	2
Lost and Found - Airport/TSA						1						1	2
Mishandling of Passenger Property				17	22	14	19	20	19	24	22	18	175
Mishandling of Passenger Property - Dam	aged/Missing	ltemsCa	arry-on Lug	1	1					4	1	3	10
Mishandling of Passenger Property - Dam				16	18	9	13	18	15	15	17	11	132
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked		3	5	6	2	4	5	4	4	33
Patdown		-		1	6	4	4	4	9	7	10		51
Patdown - Children								1					1
Patdown - Flyer				1	5	3	4	3	8	7	8	6	45
Patdown - Flyer as Observer					1						1		2
Patdown - General						1							1
Patdown - Non-Flyer									1		1		2
Persons w/ Disabilities (PWD)				7	3	8	3	6	8	8	6	10	59
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Breast Ca						1		1		1	1		4
Persons w/ Disabilities (PWD) - Cancer (g		Breast Can	ncer					1					1
Persons w/ Disabilities (PWD) - Cognitive									1	1			2
Persons w/ Disabilities (PWD) - Diabetes			,	1	1		1	1	1	2			7
Persons w/ Disabilities (PWD) - General				1		3					1		5
Persons w/ Disabilities (PWD) - Internal N	ledical Devic	es					1		1	1			3
Persons w/ Disabilities (PWD) - Medical D			e Body							1		1	2
Persons w/ Disabilities (PWD) - Medically				al Supplies							2		2
Persons w/ Disabilities (PWD) - Metal Imp				- ''							_	2	2
Persons w/ Disabilities (PWD) - Mobility D		Wheelcha	air or Scoot	3		2		2	2	1	1	2	13
Persons w/ Disabilities (PWD) - Prosthesi									2			1	3
Persons w/ Disabilities (PWD) - Respirato			ent	1									1
Persons w/ Disabilities (PWD) - Service A					1								1
Persons w/ Disabilities (PWD) - Touch Av		trauma)		1		1							2
Persons w/ Disabilities (PWD) - Visual Im								1					1
Persons w/ Disabilities (PWD) - Wheelcha		Segway			1	1	1		1	1	1	3	9
Property - Special Handling		. ,		24	13	21	21	20	25	17	18	20	179
Property - Special Handling - Damaged Ite	ems - Carry-0	On			1	3	1	3	2	3	1	3	17
Property - Special Handling - Damaged Ite				11	5	6	6	7	5	6	3		53
Property - Special Handling - Missing Item				2	1	3	6	5	5		6		31
Property - Special Handling - Missing Item				11	6	9	8	5	13	8	8		78
Request for Assistance							1		2	2			5
Request for Assistance - Other							1		2	2			5
Screening				7	17	24	20	26	31	28	29	26	208
Screening - Children									1				1
Screening - Crew Member or Airline Empl	oyee								1			2	2
Screening - Inconsistency				1	1			2	1		2		8
Screening - Lengthy Lines					3	2	5	6	5	4	10		40
Screening - Procedures/Process				6	13	20	11	18	23	24	16		149
Screening - Retrieving Abandoned/Confis	cated Items					1	2						3
Screening - Security Breach						1	2		1		1		5
2020	127	82	131	113	113	58	8	15	22	33	54	43	799
Civil Rights	6	2	10	3	4	4		1	2	1		3	36
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin	1		1										2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina			4	2	3	2		1	1			2	17
Civil Rights - Screening of Religious Cultu		monial Iter			1				•				1
Civil Rights - Sex/Gender/Gender Identity		2	3		•	1				1		1	10
Civil Rights - Transgender Screening	_		<u> </u>			1			1			1	2
Customer Service	25	11	32	21	19	10	1	1	3	6	12	5	146
Customer Service - Others	2	1	1	3	1	2			<u> </u>	1	12	<u> </u>	11
Customer Service - TSO	23	10	31	18	18	8	1	1	3	5	12	5	135
Identification (ID) Requirements	20	10	01	10	10	0			3	J	12	1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks	3	3	5	6	6	2					2		29
Locks - Missing or Damaged Lock	3	3	5	6	6	2					2		29
Lost and Found	1	3	J	2	U								3
Lost and Found - Airport/TSA	1			2									3
Mishandling of Passenger Property	29	16	26	26	19	6	3	6	4	6	10	7	158
monanting of Fassonger Froperty	23	10	20	20	18	U	3	U	4	U	10	- 1	100

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

						I - FOIA							
ries	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar (04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	2	4			2	1	3		2	4	1	7	2
Patdown - Flyer as Observer										2	3		
Patdown - General											1		
	2		0	2	0	1	_	0	4	_			
Persons w/ Disabilities (PWD)	3			3	2	- 1	5	9	4	5	3	5	42
Persons w/ Disabilities (PWD) - Cognitive		ai /Mentai D	isability							1			
Persons w/ Disabilities (PWD) - Diabetes								1	2				
Persons w/ Disabilities (PWD) - General							2	2					4
Persons w/ Disabilities (PWD) - Hearing I	Impairment		1	1			1						
Persons w/ Disabilities (PWD) - Medical I	Devices - Attach	ned to the B	odv					2					2
Persons w/ Disabilities (PWD) - Medically			,							3	1	1	-
										3			
Persons w/ Disabilities (PWD) - Metal Imp					1	1	1	1				2	6
Persons w/ Disabilities (PWD) - Mobility [1								1		1	1	4
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates										1		1
Persons w/ Disabilities (PWD) - Respirato		Fauipment							1			1	2
Persons w/ Disabilities (PWD) - Service A		Lquipinioni		- 1									1
				1									
Persons w/ Disabilities (PWD) - Touch Av					1								2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway	1	1			1	3		1			7
Prohibited & Permitted Items			1			1	1	1	4	2	6	2	18
Prohibited & Permitted Items - Alcohol and	d Tobacco						1		1			_	2
		(D					- 1		ı				
Prohibited & Permitted Items - Breast Mill		/Breast Pun	пр									1	1
Prohibited & Permitted Items - Electronic	Devices							1					1
Prohibited & Permitted Items - Firearm/Ar	mmunition									1			1
			1								2		
Prohibited & Permitted Items - Food/Beve	rages I		1								2		3
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Knives/Too	ols/Razors/Shar	p Objects				1					2		3
Prohibited & Permitted Items - Lighters/M		•							1				1
Prohibited & Permitted Items - Remains	-								•	1			1
	1								_	- 1			
Prohibited & Permitted Items - Sporting G	1								2			1	3
Property - Special Handling	12	9	1	3	6	8	18	12	13	16	11	8	117
Property - Special Handling - Damaged Ite		2				1	2	1	6	6	3		25
Property - Special Handling - Damaged It			1	- 1	2								
		2	1	1	3	1	7	2		1	3		22
Property - Special Handling - Missing Iten					2	2	5	7	3	4	3		33
Property - Special Handling - Missing Iten	r 6	5		2	1	4	4	2	4	5	2	2	37
Screening	16	4	6	2	10	12	14	12	15	16	29	51	187
Screening - Children	1	-			10	12	1	12	10	10	20	01	
<u> </u>							1						2
Screening - Crew Member or Airline Empl	loyee					1						1	2
Screening - Inconsistency			1	1	5	2	1	2	2	2	4	6	26
Screening - Lengthy Lines	1							1	1		9		26
		0	-	4	-	0	4.4			40			
Screening - Procedures/Process	14	3	5	1	5	9	11	9	12	13	16	30	128
Screening - Retrieving Abandoned/Confis	cated Items	1					1			1			3
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area	a) - General								1				1
Transfer to Security Specialist	ĺ						1						1
Transfer to Security Specialist - Reportab							1						1
	le Communicati 234	ion 247	230	149	241	434	440	406					1 2,381
	234		230	149	241	434		406					
Additional Information Required/Insufficient In	234 formation	247		1	241	1		406					2,381
Additional Information Required/Insufficient In Additional Information Required/Insufficien	234 formation	247			241	1 1							2,381 2
2 Additional Information Required/Insufficient In Additional Information Required/Insufficient Advanced Imaging Technology (AIT)	234 formation nt Information -	247		1	241	1 1 1		1					2,381 2 2
2 Additional Information Required/Insufficient In Additional Information Required/Insufficien	234 formation nt Information -	247		1	241	1 1							2,381 2
Additional Information Required/Insufficient Ini Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	234 formation nt Information -	247		1	241	1 1 1		1					2,381 2 2
Additional Information Required/Insufficient Ini Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline	234 formation nt Information -	247	-Y	1		1 1 1	440	1					2,381 2 2 2 2 2
2 Additional Information Required/Insufficient Into Additional Information Required/Insufficient Into Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage	234 formation nt Information - ver 1	247	_Y 1	1 1 2	1	1 1 1	440	1					2,381 2 2 2 2 2 6 1
Additional Information Required/Insufficient Into Additional Information Required/Insufficient Into Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	234 formation nt Information -	247	-Y	1		1 1 1	1 1	1					2,381 2 2 2 2 2 2 6 1 5
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals	234 formation nt Information - ver 1	247	_Y 1	1 1 2	1	1 1 1	440	1					2,381 2 2 2 2 2 6 1
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	234 formation nt Information - ver 1	247	_Y 1	1 1 2	1	1 1 1	1 1	1					2,381 2 2 2 2 2 2 6 1 5
Additional Information Required/Insufficient Im Additional Information Required/Insufficient Im Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On	234 formation nt Information - ler 1	247 EMAIL ONI	1 1	2	1	1 1 1 1	1 1 1	1 1					2,381 2 2 2 2 2 2 6 1 1 5
2 Additional Information Required/Insufficient Im Additional Information Required/Insufficient Im Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights	234 formation nt Information - ver 1	247	_Y 1	1 1 2	1	1 1 1 1 1	1 1	1 1 5					2,381 2 2 2 2 2 2 6 1 1 5 1
2 Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights	234 formation nt Information - ler 1	247 EMAIL ONI	1 1	2	1	1 1 1 1	1 1 1	1 1					2,381 2 2 2 2 2 2 6 6 1 1 5 1 1 32
2 Additional Information Required/Insufficient Im Additional Information Required/Insufficient Im Additional Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights	234 formation nt Information - ler 1	247 EMAIL ONI	1 1	2	1	1 1 1 1 1	1 1 1	1 1 5					2,381 2 2 2 2 2 2 6 1 1 5 1
2 Additional Information Required/Insufficient Into Additional Information Required/Insufficient Into Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	234 formation nt Information - ler 1	247 EMAIL ONI	1 1	2	1 1 3	1 1 1 1 1	1 1 1	1 1 5					2,381 2 2 2 2 2 6 1 1 5 1 1 32 2
2 Additional Information Required/Insufficient Into Additional Information Required/Insufficient Into Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear	234 formation nt Information - ler 1	247 EMAIL ONI	1 1 5	2	1 1 3	1 1 1 1 1	1 1 1 1 1	1 1 5					2,381 22 22 22 24 66 11 55 11 12 22 12 12 12 12 12 12 12 12 12 12
Additional Information Required/Insufficient Into Additional Information Required/Insufficient Into Additional Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights - Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin	234 formation nt Information - ler 1	247 EMAIL ONI	1 1 5	2	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 5					2,381 2 2 2 2 2 2 6 1 1 5 5 1 1 1 3 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Additional Information Required/Insufficient Additional Informational Required Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals - Animals - Carry-On Civil Rights - Carry-On Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Race	234 formation nt Information - ver 1 1 4	247 EMAIL ONI	1 1 5 5 1	2 2 3	1 1 3 1	1 1 1 1 1	1 1 1 1 1	1 1 5					2,381 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 3 3 3 3 3
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Additional Information Required/Insufficient Additional Informational Required Information Information Required Information Requir	234 formation nt Information - ver 1 1 4	247 EMAIL ONI	1 1 5	2	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1 1 5					2,381 2,381 2 2 2 2 2 2 6 6 1 1 5 5 1 1 1 1 2 2 2 2 2 2 2 2 1 1 1 1
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Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	234	247 EMAIL ONI 3 1 1 1 5 26 26 160 4ilitary 1 23 135 1 1 1 1 1	1 1 5 1 26 1 25 163 1 3 15 142	1 1 2 2 2 3 3 1 1 1 1 1 16 93 5 88	1 1 3 1 2 22 22 182 3 13 165	1 1 1 1 1 1 1 2 3 1 1 19 361 4 13	1 1 1 1 1 1 1 23 23 364 3 10 351	1 1 1 5 1 4 21 21 313 1 4 11 292 5					2,381 2,381 2,381 2,2 2,2 2,6 1,1 3,2 2,2 6,6 1,0 1,1 2,2 2,1 4,3 3,1 1,1 1,758 3,3 1,1 1,627 9,1 1,627 1,62
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger S	234	247 EMAIL ONI 3 1 1 1 5 26 26 160 4lilitary 1 23 135 1 1 1 1 1 1	1 1 5 1 3 1 1 26 1 1 3 1 1 5 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 2	1 1 1 2 2 2 3 3 1 1 1 1 1 1 1 1 1 6 93 5 88	1 1 3 1 2 22 22 182 3 13 165 1	1 1 1 1 1 1 1 2 3 1 1 19 361 4 13	1 1 1 1 1 1 1 1 23 23 364 351	1 1 1 1 21 21 313 1 4 11 292 5					2,381 2,381 2,381 2,2 2,2 2,6 6 10 11 2,2 2,6 6 10 11 2,1 11 2,1 11 2,1 11 2,1 11 11 11 11 11 11 11 11 11 11 11 11 1
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	234	247 EMAIL ONI 3 1 1 1 5 26 26 160 4ilitary 1 23 135 1 1 1 1 1	1 1 5 1 26 1 25 163 1 3 15 142	1 1 2 2 2 3 3 1 1 1 1 1 16 93 5 88	1 1 3 1 2 22 22 182 3 13 165	1 1 1 1 1 1 1 2 3 1 1 19 361 4 13	1 1 1 1 1 1 1 23 23 364 3 10 351	1 1 1 5 1 4 21 21 313 1 4 11 292 5					2,381 2,381 2,381 2,2 2,2 2,6 1,1 3,2 2,2 6,6 1,0 1,1 2,2 2,1 4,3 3,1 1,1 1,758 3,3 1,1 1,627 9,1 1,627 1,62
Additional Information Required/Insufficient International Information Required/Insufficient International Information Required/Insufficient Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims - General Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger S	234 formation Information rer	247 EMAIL ONI 3 1 1 1 5 26 26 160 4lilitary 1 23 135 1 1 1 1 1 1	1 1 5 1 3 1 1 26 1 1 3 1 1 5 1 1 2 5 1 6 3 1 1 3 1 5 1 4 2 2	1 1 1 2 2 2 3 3 1 1 1 1 1 1 1 1 1 6 93 5 88	1 1 3 1 2 22 22 182 3 13 165 1	1 1 1 1 1 1 1 2 3 1 1 19 361 4 13	1 1 1 1 1 1 1 1 23 23 364 351	1 1 1 1 21 21 313 1 4 11 292 5					2,381 2,381 2,381 2,2 2,2 2,6 6 10 11 2,2 2,6 6 10 11 2,1 11 2,1 11 2,1 11 2,1 11 11 11 11 11 11 11 11 11 11 11 11 1

Categories	40.0=6		SA Contac					05 Mar.	00 1	07 1.1	00 4	00 0-1	Tata'
-	10-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 - Dan		1	1	1	3		6	2					14
Mishandling of Passenger Property - Disa		1		2									4
No Jurisdiction	2	1		1	1		1						9
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1												1
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		6					32
Patdown - Children					1		1						2
Patdown - Flyer	3	3	2		3	5	7	6					29
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	5	8	4	4	7	4	6	7					45
Persons w/ Disabilities (PWD) - Autism S	pectrum	2	1										3
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	1				1							2
Persons w/ Disabilities (PWD) - Diabetes	1				1								2
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dr	essings/Ma	isks		1								1
Persons w/ Disabilities (PWD) - General		1			1		1						3
Persons w/ Disabilities (PWD) - Hearing	Impairment							1					1
Persons w/ Disabilities (PWD) - Medically	3		2		1		1	5					12
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	1											1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	2		1		1	2						6
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts			2	2		1					5
Persons w/ Disabilities (PWD) - Service A	Animals	1											1
Persons w/ Disabilities (PWD) - Touch Av	version (pain/	/trauma)		1	1								2
Persons w/ Disabilities (PWD) - Wheelch	1		1	2			2						6
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol an	d Tobacco		1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/To-	1												1
Property - Special Handling	19	8	8	7	5	13	5	9					74
Property - Special Handling - Damaged It		3	4	2			1	4					28
Property - Special Handling - Damaged It		1	2	1	1	4	1	1					14
Property - Special Handling - Missing Iter				3		5	1	1					13
Property - Special Handling - Missing Iter		4	2	1	1	1	2	3					19
Screening	34	29	17	14	11	22	22	35					184
Screening - Children							1	1					2
Screening - Crew Member or Airline Emp	loyee	1											1
Screening - Inconsistency	5	2	2	1	1	3	2	5					21
Screening - International Screening	Ů					1							1
Screening - Lengthy Lines	8	2	1	1	3	5	6	10					36
Screening - Military	1		1										1
Screening - Procedures/Process	20	24	13	12	7	12	11	17					116
Screening - Retrieving Abandoned/Confis		21	10	12	,	1	2						6
TSA Contact Information	'			1									1
TSA Contact Information - General				1									1
TOA CONTACT INFORMATION - CENERAL													

Description 132 543 132 149 1	Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Section Sect														
Color Signifies S. S. 4 9 8 5 11 9 4 5 5 12 1 5 1 5 5 5 1 5 5 5		000	000	000										
Col Regist - Considerate Slopes 1 1 7 7 7 7 7 7 7 7														
Cell Higher - Neutron Cloregy Cell Higher - Neutron Cloregy Cell Higher - Neutron Cloregy Cell Higher - Severage of Felops Cultura and Centronal Interes Cell Higher - Severage of Felops Cultural and Centronal Interes Cell Higher - Severage of Felops Cultural and Centronal Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage of Felops Cultural Control Interes Cell Higher - Severage Con	<u> </u>													
Chair Springs - Necessory Selegars Our Flager's - Necessory Selegars Our Flager's - Securing of Religious or Collision Communications Our Flager's - Securing of Religious or Collision Communications Our Flager's - Securing of Religious or Collision Communications Our Flager's - Securing of Religious or Collision Communications Our Flager's - Securing of Religious or Collision Communications Our Flager's - Securing of Religious or Collision Collisions Our Flager's - Securing of Religious or Collision Collisions Our Flager's - Securing Our Flager's Religious or Collision Collisions Our Flager's - Securing Our Flager's Religious												1		
Out Rights - Reside Profession Control and Control of Brown Services (1998) 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1											1	1		
Con Figure - Courseming of Religious or Cultural Gamente 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 3		ation			3	2	1	5	6	3	8	6	3	
Coli Figure - Seed Cerescele Service (Jensel) No. 1 Transporch 1 2 1 3 1 3 1 3 1 2 1 1 2 2 2 2 2 2			onial Iter	ns										
Color Pages Power Powe	Civil Rights - Screening of Religious or Cu	ultural Garmen	ts				1							1
Castomer Service	Civil Rights - Sex/Gender/Gender Identity	- Not Transger	der		1	3	1	3	1		2		1	12
Castemer Service - CIMM Castem					1					1				
Casterne Bervoer - Olives Casterne Service - Chiefs Casterne Service - Ch	Customer Service	_			29	24	34	30	33	40	36	31	32	289
Caclamer Service - TSO	Customer Service - CSM									1				1
International Color Notice internates	Customer Service - Others				4		1	2	2	2	1	1	2	15
Identification (IV) Regularisments - Dromeoby 1	Customer Service - TSO				25	24	33	28	31	37	35	30	30	273
Locks - Manager of Damaged Lock	Identification (ID) Requirements												1	1
Locks - Missing or Dennaged Look	Identification (ID) Requirements - Domest	ic											1	1
Last and Found					2	7	8	5	7	1	3	2	4	39
Leas and Found 2 1 3 2 1 1 Leas and Found 2 1 3 2 1 1 Leas and Found 2 2 1 1 1	Locks - Missing or Damaged Lock				2	7	8	5	7	1	3	2	4	39
Lost and Foursi - Althority Four Power (perspect) Mishandring of Passenger Property Passenger Property Mishandring of Passenger Property Mishandring Deservation Passenger Mishandring Deservation Mishandring of Passenger Mishandring Deservation Mishandring Order Passenger Mishandring Deservation Mishandring Deservation Mishandring Order Passenger Mishandring Deservation Mishandring Deservation Mishandring Deservation Mishandring Order Passenger Mishand					1	3	2		1					
Misharding of Passenger Property 20 12 16 34 38 27 24 36 29 23 28 38 38 37 24 31 10 10 12 12 13 34 31 10 10 10 12 12 12 12 1					1		2		1					
Makhanding of Passerger Potagrey, Damages Missing Illems Clarected Big 11 1 13 2 4 1 0 1 5 1 2 2 1 172 Mishranding of Passerger Potagrey, Damages Missing Illems Clarected Ligague 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								34		27	24	35	25	
Mithandring of Passenger Property - Demanged Mitans and Internace - Demoked Set 1 11 13 24 31 17 28 21 21 17 21 17 21 21 17 22 21 21		naged/Missing	ItemsCa	arry-on Lug										
Michandring of Passonger Properly - Disarranged Home-Cartry-on of Chooks 1 2 4 6 6 4 9 3 33 33 7600000000000000000000000000000000000														
Makanding of Passenger Properly - Disarrayed Items-Carry-on of Checke 1 2 4 5 5 5 5 1 4 6 7 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								21	01		20	21	21	
Patdown - Children								6	6	Δ		Ω	2	
Patisform Tight		ayou nomo	Carry 2011	SI SHOOKE		2					1			
Patdown - Figer a Observer					1		4	J	J	3	ı	4		
Petroson of Disabilities (PWD) Concer					4	0	A	_	_	A	4	A		
Persons of Disabilities (PWD) - Caparing format Cancer 1	•				1		4	5	5		1	4	4	
Persons w Disabilities (PWD) - Cancer (general) Not Browned Cancer 1					0	4	0	40	0		44	0	40	
Persons w Disabilities (PWD) - Cognitive (Developmental Mental Disability 1	. ,	 \			9		8	12	9	0	- 11	8	10	
Persons W Disabilities (PWD) - Canonal 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 5 1 2 2 1 5 1 5						1		-			-			
Persons W Disabilities (PWD) - Flearing Impairment			ai /ivienta	al Disability	1	4	4		0	4				
Persons w Disabilities (PWD) - Internal Medical Devices						1	1	2				2	2	
Persons w Disabilities (PWD) - Interial Devices - Attached to the Body									1	2	2			
Persons w Disabilities (PWD) - Medically Necesary Medication and Medic 2														
Persons w Disabilities (PWD) - Metal Impants (pint) 1 3 3 1 1 1 1 1 8							1	1					1	
Persons w Oisabillities (PWD) - Mobility Databality (Not Wheelchair or Scot of 1														
Persons w Disabilities (PWD) - Abomytive Chability (Disability (New Merichair or Scool 1 2 3 1 1 2 1 3 14 1 1 1 1 1 1 1 1			edication	and Medic				1				1		
Persons w Disabilities (PWD) - Postherisk/Amputes and Casts														
Persons w/ Disabilities (PWD) - Proteches Amputees and Casts			Wheelcha	air or Scoot	1		2	3	1	1	2	1		
Persons w Disabilities (PWD) - Touch Aversinor (painth'auma)													1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/rauma)			nd Casts											
Persons w Disabilities (PWD) - Wheelchair Scooler/ Segway					1	1								
Prohibited & Permitted Items - Knives Tools Razors Sharp Objects								2	1					
Prohibitide & Permitted Items - Knives Color State Col		air/ Scooter/ Se	egway		3	1					1	2	1	
Property - Special Handling														
Property - Special Handling - Damaged Items - Cherkock		ols/Razors/Sha	rp Objec	ts										
Property - Special Handling - Damaged Items - Checked 4 3 7 3 5 6 6 7 5 48					23									
Property - Special Handling - Missing Items - Checked												2		
Property - Special Handling - Missing Items - Checked 17 11 13 10 11 11 14 12 9 108 Request for Assistance - Other 1 1 1 1 1 1 1 1 1					4							7		
Request for Assistance Other Request for Assistance - Wounded Warrior (MSLISOC)														
Request for Assistance - Other	1 7 1 0 0	ns - Checked			17	11		10	11		14			
Request for Assistance - Wounded Warrior (MSUSOC)							1							
Screening - Indicate										1		2		3
Screening - Children		or (MSIJSOC)												
Screening - Inconsistency	•				6	25	19		29	26	32		15	
Screening - Lengthy Lines 1 5 5 5 1 6 4 2 2 31								1				1		2
Screening - Procedures/Process 3 17 12 15 27 18 24 14 8 138	Screening - Inconsistency				1	2	1				1	1	1	7
Screening - Retrieving Abandoned/Confliscated Items	Screening - Lengthy Lines				1	5	5	5	1	6	4	2	2	31
Screening - Security Breach 138 121 109 112 98 61 16 18 36 51 46 57 863 Advanced Imaging Technology (AIT) 1 1 1 1 1 1 1 1 1	Screening - Procedures/Process				3	17	12	15	27	18	24	14	8	138
Manual Color	Screening - Retrieving Abandoned/Confis	cated Items			1		1	2		1	2		1	8
Advanced Imaging Technology (AIT) 1 2 1 2 2 2 2 2 2 2	Screening - Security Breach					1		1	1	1	1	1	3	9
Advanced Imaging Technology (AIT) - Flyer	2020	138	121	109	112	98	61	16	18	36	51	46	57	863
Civil Rights 8 2 6 7 8 5 1 2 4 5 2 2 5 Civil Rights - Constitutional Rights 1 2 4 5 2 2 5 Civil Rights - National Origin 1 1 1 1 1 1 Civil Rights - Perceived Religion 1 6 4 6 4 1 1 3 5 1 2 39 Civil Rights - Racial Profiling or Discriming 5 1 6 4 6 4 1 1 3 5 1 2 39 Civil Rights - Sexicening of Religious or Cultural Garments 1 1 1 1 3 5 1 2 39 Civil Rights - Sexicening of Religious or Cultural Garments 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 <td>Advanced Imaging Technology (AIT)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td>	Advanced Imaging Technology (AIT)						1						1	2
Civil Rights - Constitutional Rights 1	Advanced Imaging Technology (AIT) - Fly	er					1						1	2
Civil Rights - Constitutional Rights 1			2	6	7	8	5	1	2	4	5	2	2	
Civil Rights - National Origin 1														
Civil Rights - Perceived Religion 1		1												1
Civil Rights - Racial Profiling or Discrimina 5						1								1
Civil Rights - Screening of Religious or Cultural Garments		5	1	6	4		4	1	1	3	5	1	2	
Civil Rights - Sex/Gender/Gender Identity 2							•		•					
Civil Rights - Sexual Orientation - Not Transgender 1						1	1		1					
Civil Rights - Transgender Screening 1 Customer Service 38 38 32 30 26 17 6 7 7 13 9 12 235 Customer Service - CSM 1 1 1 1 1 1 1 4 Customer Service - Others 37 38 31 30 25 17 6 6 7 13 8 12 230 Human Capital - Current Service - TSO 37 38 31 30 25 17 6 6 6 7 13 8 12 230 Human Capital - Current Employee 1										1				
Customer Service 38 38 32 30 26 17 6 7 7 13 9 12 235 Customer Service - CSM 1 1 1 1 1 1 1 1 4 Customer Service - Others 37 38 31 30 25 17 6 6 7 13 8 12 230 Human Capital - Turnet Employee 1 2 2 1		-3	1							'				
Customer Service - CSM 1 1 1 1 4 Customer Service - Others 37 38 31 30 25 17 6 6 7 13 8 12 230 Human Capital 1 <td< td=""><td></td><td>38</td><td></td><td>32</td><td>30</td><td>26</td><td>17</td><td>6</td><td>7</td><td>7</td><td>13</td><td>Q</td><td>12</td><td></td></td<>		38		32	30	26	17	6	7	7	13	Q	12	
Customer Service - Others 1 1 1 1 4 Customer Service - TSO 37 38 31 30 25 17 6 6 7 13 8 12 230 Human Capital Human Capital - Current Employee 1 <td></td> <td></td> <td></td> <td>02</td> <td></td> <td>20</td> <td></td> <td></td> <td></td> <td></td> <td>10</td> <td></td> <td>14</td> <td></td>				02		20					10		14	
Customer Service - TSO 37 38 31 30 25 17 6 6 7 13 8 12 230 Human Capital Human Capital - Current Employee 1 4 5 1 4 4 5 4 5 1 1 1 1 2 2 1 4 4 5 4 4 5 4 4 5 4 4 5 4 5 4 5 1 1 1 2 2 1 4 4 5 4 4 5 4 4 5 4 4 5 4 4 5 4 4 5 4		'		1		4			1			1		
Human Capital 1 1 Human Capital - Current Employee 1 1 1 Identification (ID) Requirements 1 1 1 Identification (ID) Requirements - Domestic 1 1 1 2 2 1 4 Locks 12 6 8 7 3 2 1 1 2 2 1 45 Locks - Missing or Damaged Lock 12 6 8 7 3 2 1 1 2 2 1 45		27	20		20		17	6		7	12		10	
Human Capital - Current Employee 1 1 Identification (ID) Requirements 1 1 Identification (ID) Requirements - Domestic 1 6 8 7 3 2 1 1 2 2 1 45 Locks - Missing or Damaged Lock 12 6 8 7 3 2 1 1 2 2 1 45		31	38	31	30	25	17	Ö		- /	13	8	12	
Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks 12 6 8 7 3 2 1 1 2 2 1 45 Locks - Missing or Damaged Lock 12 6 8 7 3 2 1 1 2 2 1 45	· · · · · · · · · · · · · · · · · · ·													
Identification (ID) Requirements - Domestic 1 1 1 1 1 1 1 1 1 1 1 1 1 45 Locks - Missing or Damaged Lock 12 6 8 7 3 2 1 1 2 2 1 45									1				4	
Locks 12 6 8 7 3 2 1 1 2 2 1 45 Locks - Missing or Damaged Lock 12 6 8 7 3 2 1 1 2 2 1 45		ic.											1	
Locks - Missing or Damaged Lock 12 6 8 7 3 2 1 1 2 2 1 45			^	0	7	•	0	A	4		•	^	1	
Lost and Found I Z I						3	2	1	7			2	1	
	LOST AND FOUND	1	2	1							2			6

		1	SA Contac	t Center (TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	1	2	1							2			6
Mishandling of Passenger Property	22	21	22	17	16	12	1	2	8	7		8	142
				1					1			0	
Mishandling of Passenger Property - Dam		3	2			2							13
Mishandling of Passenger Property - Dam		16	18	15	10	9	1	2	7	5	6	7	111
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	1										1
Mishandling of Passenger Property - Disa	6	2	1	1	3	1				2		1	17
Patdown	7	1	3	2	1	3					4	2	23
Patdown - Children											1	1	2
Patdown - Flyer	6	1	3	2		3					1	1	17
		- 1	3			3						ı	
Patdown - Flyer as Observer	1				1								2
Patdown - Non-Flyer											2		2
Persons w/ Disabilities (PWD)	9	7	1	8	7	1			2	2	2	2	41
Persons w/ Disabilities (PWD) - Autism S	1			1					1				3
Persons w/ Disabilities (PWD) - Breast Ca	ancer			1									1
Persons w/ Disabilities (PWD) - Cancer (c		Breast Car	ncer		1					1			2
		Dicast Car	1001		- '					- '	1		
Persons w/ Disabilities (PWD) - Diabetes													2
Persons w/ Disabilities (PWD) - General	2					1							3
Persons w/ Disabilities (PWD) - Hearing I	1	1											2
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1		1									2
Persons w/ Disabilities (PWD) - Medical D	Devices - At	1											1
Persons w/ Disabilities (PWD) - Medically			1	3	2				1				7
		viculcation										2	2
Persons w/ Disabilities (PWD) - Metal Imp	,												
Persons w/ Disabilities (PWD) - Mobility D		2		2									5
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1			1								2
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts			1					1			2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)									1		1
Persons w/ Disabilities (PWD) - Wheelcha		1			2								6
Property - Special Handling	22	23	16	21		9	4	2	8	12	! 18	17	173
			10			9	4		0				
Property - Special Handling - Damaged Ite	1	3		4						3		4	22
Property - Special Handling - Damaged Ite		4	4	4	3	5	1		6	4	. 6	5	49
Property - Special Handling - Missing Item	4	2	2	4	5	3			1		3	2	26
Property - Special Handling - Missing Item	10	14	9	9	7	1	3	2	1	5	9	6	76
Screening	19	21	20	20		11	3	3	7	8		11	142
Screening - Crew Member or Airline Empl		1	20	20	10		1		1				3
		- 1		4		4	- 1		<u> </u>	0		4	
Screening - Inconsistency	1			1		1				2		1	6
Screening - Lengthy Lines	4	1	2	1								1	9
Screening - Procedures/Process	13	18	16	17	16	9	2	3	6	5	3	9	117
Screening - Retrieving Abandoned/Confis	1			1		1				1			4
Screening - Security Breach		1	2										3
2021	69	48	37	77	41	88	90	98	142	156	157	134	1,137
Airline	0.5	70	0,		71	- 00	30	1	1	2		104	4
								· ·					
Airline - Policy/Regulations/Service									1	2			3
Airline - Wheelchair Assistance								1					1
Civil Rights	3	2	2	3		5	5	2	1	5	4	3	36
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										1
Civil Rights - Constitutional Rights	· , , ,	1								1			2
Civil Rights - Racial Profiling or Discrimina	3	1		1		5	5	1	1	3		2	24
						5	5		- 1				
Civil Rights - Sex/Gender/Gender Identity		ender	1	1				1		1	2		6
Civil Rights - Sexual Orientation - Not Tra	nsgender				1								1
Civil Rights - Transgender Screening												1	1
Claims						1							1
Claims - General						1							1
Customer Service	21	15	20	29	14	21	20	28	49	37	37	19	310
			20			21	20					19	
Customer Service - Others	2	2		3				1	1	1			12
Customer Service - TSO	19	13	20	26		21	20	27	48	36		19	298
Duplicate E-mail				2	2						1		3
Duplicate E-mail - General				2							1		3
Expedited Passenger Screening Program			2	5		16	34	31	45	68	82	89	372
Expedited Passenger Screening Program	- DoD					10	01	01	-10	1		00	1
		D		4		4	4	4	0				
Expedited Passenger Screening Program				1		1	4	1	6	2		5	23
Expedited Passenger Screening Program			2	4		15	30	30	39	65	79	83	347
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In									1	1
Hazardous Materials Safety								1				1	2
Hazardous Materials Safety - General								1				1	2
Human Capital						1							1
· · · · · · · · · · · · · · · · · · ·													
Human Capital - Current Employee						1							1
Identification (ID) Requirements				1			2		1		1		5
Identification (ID) Requirements - Domest	ic			1			2		1		1		5
Locks	2	3	1			1			1	1		1	10
Locks - General			1							1		1	3
Locks - Missing or Damaged Lock	2	3				1			1				7
		3		4	2								
Lost and Found				1		1			1				6
Lost and Found - Airport/TSA				1		1			1				6
Mishandling of Passenger Property	10	3	2	16	8	6	6	4	4	5	3		67
Mishandling of Passenger Property - Dam	2			3	3			2	1	2			13
Mishandling of Passenger Property - Dam		3	2	11		3	4			2			41
				1		<u> </u>							1
Mishandling of Passenger Property - Dam		y nemsU	nspecined I			_							
Mishandling of Passenger Property - Disa	1			1		3	2		3	1			12
No Jurisdiction				2		1		2					6
No Jurisdiction - Refer to CBP				1		1		2					4
No Jurisdiction - Refer to Other				1	1								2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - Gener	l l				1								
												_	1
Patdown	1	1	1	1			2	3	2	2		3	21
Patdown - Flyer	1	1	1	1	1		1	3	2	1	3	2	17

		TS	SA Contact Ce	enter (TC	C) Data Too	ol - FOIA								
Categories	10-Oct	11-Nov	12-Dec 01	-Jan	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Patdown - General							1				1	1	3	
Patdown - Non-Flyer										1			1	
•	4	0		2	4	2	_	_	_			2		
Persons w/ Disabilities (PWD)	1	2		3	1	3	5	5	5	5		3	33	
Persons w/ Disabilities (PWD) - Cognitive												1	2	
Persons w/ Disabilities (PWD) - Diabetes		1								1			2	
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	essings/Mas	ks		1								1	
Persons w/ Disabilities (PWD) - General						1	1						2	
Persons w/ Disabilities (PWD) - Hearing I	mnairment	1											1	
Persons w/ Disabilities (PWD) - Internal N									2				2	
. ,			Desta											
Persons w/ Disabilities (PWD) - Medical [1						3		1	5	
Persons w/ Disabilities (PWD) - Medically		Medication a	and Medical Su	upplies			2	2					4	
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)			1				2				1	4	
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelchai	r or Scooter)							1			1	
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts					1						1	
Persons w/ Disabilities (PWD) - Touch Av							1	1	1				3	
Persons w/ Disabilities (PWD) - Visual Im		uauma)				4	'	- '	- '				3	
. ,		_												
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1		1			2				4	
Prohibited & Permitted Items			3		2	4	1			2	3		15	
Prohibited & Permitted Items - Alcohol and	d Tobacco										1		1	
Prohibited & Permitted Items - Breast Mill	k/Baby Formi	ula/Breast P	ump			1							1	
Prohibited & Permitted Items - Electronic						1							1	
			1			'	1			1				
Prohibited & Permitted Items - Food/Beve	rages I						- 1			- 1			3	
Prohibited & Permitted Items - General			1										1	
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sh	narp Objects	5		1						1		2	
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols		1		1	1					1		4	
Prohibited & Permitted Items - Remains						1							1	
Prohibited & Permitted Items - Sporting G	ioods									1			1	
Property - Special Handling	17	9		8	2	12	9	10	19	18	9	9	122	
Property - Special Handling - Damaged It		2		2		1	2	2	4	4	4	2	25	
Property - Special Handling - Damaged It		2				4	4	2	5	7	2	1	31	
Property - Special Handling - Missing Iten	r 5	1					1	2	4	2	2	2	19	
Property - Special Handling - Missing Iten	6	4		6	2	7	2	4	6	5	1	4	47	
Screening	14	13	6	6	7	16	6	10	13	11	13	6	121	
Screening - Crew Member or Airline Empl											1		1	
Screening - Inconsistency	1	1		2	6	3	1	3	1		3		21	
	· ·	- 1			0	3	ı	3						
Screening - Lengthy Lines			2	2					3	2		1	11	
Screening - Procedures/Process	11	12	4	2	1	10	5	7	9	9	7	5	82	
Screening - Retrieving Abandoned/Confis	1					3					1		5	
Screening - Security Breach	1												1	
Transfer to Security Specialist								1					1	
Transfer to Security Specialist - Reportab	i le Communic	ation						1					1	
2022	131	194	187	134	165	242	228	276					1,557	
	1	134	107	134	105		220	2/0					1,557	
Additional Information Required/Insufficient In						1							1	
Additional Information Required/Insufficient	nt Information	n - EMAIL O				1							1	
Airline	1	1	1			3	1						7	
Airline - Lost Baggage							1						1	
Airline - Policy/Regulations/Service	1	1	1			3							6	
Civil Rights	7	8	5	3	4	2	3	5					37	
	,	0		1			0						1	
Civil Rights - Constitutional Rights				- 1										
Civil Rights - Headwear			1										1	
Civil Rights - Not Specified						1							1	
Civil Rights - Profiling							1						1	
Civil Rights - Race					2		1	5					8	
Civil Rights - Racial Profiling or Discrimina	7	7	2	2	1								19	
Civil Rights - Screening of Religious Cultu		1			'									
			•		4	4							1	
Civil Rights - Sex/Gender/Gender Identity	- NOCTRANSG	ciluel	2		1	1	1						5	
Claims			1		2								3	
Claims - Status			1		2								3	
Customer Service	27	35	29	16	24	32	29	35					227	
Customer Service - CSM		1			•								1	
Customer Service - TSO	27	34	29	16	24	32	29	35					226	
	21	34		10	24	32	29	30						
DHS TRIP			1										1	
DHS TRIP - General			1										1	
Expedited Passenger Screening Program	63	116	108	93	112	164	160	192					1,008	
Expedited Passenger Screening Program	- DoD	1				2		1					4	
Expedited Passenger Screening Program		10	4	6	5	5	4	10					48	
Expedited Passenger Screening Program		104	102	87	107	157	156	180					952	
	1			07	107	107	100							
Expedited Passenger Screening Program	- ISA/DHS	1	2					1					4	
Hazardous Materials Safety		1											1	
Hazardous Materials Safety - General		1											1	
Identification (ID) Requirements			1			1							2	
Identification (ID) Requirements - Domest	ic		1			1							2	
Locks	1	2	2		2		2						9	
Locks - Missing or Damaged Lock	1	2	2		2		2						9	
Lost and Found	1		2					2					5	
Lost and Found - Airport/TSA	1		2					2					5	
Mishandling of Passenger Property	1	2	3		3		5	6					20	
Mishandling of Passenger Property - Dam		1			-		1	1					3	
Mishandling of Passenger Property - Dam			2		2		3	5					12	
	indentiniositi	_						J						
Mishandling of Passenger Property - Disa		1	1		1		1						5	
and the second s						0							11	
No Jurisdiction	1 2	2	2	1		2	1	1					1.1	
No Jurisdiction No Jurisdiction - No Referral			2	1		2	1	1					1	
	2		2	1		1	1	1					1	
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	2	2				1							1 5	
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 1 1	1 1	2	1		1	1	1					1 5 5	
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	2 1 1	2				1 1 3	1	1					1 5 5 13	
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 1 1	1 1				1	1	1					1 5 5	

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer		1											
Persons w/ Disabilities (PWD)	6	4	7	3	4	5	1	4					3
Persons w/ Disabilities (PWD) - Autism S	pectrum			2									
Persons w/ Disabilities (PWD) - Cognitive	1												
Persons w/ Disabilities (PWD) - Diabetes								1					
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/Ma	2										
Persons w/ Disabilities (PWD) - General	1	1				1							
Persons w/ Disabilities (PWD) - Medical [Devices - Att	ached to th	e Body		1	1							
Persons w/ Disabilities (PWD) - Medically	/ Necessary	2	1			1		1					
Persons w/ Disabilities (PWD) - Metal Imp	1		1		1								
Persons w/ Disabilities (PWD) - Mobility [2		1	1	1		1	1					
Persons w/ Disabilities (PWD) - Prosthes	i 1	1			1								
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipme	1										
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)				1							
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1			1		1					
Prohibited & Permitted Items	1	2	1										
Prohibited & Permitted Items - Alcohol an	1		1										
Prohibited & Permitted Items - Firearm/Ar	nmunition	1											
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											
Property - Special Handling	9	8	8	8	5	10	8	12					6
Property - Special Handling - Damaged It	2	5	5	3	2	2	5	4					2
Property - Special Handling - Damaged It	3	2		1	2	4		5					1
Property - Special Handling - Missing Iten	4		1	2	1	1	3	3					1
Property - Special Handling - Missing Iten	ns - Checke	1	2	2		3							
Screening	11	11	16	10	9	19	16	13					10
Screening - Crew Member or Airline Emp	1												
Screening - Inconsistency	3	1	2	2	2	3	3	4					2
Screening - Lengthy Lines	1	1	2		1	1	4	3					
Screening - Procedures/Process	6	9	11	8	5	15	8	6					6
Screening - Retrieving Abandoned/Confis	cated Items		1		1		1						
TWIC		1											
TWIC - General		1											

		1	rsa Conta	act Center (Fool - FOI	4						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	3	2	:	2 1	4	4	2	5	1	2	2	2	3
2019					1		1	2	1		1	1	
Locks								1					
Locks - Missing or Damaged Lock								1					
Property - Special Handling					1		1	1	1		1	1	
Property - Special Handling - Damaged Ite	ms - Carry-	On			1								
Property - Special Handling - Damaged Ite	ms - Check	ed					1						
Property - Special Handling - Missing Item	s - Checked	d						1	1		1	1	
2020	2	1		1 1	2	1				1			
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property	2	1		1	1	1							
Mishandling of Passenger Property - Dam	2	1		1	1	1							
Property - Special Handling					1								
Property - Special Handling - Missing Item	s - Checked	d			1								
Screening										1			
Screening - Procedures/Process										1			
2021	1					1		1		1	1	1	
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling						1				1	1		
Property - Special Handling - Damaged Ite	ms - Check	ed				1					1		
Property - Special Handling - Missing Item	s - Checked	d								1			
Screening												1	
Screening - Procedures/Process												1	
2022		1		l	1	2	1	2					
Expedited Passenger Screening Program		1			1	1		2					
Expedited Passenger Screening Program	- TSA PreC	1			1	1		2					
Property - Special Handling				1			1						
Property - Special Handling - Missing Item	s - Checked	d		1			1						
Screening						1							
Screening - Inconsistency						1							

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

			ISA Conta	ct Center (TCC) Data	1001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG							1		4	1	2	3	1
2019									1	1			
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Ba	ggage					1				
Screening										1			
Screening - Procedures/Process										1			
2021									3		2	3	
Additional Information Required/Insufficient I	nformation								1				
Additional Information Required/Insuffici	ent Information	on - EMAIL	ONLY						1				
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	m - TSA PreC	Check										1	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Ba	ggage					1				
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling									1		1		
Property - Special Handling - Damaged	Items - Carry	-On									1		
Property - Special Handling - Missing Ite	ms - Checke	d							1				
Screening												1	
Screening - Procedures/Process												1	
2022							1						
Customer Service							1						
Customer Service - TSO							1						

ategories	10-Oct	11-Nov			01-Jan	CC) Data 02-Feb	03-M		O4 Apr	OF Mos:	06-Jun	07-Jul	00 4.15	00 000	Total
	10-Oct								04-Apr	05-May	U6-Jun		08-Aug	09-Sep	
DLH		2		3	3	2		1	3	3		3	5	3	2
2019										1		1	1	1	
Mishandling of Passenger Property												1			
Mishandling of Passenger Property - Dan	naged/Missii	ng ItemsC	Checke	d Bagga	age							1			
Patdown													1		
Patdown - Flyer													1		
Property - Special Handling														1	
Property - Special Handling - Damaged It	ems - Checl	ked												1	
Screening										1					
Screening - Procedures/Process										1					
2020				1	2	1							1		
Customer Service						1									
Customer Service - TSO						1									
Mishandling of Passenger Property					1										
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checke	d Bac	1										
Property - Special Handling													1		
Property - Special Handling - Missing Iter	ns - Checke	d											1		
Screening				1	1										
Screening - Procedures/Process				1	1										
2021				1						2		2	3	2	1
Civil Rights				•						1			1		
Civil Rights - Civil Rights Violation (TSA I	[mployee)									!			1		
Civil Rights - Sex/Gender/Gender Identity		aondor								1			'		
CSM/Stakeholder Follow-up	- NOL Halls	gender		1						- 1					
				1											
CSM/Stakeholder Follow-up - General				1											
Customer Service												1			
Customer Service - TSO												1			
Expedited Passenger Screening Program													1	1	
Expedited Passenger Screening Program	- TSA PreC	heck											1	1	
Locks														1	
Locks - Missing or Damaged Lock														1	
No Jurisdiction												1			
No Jurisdiction - Refer to Other												1			
Prohibited & Permitted Items													1		
Prohibited & Permitted Items - General													1		
Screening										1					
Screening - Procedures/Process										1					
2022		2		1	1	1		1	3						
Civil Rights									1						
Civil Rights - Not Specified									1						
Expedited Passenger Screening Program		1		1	1	1		1	2						
Expedited Passenger Screening Program	- TSA Annl														
Expedited Passenger Screening Program				1	1	1		1	2						
Screening		1		- '-	'			- '							
Screening - Procedures/Process		1													

Catogorios	40.0=4 4				TCC) Data			0E M	06 1	07 11	00 4	00 0	Total
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	2	7	3	1	7	3	4	-	2	2	2	3	43
2019								2					3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dan								2					2
2020	1	2	1	1	1						1	2	9
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der		1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Dam	naged/Missing	temsC	1										1
Mishandling of Passenger Property - Dam	naged/Missing	temsCh	necked Bag	gage	1								1
Patdown											1		1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees ar	nd Casts										2	2
Property - Special Handling	1												1
Property - Special Handling - Missing Iter	1 1												1
Screening		1											1
Screening - Procedures/Process		1											1
2021					1	1	2	2	1	2	1	1	11
Civil Rights							1			1		•	2
Civil Rights - Civil Rights Violation (TSA I	[=mployee)						- 1			1			1
Civil Rights - Civil Rights Violation (13A)							1			- 1			1
Customer Service							1						1
Customer Service - TSO							1						1
											4		
Expedited Passenger Screening Program	TOA D. OL.	. I.						1		1			3
Expedited Passenger Screening Program	i - TSA PreChe	CK						1		1	1		3
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dan	naged/Missing	temsCh	necked Bag	gage				1					1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling						1							1
Property - Special Handling - Missing Iter	ns - Checked					1							1
Screening					1								1
Screening - Procedures/Process					1								1
2022	1	5	2		5	2	2	3					20
Expedited Passenger Screening Program	1	4	2		4	2	1	2					16
Expedited Passenger Screening Program	- TSA Applica	tion Progi	ram		2								2
Expedited Passenger Screening Program	1	4	2		2	2	1	2					14
Patdown								1					1
Patdown - Flyer								1					-
Property - Special Handling					1		1						2
Property - Special Handling - Missing Iter	ns - Checked				1		1						
Screening		1											1
Screening - Inconsistency		1											1
Our coming - moundatency		- 1											

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

ategories	10-Oct	11-Nov				C) Data 1 02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DSM	18	11-NOV		10	20	25	42	04-Apr 35	39	7 7	16			268
2019	10	3	•		5	25 5	1	5	8	4	4			39
Civil Rights						1	•		1	3				5
Civil Rights - Constitutional Rights						1								1
Civil Rights - Racial Profiling or Discrimin									1	2				3
Civil Rights - Sexual Orientation - Not Tra	ansgender									1				1
Customer Service					1				1					2
Customer Service - TSO					1				1					2
Locks Locks - Missing or Damaged Lock								1 1					1	2
Mishandling of Passenger Property					3	3		1	2		2	1		13
Mishandling of Passenger Property - Dan	l naged/Missino	ı Items	Carry-on L	nagage	3	1			1			'	'	2
Mishandling of Passenger Property - Dan					3	2		1	1		2	1	1	11
Patdown									2					2
Patdown - Flyer									2					2
Property - Special Handling					1			2	2	1	2			9
Property - Special Handling - Damaged It								1			1	1		3
Property - Special Handling - Missing Iter					1			4		1	4			2
Property - Special Handling - Missing Iter	ns - Cnecked					1	1	1 1	2		1	3		6
Screening Screening - Procedures/Process						1	1	1				3		6
2020	4		4	1	2	6	6		2	1	6	2		37
Customer Service	-		1	1	_		3			•	1		•	7
Customer Service - TSO			1	1			3		1		1			7
Locks						1								1
Locks - Missing or Damaged Lock						1								1
Mishandling of Passenger Property	3				1	2	1				1			8
Mishandling of Passenger Property - Dan					1	2	1				1			7
Mishandling of Passenger Property - Disa	a 1													1
Persons w/ Disabilities (PWD)					1					1				2
Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Visual Im		and Cas	īS		4					1				1
Property - Special Handling	ipairment 4		3		1	1	2				2	1	2	12
Property - Special Handling - Damaged It	tems - Checke		3			1	1					1		1
Property - Special Handling - Missing Iter							1				1			2
Property - Special Handling - Missing Iter			3			1					1	1	2	9
Screening						2			1		2	1	1	7
Screening - Procedures/Process						1			1		2	1	1	6
Screening - Security Breach						1								1
2021	6		6	1	1	4	2	4	6	2	6	3	6	47
Civil Rights									2	1	1			4
Civil Rights - Racial Profiling or Discrimin		ndor							2	4	1			3
Civil Rights - Sex/Gender/Gender Identity Customer Service	/- NOT Transge		2		1	1		1	1	1		2		1 8
Customer Service - TSO			2		1	1		1	1			2		8
Expedited Passenger Screening Program			_	1		1		2	1	1	4	1		16
Expedited Passenger Screening Program	n - Active Duty	Military		1										1
Expedited Passenger Screening Program	- TSA PreCh	eck				1		2	1	1	4	1	5	15
Mishandling of Passenger Property	4		1						1					6
Mishandling of Passenger Property - Dan														1
Mishandling of Passenger Property - Dan			1						1					4
Mishandling of Passenger Property - Disa														1
Patdown Patdown - Flyer	1						1							2
Patdown - Flyer as Observer	'						1							1
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Mobility I	। Disability (No	Wheeld	hair or Sc	ooter)			1							1
Property - Special Handling	1		1						1		1		1	5
Property - Special Handling - Damaged It	tems - Carry-0	On									1			1
Property - Special Handling - Damaged It													1	1
Property - Special Handling - Missing Iter	1 1		1						1					3
Screening			2			2		1						5
Screening - Inconsistency Screening - Procedures/Process			2			1		1						1 4
2022	8		5	8	12	10	33	26	23					145
Civil Rights	1		J	0	12	10	2	3	23					6
Civil Rights - Hair Patdowns	· ·							1						1
Civil Rights - Profiling								1						1
Civil Rights - Race							2	1						3
Civil Rights - Racial Profiling or Discrimin	1													1
Customer Service	1		1				1		2					5
Customer Service - TSO	1		1				1		2					5
Expedited Passenger Screening Program	5	1		8	12	10	28	19	21					120
Expedited Passenger Screening Program Expedited Passenger Screening Program			1	4				- 1	1					1
		1	3	7	11	10	28	1 18	20					110
		- 1			1	10	20	10	20					1 10
Expedited Passenger Screening Program		mplove	es - Ont In											
		Employe	es - Opt In				1							1
Expedited Passenger Screening Program Expedited Passenger Screening Program		Employe	es - Opt In				1							1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks		Employe	es - Opt In					1						
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	- TSA/DHS E		·					1						1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Persons w/ Disabilities (PWD)	n - TSA/DHS E	g Items	Carry-on L											1 1 1 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/v	n - TSA/DHS E	g Items	Carry-on L 2 2				1	1						1 1 1 3 3 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/ Property - Special Handling	n - TSA/DHS I	g Items	Carry-on L					2						1 1 1 3 3 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/v	naged/Missing 1 1 1 1 tems - Carry-0	g Items	Carry-on L 2 2				1	1						1 1 1 3 3 3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	ıs - Carry-C	1											1
Property - Special Handling - Missing Item	is - Checke	d					1						1
Screening		3					1						4
Screening - Procedures/Process		3					1						4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	182	225	212	233	233	267	265	275	139	146	174	168	2,519
2019	102			33	44	51	61	56	60	60	72		497
Civil Rights				1	• • •	2	1	7	5	5	3		27
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Hair Patdowns									1			2	3
Civil Rights - Headwear										1			1
Civil Rights - National Origin									1			1	2
Civil Rights - Perceived Religion									1	1			2
Civil Rights - Racial Profiling or Discrimina	ation			1		2	1	2	1	2	2		11
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender						2			1		3
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Civil Rights - Transgender Screening								2					2
Customer Service				4	5	13	19	8	10	16	14	12	101
Customer Service - Others						1	1						2
Customer Service - TSO				4	5	12	18	8	10	16	14	12	99
Locks				1	2	2	3	4	3	8	4	2	29
Locks - Missing or Damaged Lock				1	2	2	3	4	3	8	4	2	29
Lost and Found					1		1			1	4		7
Lost and Found - Airport/TSA					1		1			1	4		7
Mishandling of Passenger Property				11	10	15	16	11	16	6	10	12	107
Mishandling of Passenger Property - Dam	aged/Missin	a ItemsC	arrv-on Lug	1	1			1	1				4
Mishandling of Passenger Property - Dam				9	7	12	13	9	13	5	7	11	86
Mishandling of Passenger Property - Dam								1					1
Mishandling of Passenger Property - Disa				1	2	3	3		2	1	3	1	16
Patdown	nayou nomo	oung on	or ornound	1	2	1	4	5	3	4	5		28
Patdown - Flyer				1			3	4	2	4	5		22
Patdown - Flyer as Observer						1			1				2
Patdown - General					1								1
Patdown - Non-Flyer					1		1	1					3
Persons w/ Disabilities (PWD)					6	3	5	1	4	3	5	6	33
Persons w/ Disabilities (PWD) - Breast Ca	ncer				0	3	3	1	4	3	0	1	1
Persons w/ Disabilities (PWD) - Cancer (c		Proact Car	noor		1							ı	1
Persons w/ Disabilities (PWD) - Cantel (g					1	1	1		1				3
Persons w/ Disabilities (PWD) - Cognitive		ntai /ivient	ai Disability				1		ı	1	1	1	
					4	1	1			1	1	1	4
Persons w/ Disabilities (PWD) - General	tadiaal Davia				1	ı							3
Persons w/ Disabilities (PWD) - Internal M			and Madia	-I Committee						4	2		2
Persons w/ Disabilities (PWD) - Medically		viedication	and Medica	ai Supplies						1	1	1	3
Persons w/ Disabilities (PWD) - Metal Imp		4 \ \ / / - -	-i Ct-	\	2			1		4			3
Persons w/ Disabilities (PWD) - Mobility E		t wheelch	air or Scoole	er)	1		1			1		1	4
Persons w/ Disabilities (PWD) - Ostomy/C			4				1						1
Persons w/ Disabilities (PWD) - Respirato		er Equipme	ent				1						1
Persons w/ Disabilities (PWD) - Service A		t			1								1
Persons w/ Disabilities (PWD) - Touch Av						4			1		1		2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		4.4	45	1		40	2	4.4	40	1	4
Property - Special Handling		0		14	15	11	9	12	11	11	18	15	116
Property - Special Handling - Damaged Ite				1	1	1	0	3	0	4	2		8
Property - Special Handling - Damaged Ite				5	4	2	2	5	2	4	2		32
Property - Special Handling - Missing Item				3	4	2	3	1	4	2	4	3	26
Property - Special Handling - Missing Item	ns - Checked			5	6	6	4	3	5	5	10	6	50
Screening				1	3	4	3	8	8	6	9	7	49
Screening - Children											1		1
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency										1	1	2	4
Screening - Lengthy Lines						1		2	1		1		5
Screening - Procedures/Process				1	3	3	3	6	6	4	4	5	35
Screening - Retrieving Abandoned/Confis	cated Items									1			1
Screening - Security Breach									1		1		2
2020	68	69	70	54	34	20	9	9	13	20	31	24	421
Civil Rights	4	3		4	2	1		1		1			17
Civil Rights - Age			1										1
Civil Rights - National Origin		1			1	1							3
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Racial Profiling or Discrimina		2		3	1			1					8
Civil Rights - Screening of Religious or Cu													1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening										1			1
Customer Service	13	14	14	13	6	1	3	1	3	4	8	3	83
Customer Service - Others		1	1										2
Customer Service - TSO	13	13	13	13	6	1	3	1	3	4	8	3	81
Locks	2	2	3	4	2	2	1		1				17
Locks - Missing or Damaged Lock	2	2	3	4	2	2	1		1				17
Lost and Found	1	1	1		1	1	1				1		7
Lost and Found - Airport/TSA	1	1	1		1	1	1				1		7
Mishandling of Passenger Property	15	18	21	7	6	3	2	3	3	5	7	8	98
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1						1				2
Mishandling of Passenger Property - Dam	14	17	16	4	3	3	2	3	2	5	7	7	83
Mishandling of Passenger Property - Disa	1	1	4	3	3							1	13
Patdown	8	3	1		2								14
Patdown - Flyer	8	3			2								14
Persons w/ Disabilities (PWD)	7	6	2	7	2				1	1		2	28
Persons w/ Disabilities (PWD) - Cognitive	/Developme												1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1			1								1	3
Persons w/ Disabilities (PWD) - Hearing I									1				1
Persons w/ Disabilities (PWD) - Internal M		es		1									1
Persons w/ Disabilities (PWD) - Medical D			e Bodv	1								1	2
			,									-	

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

					CC) Data T								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	1	1					2	1		1	2		1
Property - Special Handling - Missing Item	6	2		1	1		3	1	1	3		1	1
Screening	3	3	3		3	3	2	2	4	6	5	5	3
Screening - Crew Member or Airline Empl	oyee		1										
Screening - Inconsistency					2	1		1	1		1	1	
Screening - Lengthy Lines						1						1	
Screening - Procedures/Process	3	3	2		1	1	1		3	6	4	3	2
Screening - Retrieving Abandoned/Confis	cated Items						1	1					
Transfer to Security Specialist										1			
Transfer to Security Specialist - Reportable	e Communi	cation								1			
2022	81	137	121	130	137	173	158	171					1,10
Airline			2		1								
Airline - Policy/Regulations/Service			2		1								
Civil Rights	3	4	1	1	1	2	2	2					1
Civil Rights - Profiling						1	1						
Civil Rights - Race						1	1	1					
Civil Rights - Racial Profiling or Discrimina	3	4	1		1								
Civil Rights - Sex/Gender/Gender Identity-		ender						1					
Civil Rights - Sexual Orientation - Not Trai				1									
Claims	1												
Claims - General	1												
Customer Service	8	5	8	7	6	7	6	7					5
Customer Service - Others	3		1	'	- 0	,	- 0	- 1					
Customer Service - TCC			'					1					
Customer Service - TCC	8	5	7	7	6	7	6	6					5
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139					91
Expedited Passenger Screening Program		2	1	107	119	101	139	2					91
Expedited Passenger Screening Program Expedited Passenger Screening Program			1		1		ļ						
			4.4			0	0	0					
Expedited Passenger Screening Program		14	11	6	6	6	9	6					6
Expedited Passenger Screening Program		96	84	101	112	145	129	131					85
Expedited Passenger Screening Program		1											
Hazardous Materials Safety	1												
Hazardous Materials Safety - General	1												
Identification (ID) Requirements	1			1									
Identification (ID) Requirements - Domest	1			1									
Locks	1				1		1	1					
Locks - Missing or Damaged Lock	1				1		1	1					
Lost and Found		1		1				1					
Lost and Found - Airport/TSA		1		1				1					
Mishandling of Passenger Property	1		3			2		2					
Mishandling of Passenger Property - Dam				gage				2					
Mishandling of Passenger Property - Dam	-	g ItemsC	2			1							
Mishandling of Passenger Property - Disa	1		1			1							
No Jurisdiction	1		1			1							
No Jurisdiction - No Referral			1										
No Jurisdiction - Refer to Other	1					1							
Patdown	3	4	1	3	1		2	5					1
Patdown - Children				1									
Patdown - Flyer	3	2	1	2	1		2	5					1
Patdown - Flyer as Observer		1											
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)	2	1	1	1	3		1	7					1
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	I Disability					1					
Persons w/ Disabilities (PWD) - General	,				1								
Persons w/ Disabilities (PWD) - Internal M	1			1									
Persons w/ Disabilities (PWD) - Medically				'			1	2					
Persons w/ Disabilities (PWD) - Service A			1				1	1					
Persons w/ Disabilities (PWD) - Touch Av		/trauma)	1		1			I					
Persons w/ Disabilities (PWD) - Visual Im		a auma j			1								
Persons w/ Disabilities (PWD) - Visual IIII Persons w/ Disabilities (PWD) - Wheelcha		1			1			3					
Prohibited & Permitted Items	an/ 0000tel/	1	1					3					
	le/Pazoro/C	harn Ohios	1 1										
Prohibited & Permitted Items - Knives/Too Property - Special Handling						_							
	2	6	5	4	2	7	2	3					3
		3		3		5	1	1					1
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ems - Check		1	1									
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	ems - Check ns - Carry-C	2	1	1	1	2	1	1					
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	ems - Check ns - Carry-C 1	2	1		1			1					
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	ems - Check ns - Carry-C	2	1	5		3	5						2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	ems - Check ns - Carry-C 1 2	2 1 3	1		1			1					2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	ems - Check ns - Carry-C 1	2	1	5	1		5	1					

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

			15A Contac	a Genter (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAR			1	2	1	4	1		1		1		11
2019						1			1				2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	gage		1							1
Screening									1				1
Screening - Procedures/Process									1				1
2020				2	1	1							4
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	1	1								2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Itel	ns - Checke	d				1							1
2021						2					1		3
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	gage		1							1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	1							1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Itel	ns - Carry-O	n				1							1
2022			1				1						2
Expedited Passenger Screening Program			1				1						2
Expedited Passenger Screening Program	- TSA PreC	heck	1				1						2

		TSA Contact	Center (T	CC) Data	Tool - FOIA							
tegories	10-Oct 11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	1	3	4	3	4	3	2	1	3	1	2	27
2019			1	2	2	1	1			1	1	9
Civil Rights				1								1
Civil Rights - Sexual Orientation - Not Tran	sgender			1								1
Locks					1							1
Locks - Missing or Damaged Lock					1							1
Mishandling of Passenger Property					1							1
Mishandling of Passenger Property - Disarr	rayed ItemsCarry-or	or Checked			1							1
Persons w/ Disabilities (PWD)				1								1
Persons w/ Disabilities (PWD) - Diabetes				1								1
Property - Special Handling			1								1	2
Property - Special Handling - Damaged Itel	ms - Checked		1									1
Property - Special Handling - Missing Items	s - Checked										1	1
Screening						1	1			1		3
Screening - Lengthy Lines							1					1
Screening - Procedures/Process						1				1		2
2020	1	1	2									4
Customer Service			1									
Customer Service - TSO			1									
Mishandling of Passenger Property	1											
Mishandling of Passenger Property - Disa	1											
Patdown		1										1
Patdown - Flyer		1										
Screening			1									
Screening - Procedures/Process			1									1
2021		1	1		1			1	3		1	1
Claims		1										1
Claims - General		1										
Expedited Passenger Screening Program			1									
Expedited Passenger Screening Program -	- TSA PreCheck		1									
Identification (ID) Requirements									1			1
Identification (ID) Requirements - Domestic	0								1			
Mishandling of Passenger Property					1			1	1		1	4
Mishandling of Passenger Property - Dama	aged/Missing ItemsC	Checked Bagga	age		1			1	1			3
Mishandling of Passenger Property - Disari											1	1
Property - Special Handling									1			1
Property - Special Handling - Damaged Itel	ms - Checked								1			1
2022		1		1	1	2	1					e
Expedited Passenger Screening Program				1	1	2						4
Expedited Passenger Screening Program -	- TSA PreCheck			1	1	2						4
Property - Special Handling		1					1					2
Property - Special Handling - Missing Items	s - Checked	1					1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	17	12			10		16	27	17	17	16	16	179
2019				1	2		5	9	7	8	2	3	41
Civil Rights									1	2			3
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimina	ation I							4	4	2			2
Customer Service - Others						2		1	1	3			7
Customer Service - Others Customer Service - TSO						2		1		3			6
Locks								'	1	3			1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1	1		2	1	1	3	9
Mishandling of Passenger Property - Dam												1	1
Mishandling of Passenger Property - Dam		-							2		1	2	5
Mishandling of Passenger Property - Dam							1						1
Mishandling of Passenger Property - Disa	irrayed Item: I	sCarry-o	n or Checke	ed	4	1	0	4	4	1			2
Patdown Patdown - Flyer					1 1		2	1	1				5
Patdown - Flyer as Observer								1	'				1
Persons w/ Disabilities (PWD)								1	1	1			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Cast	S					1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling				1			1	2		1	1		6
Property - Special Handling - Damaged It								1			1		2
Property - Special Handling - Missing Iten				4			4	1		4			1
Property - Special Handling - Missing Iten Screening	па - спеске	ı		1	1	1	1	4		1			7
Screening - Lengthy Lines					1	I I	1	1					3
Screening - Procedures/Process					'	1	- '	3					4
2020	2	6	6	3		1	2	1	3	2	4	4	28
Civil Rights		1						1					2
Civil Rights - Racial Profiling or Discrimina	ation	1						1					2
Customer Service		1					1		1				3
Customer Service - Others		1	l										1
Customer Service - TSO							1		1		4		2
Locks Locks - Missing or Damaged Lock				1							1 1		2
Mishandling of Passenger Property	1	1		1			1			1	1	1	7
Mishandling of Passenger Property - Dam				1			1				1	1	5
Mishandling of Passenger Property - Disa		1								1			2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain										1		1
Property - Special Handling Property - Special Handling - Damaged It	ome Corny	1							2			2	6
Property - Special Handling - Missing Iten									2			2	5
Screening		2	2	1						1	1	1	6
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1						1	1	1	5
2021	4				3	2	4	5	7	7	10	9	51
Airline												1	1
Airline - Policy/Regulations/Service Civil Rights							4	4				1	1
Civil Rights - Racial Profiling or Discrimina	ation						1 1	1 1					2
Customer Service	1						'	'			1	2	4
Customer Service - TSO	1										1	2	4
Expedited Passenger Screening Program					1	1	2	1	2	4	6	3	20
Expedited Passenger Screening Program			gram					1			1		2
Expedited Passenger Screening Program	- TSA PreC	heck			1	1	2		2	4	5	3	18
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domest	ic						4			1			1
Lost and Found Lost and Found - Airport/TSA							1 1						1
Mishandling of Passenger Property					1		1		1				2
Mishandling of Passenger Property - Disa	ı ırrayed Item:	sCarry-o	n or Checke	ed	1				1				2
No Jurisdiction	,	, .							•		1		1
No Jurisdiction - Refer to Other											1		1
Patdown	1							2					3
Patdown - Flyer	1							2					3
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	1								1				1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols								1				1
Property - Special Handling	1					1			2	1	1	2	8
Property - Special Handling - Damaged It	ems - Carry	On								1	1	1	3
Property - Special Handling - Damaged It	ems - Check	ed				1						1	2
Property - Special Handling - Missing Iten		n							2				2
Property - Special Handling - Missing Iten	1												1
Screening Proceedings (Process					1				1	1	1	1	5
Screening - Procedures/Process 2022	44	6	5 4	5	1 5	11	5	12	1	1	1	1	5 59
Airline	11		, 4	1	5	11	5	12					1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1												1
<u> </u>	· ·												

		1	SA Contac	ct Center (1	ΓCC) Data 1	Tool - FOIA	ı						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service						2	1						3
Customer Service - Others							1						1
Customer Service - TSO						2							2
Expedited Passenger Screening Program	4	3	4	2	5	6	3	11					38
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	- TSA Appli	ication Prog	ram				1	1					2
Expedited Passenger Screening Program	4	2	4	2	5	6	2	10					35
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage			1						1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Carry-O	n		1									1
Screening	3	1		1		1		1					7
Screening - Inconsistency	1			1				1					3
Screening - Procedures/Process	2	1											3
Screening - Retrieving Abandoned/Confis	cated Items					1							1
TWIC						1							1
TWIC - General						1							1

Satamarian	40.0-4		TSA Contac					05.14-	00 1	07 1	00.4	20.0	T.4.*
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE			7	6	8	18	1	5		2			5
2019				2	2	1			1		2		
Mishandling of Passenger Property				1	2				1				4
Mishandling of Passenger Property - Dan					1								
Mishandling of Passenger Property - Dan				1					1				
Mishandling of Passenger Property - Disa	arrayed Items-	-Carry-on	or Checked		1								
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling				1							1		
Property - Special Handling - Missing Iter	ns - Carry-On			1							1		
Screening											1		
Screening - Security Breach											1		
2020			1			3							
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property						2							
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked Bag	gage		1							
Mishandling of Passenger Property - Disa	arrayed Items	-Carry-on	or Checked			1							
Patdown			1										
Patdown - Children			1										
2021					3	3	1	1	2	2	3	3	1
Customer Service					1				1				
Customer Service - TSO					1				1				
Expedited Passenger Screening Program						1		1	1	1	3	2	
Expedited Passenger Screening Program	n - TSA Applica	ation Prod	gram								1		
Expedited Passenger Screening Program						1		1	1	1	2	2	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Property - Special Handling						1							
Property - Special Handling - Damaged I	tems - Checke	d				1							
Screening					2	1	1					1	
Screening - Inconsistency												1	
Screening - Procedures/Process					2	1	1						
2022			6	4	3	11		4					2
Civil Rights					•	1							
Civil Rights - Race						1							
Expedited Passenger Screening Program			4	3	2	9		3					2
Expedited Passenger Screening Program	ı - TSA PreChe	eck	4	3	2	9		3					2
Patdown	1 10/11/00/1	OOK		1				- 0					
Patdown - Children				1									
Persons w/ Disabilities (PWD)			1	ı				1					
Persons w/ Disabilities (PWD) - Hearing	 mnairment		1										
Persons w/ Disabilities (PWD) - Realing Persons w/ Disabilities (PWD) - Service			1					1					
					A	4		1					
Screening			1		1	1							
Screening - Procedures/Process	1		1		1	1							

			TSA Contac	ct Center (TCC) Data T	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	1			1	3	1	2	1	1	2	1	2	15
2019					1		2		1	2	1	1	8
Mishandling of Passenger Property					1		2						3
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Bag	ggage			1						1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsL	Inspecified I	uggage	1								1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checked	d			1						1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Property - Special Handling									1	1			2
Property - Special Handling - Damaged	Items - Chec	ked							1				1
Property - Special Handling - Missing Ite	ms - Checke	d								1			1
Screening											1		1
Screening - Procedures/Process											1		1
2020	1			1	1								3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Ite	ms - Checke	d			1								1
Screening				1									1
Screening - Procedures/Process				1									1
2021					1			1				1	3
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling					1							1	2
Property - Special Handling - Missing Ite	ms - Checke	d			1							1	2
2022						1							1
Screening						1							1
Screening - Inconsistency						1							1

				tact Center										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-	Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	3	1		1	4	4	1	1	3	3	4		2	27
2019					1				3	2	3		2	11
Customer Service									1		1		1	3
Customer Service - TSO									1		1		1	3
Mishandling of Passenger Property									2					2
Mishandling of Passenger Property - Dam	iaged/Missi	ng ItemsC	hecked B	aggage					1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Check	red					1					1
Patdown										1			1	2
Patdown - Flyer										1			1	2
Property - Special Handling					1						1			2
Property - Special Handling - Damaged Ite	ems - Carry	-On			1									1
Property - Special Handling - Damaged Ite	ems - Chec	ked									1			1
Screening										1	1			2
Screening - Inconsistency										1				1
Screening - Procedures/Process											1			1
2020	3			1	2	3					1			10
Customer Service											1			1
Customer Service - TSO											1			1
Mishandling of Passenger Property	2					1								3
Mishandling of Passenger Property - Dam	1					1								2
Mishandling of Passenger Property - Disa	1													1
Patdown	1													1
Patdown - Flyer	1													1
Screening				1	2	2								5
Screening - Lengthy Lines				1										1
Screening - Procedures/Process					2	2								4
2021								1		1				2
Customer Service								1						1
Customer Service - TSO								1						1
Screening										1				1
Screening - Procedures/Process										1				1
2022		1			1	1	1							4
Expedited Passenger Screening Program					1	1								3
Expedited Passenger Screening Program	- TSA Pre0	Check			1	1	4							3
Property - Special Handling		1												1
Property - Special Handling - Missing Iten	ns - Checke	1												1

Catagorias	40.0=4			act Center (OF Mari	00 1	07 1	00 4	00.0	Tatal
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	44	16	1				35	34	25	13			312
2019				4	7	9	8	5	9	5		6	55
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimin	nation										1		1
Customer Service					1			3	1	2		1	8
Customer Service - TSO					1			3	1	2		1	8
Locks					1	1						1	3
Locks - Missing or Damaged Lock					1	1						1	3
Mishandling of Passenger Property				1	2	. 2	3	2	3			1	14
Mishandling of Passenger Property - Dan	naged/Missing	a ItemsC	hecked B		1		2	1	2			1	8
Mishandling of Passenger Property - Dan								1	1			<u> </u>	2
Mishandling of Passenger Property - Disa					1	1	1	'	'				4
Patdown		Oarry-or	TOT OTICON	1			1			1			5
Patdown - Flyer				1	2		1			1			5
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Marijuana							1						1
Property - Special Handling				2		4	2		2	1	1	3	15
Property - Special Handling - Damaged I	tems - Carry-0	On					1						1
Property - Special Handling - Damaged I	tems - Checke	ed				1	1				1		3
Property - Special Handling - Missing Iter	ns - Carry-Or	1							2	1		1	4
Property - Special Handling - Missing Iter	ns - Checked			2		3						2	7
Screening					1	2	1		3	1			8
Screening - Procedures/Process					1		1		2	1			6
Screening - Security Breach						1			1				2
2020	11	2		6 3	5		1		3	2	1	28	63
									•	1		20	
Customer Service TSO	2				1								4
Customer Service - TSO	2				1					1			4
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found		1										23	24
Lost and Found - Airport/TSA		1										23	24
Mishandling of Passenger Property	3	1		3 1	1		1		2			1	13
Mishandling of Passenger Property - Dan		a ItemsC		1			1						2
Mishandling of Passenger Property - Dan				1	1				2				6
Mishandling of Passenger Property - Disa		1		2								1	5
Patdown	2												2
Patdown - Flyer													
•	2												2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Internal I													1
Persons w/ Disabilities (PWD) - Medicall		Medicatio	n and Med	ical Supplies									1
Property - Special Handling	2			3 1	1				1	1		1	10
Property - Special Handling - Damaged I	te 1												1
Property - Special Handling - Missing Iter	1 1			3 1	1				1	1		1	9
Screening				1	1						1	3	6
Screening - Procedures/Process				1	1						1	3	6
2021	24	4		3 3		1	3	5	13	6	3		70
Airline		_		1		•				•			1
				1									1
Airline - Policy/Regulations/Service	-			ı									
CSM/Stakeholder Follow-up	1												1
CSM/Stakeholder Follow-up - General	1												1
Customer Service	1	1		2 3				1		1			9
Customer Service - TCC				1									1
Customer Service - TSO	1	1		2 2				1		1			8
Expedited Passenger Screening Program						1	3	3	7	1	2	3	20
Expedited Passenger Screening Program	- Active Duty	/ Military						1					1
Expedited Passenger Screening Program	1 - TSA Applic	ation Pro	gram				1		1				2
Expedited Passenger Screening Program						1	2	2	6	1	2	3	17
Lost and Found	16	1											17
Lost and Found - Airport/TSA	16	1											17
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dan										1			2
	'								4	- 1			
Patdown									4				4
Patdown - Flyer									4				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service												1	1
Property - Special Handling	2	1						1	2	1			7
Property - Special Handling - Damaged I	tems - Carry	1							2				3
Property - Special Handling - Missing Iter	2							1		1			4
Screening		1								2	1	1	8
Screening - Procedures/Process	3									2		1	8
2022	3	1											124
Airline	3			0 14	. 8	26	23	24					
		1 10	1			26	23	24					1
Airline - Policy/Pegulations/Service	3		1	1	. 8	26	23	24					1
Airline - Policy/Regulations/Service	3		1	1 1		26	23	24					1
Civil Rights	3		1	1 1 1		26	23	24					1 1 1
Civil Rights Civil Rights - Transgender Screening	3 9		1	1 1									1 1 1 1
Civil Rights Civil Rights - Transgender Screening Customer Service	3 9		1	1 1 1	1	1	1	1					1 1 1 1 5
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO	3 9		1	1 1 1 1	1	1							1 1 1 1 5 5
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP	3 9		1	1 1 1 1 1	1	1	1	1					1 1 1 1 5 5 2
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status	3 9 1 1 1 1	10	1	1 1 1 1 1	1	1	1	1					1 1 1 1 5 5 2 2
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP	3 9		1	1 1 1 1 1	1	1	1	1					1 1 1 1 5 5 2
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status	3 9 1 1 1 1 1 1 6	10	1	1 1 1 1 1	1	1	1	1					1 1 1 1 5 5 2 2
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program	3 9 1 1 1 1 1 1 1 1 6 6 1 - DoD	7 1	1	1 1 1 1 1 1 1 6 10	1	1 1	1	1					1 1 1 1 5 5 2 2 91
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 9 1 1 1 1 1 6 1- DoD	7 1 cation Pro	1 gram	1 1 1 1 1 1 1 6 10	1 1	1 1 23 2	1 1 1 15	1 1 20					1 1 1 1 5 5 2 2 2 91 4
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status Expedited Passenger Screening Program	3 9 1 1 1 1 1 6 n - DoD 1 - TSA Applic	77 1 ceation Pro	1	1 1 1 1 1 1 1 6 10	1 1	1 1 23 2	1	1 1 20 1 18					1 1 1 1 5 5 2 2 2 91 4 1 1 84
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status Expedited Passenger Screening Program	3 9 1 1 1 1 1 6 n - DoD 1 - TSA Applic	77 1 cation Pro	1	1 1 1 1 1 1 1 6 10	1 1	1 1 23 2	1 1 1 15	1 1 20 1 18 1					1 1 1 1 5 5 2 2 91 4 1 84
Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO DHS TRIP DHS TRIP - Status Expedited Passenger Screening Program	3 9 9 1 1 1 1 1 1 1 6 1 - TSA Applic 1 6 1 - TSA/DHS	77 1 ceation Pro	1	1 1 1 1 1 1 1 6 10	1 1	1 1 23 2	1 1 1 15	1 1 20 1 18					1 1 1 5 5 2 2 91 4 1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown			1		1		3						5
Patdown - Flyer			1		1		3						5
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	1											1
Property - Special Handling	1	1		2	1			1					6
Property - Special Handling - Damaged It	tems - Carry	-On						1					1
Property - Special Handling - Damaged It	tems - Checl	1			1								2
Property - Special Handling - Missing Iter	ns - Carry-O	n		1									1
Property - Special Handling - Missing Iter	1			1									2
Screening			2		1	2	4	1					10
Screening - Inconsistency						1	2						3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process					1	1	2	1					5

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

Categories 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr ERI 4 1 1 2 5 2019 1 3 3 1 3 3 Civil Rights 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 2 1 1 2 1 2 1 2 1 2 2 2 2 1 2 2 2 1 2	05-May 2	06-Jun 1	07-Jul	08-Aug 09-9	Sep Total
2019 1 3 Civil Rights 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 Current Topic 1 1 Current Topic - Current Topic 1 2 Patdown 2 2 Patdown - Flyer 1 1 Patdown - Flyer as Observer 1 2 2020 2 2 Civil Rights Civil Rights - Racial Profiling or Discrimination Civil Rights - Racial Profiling or Discrimination	2	1			
Civil Rights 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 Current Topic 1 Current Topic - Current Topic 1 Patdown 2 Patdown - Flyer 1 Patdown - Flyer as Observer 1 2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination				1	17
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	5
Current Topic 1 Current Topic - Current Topic 1 Patdown 2 Patdown - Flyer 1 Patdown - Flyer as Observer 1 2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination					1
Current Topic - Current Topic 1 Patdown 2 Patdown - Flyer 1 Patdown - Flyer as Observer 1 2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination					1
Patdown 2 Patdown - Flyer 1 Patdown - Flyer as Observer 1 2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination					1
Patdown - Flyer 1 Patdown - Flyer as Observer 1 2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination					1
Patdown - Flyer as Observer 1 2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination				1	3
2020 2 Civil Rights Civil Rights - Racial Profiling or Discrimination				1	2
Civil Rights Civil Rights - Racial Profiling or Discrimination					1
Civil Rights - Racial Profiling or Discrimination	1				3
	1				1
	1				1
Patdown 1					1
Patdown - Flyer 1					1
Property - Special Handling 1					1
Property - Special Handling - Damaged Iti 1					1
2021 1 1		1			3
Customer Service 1 1		1			3
Customer Service - TSO 1 1		1			3
2022 2 2 1	1				6
Civil Rights 1					1
Civil Rights - Racial Profiling or Discrimin 1					1
Customer Service 1					1
Customer Service - Others 1					1
Expedited Passenger Screening Program 1 1 1	1				4
Expedited Passenger Screening Program 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
ESC		1		2	1		1	1					6
2019								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged I	tems - Chec	ked						1					1
2020				1	1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage	1								1
Screening				1									1
Screening - Procedures/Process				1									1
2022		1		1			1						3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Progran	n - TSA Pre(Check		1									1
Property - Special Handling		1					1						2
Property - Special Handling - Missing Iter	ms - Checke	1					1						2

gories	10-Oct 11-N	ov 1	2-Dec 0	1-Jan (02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
G	11	3	12	9	8	8	19	14	5	7		•	
2019				1			3	2	3	4			
Mishandling of Passenger Property							1		2	1	1	1	
Mishandling of Passenger Property - Dam	naged/Missing Item	sChec	ked Bagga	ge			1		1	1	1	1	
Mishandling of Passenger Property - Disa									1				
Patdown	,	,								1			
Patdown - Flyer										1			
Property - Special Handling							2	1	1	2	3	1	
Property - Special Handling - Damaged Ite	ome Corry On						1				2		
							1		4	4			
Property - Special Handling - Damaged Ite									1	1			
Property - Special Handling - Missing Item												1	
Property - Special Handling - Missing Item	ns - Checked						1	1		1	1		
Screening				1				1					
Screening - Procedures/Process				1				1					
2020	5	1	3	4	4	2		1			1	3	
Civil Rights					1								
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transgender				1								
Customer Service	1 tot manogonaon							1					
Customer Service - TSO								1					
	4							- 1					
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	1	1	2	3	1	1						1	
Mishandling of Passenger Property - Dam	aged/Missii	1		3	1	1						1	
Mishandling of Passenger Property - Disa	1		2										
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	2		1	1	2	1						1	
Property - Special Handling - Damaged Ite					1	'							
			4	4	- '								
Property - Special Handling - Missing Item			1	1									
Property - Special Handling - Missing Item	2				1	1						1	
Screening											1	1	
Screening - Procedures/Process											1	1	
2021	1	1		2	1	2	6	2	2	3	1	5	
Expedited Passenger Screening Program							2	2	1	1	1	5	
Expedited Passenger Screening Program	- TSA Application	Program	n				1	1					
Expedited Passenger Screening Program	- TSA PreCheck						1	1	1	1	1	5	
Identification (ID) Requirements									1				
Identification (ID) Requirements - Domest	ic								1				
Locks						1	1						
						1							
Locks - Missing or Damaged Lock		-				- 1	1						
Mishandling of Passenger Property	1	1		2			2						
Mishandling of Passenger Property - Dam		isCarry	-on Lug	1									
Mishandling of Passenger Property - Dam	1	1					2						
Mishandling of Passenger Property - Disa	irrayed ItemsCari	y-on or (Checked	1									
Prohibited & Permitted Items	-				1								
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sharp ()biects			1								
Property - Special Handling		., - 510				1	1			1			
Property - Special Handling - Damaged Ite	ems - Checked						1			1			
Property - Special Handling - Damaged III Property - Special Handling - Missing Item							- 1			1			
	is - Criecked					1							
Screening										1			
Screening - Procedures/Process										1			
2022	5	1	9	2	3	4	10	9					
Expedited Passenger Screening Program	4		7		2	4	8	7					
Expedited Passenger Screening Program	- TSA Application	Program	1					1					
Expedited Passenger Screening Program		J	7		2	4	8	6					
Locks	1						0						
Locks - Missing or Damaged Lock	1												
	1												
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dam	naged/Missii	1											
Mishandling of Passenger Property - Disa		y-on	1										
Property - Special Handling	, 54		•	1	1		1	1					
Property - Special Handling - Damaged Ite	ems - Carry On			1	- 1			1					
				I	4			1					
Property - Special Handling - Damaged Ite					1								
	ns - Checked						1						
Property - Special Handling - Missing Item	is - Officered												
Screening Special Handling - Missing Item	is - Officered			1			1	1					

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	2	1		2	7	5	7	4	3	3	1	3	38
2019						2	1	2	2	1		1	9
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1	1	1					3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage		1		1					2
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checke	d			1						1
Property - Special Handling								1	2	1			4
Property - Special Handling - Damaged II	ems - Carry	On							1				1
Property - Special Handling - Damaged II	ems - Check	ed								1			1
Property - Special Handling - Missing Iter	ns - Carry-O	n						1					1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1
Screening												1	1
Screening - Procedures/Process												1	1
2020	2			2	3								7
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service /	Animals			1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Carry-O	n		1									1
Screening	1				2								3
Screening - Procedures/Process	1				1								2
Screening - Security Breach					1								1
2021					1		1		1	2	1	2	8
Civil Rights												1	1
Civil Rights - Transgender Screening												1	1
Expedited Passenger Screening Program					1		1		1	2	. 1	1	7
Expedited Passenger Screening Program	- TSA PreC	heck			1		1		1	2	. 1	1	7
2022		1			3	3	5	2					14
Expedited Passenger Screening Program		1			2	3	5	1					12
Expedited Passenger Screening Program	- TSA PreC	1			2	3	5	1					12
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	1								1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checke	d						1					1

		•	TSA Contac	ct Center (1	ГСС) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWN		2	2	2		1	5	3	2		2	3	2
2019							1				1	1	
Property - Special Handling							1				1	1	
Property - Special Handling - Damaged Ite	ems - Check	ed					1						
Property - Special Handling - Missing Item	ns - Checked										1	1	
2020			1	1				1	1			2	
Mishandling of Passenger Property								1				2	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage								2	
Mishandling of Passenger Property - Disar	rrayed Items	Carry-on	or Checked	d				1					
Property - Special Handling			1						1				
Property - Special Handling - Missing Item	ns - Checked		1						1				
Screening				1									
Screening - Procedures/Process				1									
2021							3	1	1		1		
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	- TSA PreCl	neck							1				
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment										1		
Property - Special Handling							1						
Property - Special Handling - Missing Item	ns - Checked						1						
Screening							2	1					
Screening - Procedures/Process							2	1					
2022		2	1	1		1	1	1					
Airline			1										
Airline - Policy/Regulations/Service			1										
Expedited Passenger Screening Program		2		1		1	1	1					
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program	- TSA PreC	1		1		1	1	1					

		TS	A Contact (Center (TCC	C) Data Too	ol - FOIA							
Categories	10-Oct '	11-Nov 1	12-Dec	01-Jan 0	2-Feb (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	416	435	537	464	566	927	852	875	283	351	390	353	6,449
2019				109	120	150	140	170	152	181	176	146	1,344
				103	120	130	140	170	132		170		
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Fly	er									1		1	2
Civil Rights				9	5	6	4	4	5	10	6	6	55
Civil Rights - Age				1	1	1	1		1	1			6
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns											1	1	2
Civil Rights - Headwear							1						1
				0			'	4				1	
Civil Rights - National Origin				2				1				1	4
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina				2	3	3	1	1	3	6	3	1	23
Civil Rights - Screening of Religious Cultu	ral and Cerem	onial Items		1				1					2
Civil Rights - Sex/Gender/Gender Identity	Not Transger	nder		1				1	1	3	1	3	10
Civil Rights - Sexual Orientation - Not Tra				1	1								2
Civil Rights - Transgender Screening	gomao.			1		1					1		3
								10	40				
Customer Service				14	28	42	44	42	46	38	51	32	337
Customer Service - CSM												1	1
Customer Service - Others				1	2	11	6	6	7	9	11	4	57
Customer Service - TSO				13	26	31	38	36	39	29	40	27	279
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
	C			7	0	0	0	12	8	10	9	9	
Locks				- /	8	8	8	13	0	12	9	9	82
Locks - General							1						1
Locks - Missing or Damaged Lock				7	8	8	7	13	8	12	9	9	81
Lost and Found				6	7	4	7	2	1	2	5	9	43
Lost and Found - Airport/TSA				6	7	4	7	2	1	2	5	9	43
Mishandling of Passenger Property				23	25	32	20	27	26	31	32	22	238
Mishandling of Passenger Property - Dam	agod/Missing	Itome Corr	y on Lug	4	20	3	1	4	2	3	2	4	23
Mishandling of Passenger Property - Dam				18	19	21	16	19	21	22	26	18	180
Mishandling of Passenger Property - Dam				ggage	1		1		1				3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked	1	5	8	2	4	2	6	4		32
Patdown				1	6	6	3	5	7	6	1	3	38
Patdown - Children										1			1
Patdown - Flyer					6	5	2	5	7	5	1	3	34
Patdown - Flyer as Observer				1	-				,		- '		
•				ı									1
Patdown - General						1							1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				3	4	5	4	11	8	14	13	8	70
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		1
Persons w/ Disabilities (PWD) - Breast Ca							1			1			2
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental I	Disability								1	1	2
		tai /ivieritai i	Disability							4			
Persons w/ Disabilities (PWD) - Diabetes				1		1			2	1	1		6
Persons w/ Disabilities (PWD) - General					1					2		2	5
Persons w/ Disabilities (PWD) - Hearing I	mpairment							2				1	3
Persons w/ Disabilities (PWD) - Internal M	ledical Device	s					1	1					2
Persons w/ Disabilities (PWD) - Medically			nd Medical	Supplies	1	2		2	3	1	5	2	16
Persons w/ Disabilities (PWD) - Metal Imp						1							1
	,	Mhaalabair	or Constan	\		- '		2		3	3	1	
Persons w/ Disabilities (PWD) - Mobility E			or Scooler))							3	1	9
Persons w/ Disabilities (PWD) - Prosthesi										1			1
Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler	Equipment								1	1		2
Persons w/ Disabilities (PWD) - Service A	nimals			1									1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)					1	1	1	1			4
Persons w/ Disabilities (PWD) - Wheelcha				1	2	1	1	3	2	3	1	1	15
Prohibited & Permitted Items	, 0000101, 0	ognaj						1					1
	d Tabaaaa												
Prohibited & Permitted Items - Alcohol and	1 TODACCO							1					1
Property - Special Handling				28	23	18	34	38	31	41	27	34	274
Property - Special Handling - Damaged Ite	ems - Carry-O	n		5	1	2	5	3	2	1	4	3	26
Property - Special Handling - Damaged Ite	ems - Checked	d		5	2	7	7	14	8	12	5	11	71
Property - Special Handling - Missing Item	s - Carry-On			6	7	1	9	7	5	8	7	6	56
Property - Special Handling - Missing Item				12	13	8	13	14	16	20	11	14	121
	is - Officered				10	0		14	10	20	1	14	
Request for Assistance				1			2						4
Request for Assistance - Other				1			2				1		4
Screening				17	14	29	14	27	20	26	31	21	199
Screening - Children										1			1
Screening - Crew Member or Airline Empl	oyee							1		1	1		3
Screening - Inconsistency	,					2		1					3
Screening - Lengthy Lines				5	5	8	2	3	3	3	7	3	39
Screening - Procedures/Process				11	8	17	11	20	16	16	19	16	134
Screening - Retrieving Abandoned/Confis	cated Items					1	1	1	1	2	1	1	8
Screening - Security Breach				1	1	1		1		3	3	1	11
2020	171	138	201	146	131	72	8	13	18	32	38	39	1,007
Civil Rights	5	3	8	4	4	3	1		1			2	31
Civil Rights - Age	1	1			1	1			•				4
	'	1			1	- 1							1
Civil Rights - Headwear													
Civil Rights - National Origin	1	1			1								3
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	1		5	2		1	1		1			1	12
Civil Rights - Screening of Religious Cultu		onial Items		1									1
Civil Rights - Screening of Religious or Cu		1											1
Civil Rights - Sex/Gender/Gender Identity		1	3	1	4								
			3	ı	1								7
Civil Rights - Transgender Screening						1							1
Customer Service	47	41	59	31	38	16	2	3	4	5	6	3	255
Customer Service - CSM		1											1
Customer Service - Others	13	13	10	6	8			1	2				53
Customer Service - TSO	34	27	49	25	30	16	2	2	2	5	6	3	201
2.2.3.1101 201.1100	J-T	-1	-10	20		10				3	0	3	201

) Data Too								
tegories	10-Oct 11	I-Nov 12	P-Dec 0	1-Jan 0		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements					1							1	2
Identification (ID) Requirements - Domest					1							1	2
Locks	10	4	17	8	4	4			1	4	1	3	56
Locks - General	40	4	47	1 7	4	4			4	4	-		1
Locks - Missing or Damaged Lock Lost and Found	10	3	17 9	7 9	10	3	1	1	1	<u>4</u> 1	1 2	3	55 47
Lost and Found - Airport/TSA	4	3	9	9	10	3	1	1	1	1	2	3	47
Mishandling of Passenger Property	30	19	39	36	26	10	3	3	4	5	6	13	194
Mishandling of Passenger Property - Dam					20	10	3	3		1	0	10	134
Mishandling of Passenger Property - Dam		3	6	2	5	1	1			1		2	25
Mishandling of Passenger Property - Dam		12	27	30	21	6	2	3	4	3	5	8	141
Mishandling of Passenger Property - Disa		4	6	4	21	3					1	3	27
Patdown	2	6	2	1	1	3							15
Patdown - Children				1									1
Patdown - Flyer	2	5	2		1	3							13
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	11	7	11	1	5	2				1	2		40
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not Bre	ast Cancer				1							1
Persons w/ Disabilities (PWD) - Cognitive		ıl /Ment	1										1
Persons w/ Disabilities (PWD) - Diabetes			1										2
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Hearing I		1			1								2
Persons w/ Disabilities (PWD) - Internal N					1								2
Persons w/ Disabilities (PWD) - Medically		1								1			4
Persons w/ Disabilities (PWD) - Metal Imp					1								2
Persons w/ Disabilities (PWD) - Mobility [2	2	1									6
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Respirato		quipment									1		1
Persons w/ Disabilities (PWD) - Service A			2								1		3
Persons w/ Disabilities (PWD) - Touch Av		-			2								2
Persons w/ Disabilities (PWD) - Wheelcha		2	3	0.4	40	1		0	-	4.4	40	40	10
Property - Special Handling - Demograd It	32	26	30	34	19 1	17		3	7	<u>11</u> 1	18 1	13	210
Property - Special Handling - Damaged It Property - Special Handling - Damaged It	7	2	8	2 4	3	2		2	4	4	5	5	12 46
Property - Special Handling - Missing Iten		6	10	13	4	5			4	3	1	4	52
Property - Special Handling - Missing Iten		16	11	15	11	10		1	3	3	11	4	100
Request for Assistance	1	10	- 11	10	1	10		'		J	- 11		2
Request for Assistance - Other	1				1								2
Screening	29	29	26	22	22	14	1	3		5	3	1	155
Screening - Inconsistency		3		1	1								5
Screening - Lengthy Lines	9	9	6	4	7	1							36
Screening - Procedures/Process	15	16	19	15	13	13	1	3		5	2	1	103
Screening - Retrieving Abandoned/Confis		1	1	1							1		4
Screening - Security Breach	5			1	1								7
2021	47	42	34	34	41	42	72	97	113	138	176	168	1,004
										1			1
Additional Information Required/Insufficient In													
Additional Information Required/Insufficient		EMAIL ONL								1			1
Additional Information Required/Insufficient		EMAIL ONL	.Y 1			1				1	1	1	1 5
Additional Information Required/Insufficier Airline Airline - Lost Baggage		EMAIL ONL	1								1		1 5 2
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service		EMAIL ONL				1				1		1	1 5 2 3
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals		EMAIL ONL	1					1		1			1 5 2 3 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On	nt Information -		1			1		1		1	1	1	1 5 2 3 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights		EMAIL ONL	1	2	3		5		6	1			1 5 2 3 1 1 1 36
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age	nt Information -		1	2	3	1	5	1	6 2	1 1	1	1	1 5 2 3 1 1 1 36 2
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	nt Information -		1	2	3	1	5	1		3	1	1	1 5 2 3 1 1 36 2
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	nt Information -		1	2	3	1		1		1 1	1	1	1 5 2 3 1 1 36 2
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear	nt Information -		1	2	3	1	5	1		3	1	1	1 5 2 3 1 1 36 2 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin	nt Information -		1		3	1		1		3	1	1	1 5 2 3 1 1 36 2 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion	nt Information -	1	1	2		1	1	1	2	3	8	1	3 3 1 1 36 2 1 1 1 1
Additional Information Required/Insufficier Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	at Information -	1	1	1	2	3	1 3	1	3	3	8	1	1 5 2 3 3 1 1 1 36 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity	at Information -	1	1			3	1	1	2	3	8	1	3 3 1 1 36 2 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	at Information -	1	1	1	2	3	1 3	1	3	3	8	1	1 1 5 5 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 2 0 0 8 8 1 1
Additional Information Required/Insufficier Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity	at Information -	1	1	1	2	3	1 3	1	3	3	8	1	1 5 2 3 1 1 1 36 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims	at Information -	1	1	1	2	3	1 3	1	3	3	8	1	1 5 5 2 2 3 3 1 1 1 1 1 1 1 1 1 1 2 2 0 8 1 1 2 2 1 1 2 1 1 2 1 2 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General	at Information -	1	1	1 1	2	3	1 3	1	3	3	8	1	1 5 2 3 1 1 1 36 2 1 1 1 1 1 20 8 8 1 1 2 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status	3 1 2 Not Transgeno	1 1 ler	1 1 1 1 1	1 1 1	2 1	3	3 1	1 1	3 1	3 1 1	7 1	1	1 1 36 2 1 1 1 1 20 8 8 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service	3 1 2 Not Transgeno	1 1 ler	1 1 1 1 1 9	1 1 1	2 1	3	3 1	1 1	3 1	3 1 1	7 1	1	1 5 2 3 3 1 1 1 3 6 2 1 1 1 1 1 1 1 2 0 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hadwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service	1 1 2 - Not Transgeno	1 1 ler	1 1 1 1 1 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	3	3 1	1 1	3 1	3 1 1 1	7 1	1	1 5 2 3 1 1 1 36 2 1 1 1 1 1 2 2 8 8 1 2 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others	1 1 2 - Not Transgeno	1 1 ler	1 1 1 1 1 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	3	3 1	1 1	3 1	3 1 1 1	7 1	1 1 22	1 1 3 6 2 1 1 1 1 1 2 0 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hational Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - Others	1 1 2 - Not Transgence 11	1 1 ler 7	1 1 1 1 9 1	1 1 1 1 1 1 2	2 1	2 1	3 1	1 1 20	3 1	1 1 1 1 1 1 25 1 1	7 1	1 1 22	1 1 5 5 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General	1 1 2 - Not Transgence 11	1 1 ler 7	1 1 1 9 1 8	1 1 1 1 11 2	2 1 1 16	1 3 3 5 5	1 3 1 14	1 1 20 20	3 1 17	1 1 1 3 3 1 1 1 1 25 1 24 1 1	7 1	1 1 22 22 1 21	1 1 5 5 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 1 2 - Not Transgeno	1 1 der 7	1 1 1 1 9 1	1 1 1 1 1 1 2	2 1	2 1	1 3 1 14 14	1 1 20	3 1	1 1 1 3 1 1 1 25 1 24	7 1	1 1 22	1 1 3 3 4 3 4 4 3 3 4 4 3 3 7 4 3 7 4 3 7 4 1 3 7 4 1 3 7 4
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program	at Information - I	1 1 der 7	1 1 1 9 1 8	1 1 1 1 11 2	2 1 1 16	1 3 3 5 5	1 3 1 14	1 1 20 20	3 1 17	1 1 1 3 3 1 1 1 1 25 1 24 1 1	1 8 7 1 22 22	1 1 22 22 1 21	1 1 3 3 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 2 - Not Transgence 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 ler 7	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 1 16	1 3 2 1 5	1 3 1 14 14 22 1	1 1 20 20 38	3 1 17 17	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 1 1 22 22 22 26 86 2	1 1 22 2 1 21 98	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	at Information -	1 Ider 7 7 on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16	1 3 2 1 5 5	1 3 1 14 14 22 1	1 1 20 20 38	2 3 1 17 17 42	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 1 1 22 22 22 86 2 4	1 1 1 22 1 21 98	1 1 5 5 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Facial Profiling or Discrimin Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 1 16	1 3 2 1 5	1 3 1 14 14 22 1	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 1 1 22 22 22 26 86 2	1 1 1 22 1 21 98 6 91	1 1 3 3 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Facial Profiling or Discrimina Civil Rights - Transgender Screening Claims Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5	1 3 1 14 14 22 1	1 1 20 20 38	2 3 1 17 17 42	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 1 1 22 22 22 86 2 4	1 1 1 22 1 21 98	1 1 5 5 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5	1 3 1 14 14 22 1	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 1 1 22 22 22 86 2 4	1 1 1 22 1 21 98 6 91	1 1 36 2 3 3 45 5 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hadwear Civil Rights - Hadwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Claims - Status Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5 16	1 3 1 14 14 22 1 1 20	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 7 1 22 22 86 2 4 80	1 1 1 22 1 21 98 6 91 1	1 1 36 2 3 3 3 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5 16 15	1 3 1 14 14 22 1 1 20	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 8 7 7 1 1 22 2 2 86 2 4 80 2 2	1 1 1 22 1 21 98 6 91 1	1 1 3 3 4 5 3 3 4 5 5 1 1 8 8 1 1 8 1 1 8 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5 16	1 3 1 14 14 22 1 1 20	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 7 1 22 22 86 2 4 80	1 1 1 22 1 21 98 6 91 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 der 7 7 iilitary on Program	1 1 1 1 1 1 9 1	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5 16 15	1 3 1 14 14 22 1 1 20	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 3 1 1 1 1 25 1 1 59 2 57	1 8 8 7 1 1 222 22 86 2 4 80 2 2 1 1	1 1 1 22 1 21 98 6 91 1	1 1 36 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional Information Required/Insufficier Airline - Lost Baggage Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	at Information -	1 1 In the second of the sec	1 1 1 1 1 1 9 1 1 7 pt ln	1 1 1 1 1 11 2 9	2 1 16 16 3	1 3 2 1 5 5 16 15	1 3 1 14 14 22 1 1 20	1 1 20 20 38 6 31	2 3 1 17 17 42 2 39	1 1 1 3 1 1 1 25 1 24 1 1 59	1 8 7 1 22 22 86 2 4 80	1 1 1 22 1 21 98 6 91 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

					(TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	2	2			1			1		2		1	9
Locks - General										1			1
Locks - Missing or Damaged Lock	2	2			1			1		1		1	8
Lost and Found	5	3					2		4	- '			
					1		3	1	1		2		18
Lost and Found - Airport/TSA	5	3			1		3	1	1		2		18
Mishandling of Passenger Property	6	9	8		7 5		4	4	2	7	4	. 1	57
Mishandling of Passenger Property - Dam	1	2	. 1		2 1		1	2		3			13
Mishandling of Passenger Property - Dam	4	7	6		4 4		2	2	2	4	. 3		38
Mishandling of Passenger Property - Disa			1		1		1				1		6
No Jurisdiction	'		- '				1		1	1		1	5
No Jurisdiction - Refer to CBP							1		1		1	1	4
No Jurisdiction - Refer to Other										1			1
Patdown	3	2					2	1	2	1	4	. 3	18
Patdown - Children									1				1
Patdown - Flyer	3	2					2	1	1	1	4	. 1	15
Patdown - Flyer as Observer												1	1
•													
Patdown - General												1	1
Persons w/ Disabilities (PWD)	1	2	. 1			3	2	9	4	8	9	5	44
Persons w/ Disabilities (PWD) - Autism S													1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	tal Disability	/								1	1
Persons w/ Disabilities (PWD) - Diabetes			1			1			1	1	1	1	6
Persons w/ Disabilities (PWD) - Diapers/0		accinac/M					1						1
		coolingo/ivi	asks					2	4			4	
Persons w/ Disabilities (PWD) - General								2	1			1	4
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Internal N	Medical Device	ces				1			2	1	2		6
Persons w/ Disabilities (PWD) - Medical [Devices - Atta	ached to the	ne Body			1		1			1		3
Persons w/ Disabilities (PWD) - Medically				al Supplie	es			3		1	1		5
Persons w/ Disabilities (PWD) - Mobility [1			1
Persons w/ Disabilities (PWD) - Mobility E		. TTHOCHU	51 5000	,				2		1			1
								2					3
Persons w/ Disabilities (PWD) - Prosthesi		1					1			1		2	5
Persons w/ Disabilities (PWD) - Service A		1								1	3		5
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1	1		2
Prohibited & Permitted Items	1		1		1	1	1	1	4	2	. 5		17
Prohibited & Permitted Items - Alcohol and	d Tobacco								1	1			2
Prohibited & Permitted Items - Firearm/Ar							1						1
						4	1		4				
Prohibited & Permitted Items - Food/Beve	erages					1			1		1		3
Prohibited & Permitted Items - General			1						1	1	1		4
Prohibited & Permitted Items - Knives/Too	ols/Razors/SI	harp Obje	cts		1								1
Prohibited & Permitted Items - Lighters/M	1												1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols							1	1		2		4
Prohibited & Permitted Items - Medication		/Medically	/ Necessary	/ Items							1		1
Property - Special Handling	8	7			6 9	6	10	7	17	0		1.1	
							10		17	8			113
Property - Special Handling - Damaged It		1			4		1	1	5	2			25
Property - Special Handling - Damaged It					1 2	1	2	1	3	2	. 1	4	18
Property - Special Handling - Missing Iten	2	2	2		3 1	3	5	4	4	4	. 4	. 5	39
Property - Special Handling - Missing Iten	5	4	1		2 2	1	2	1	5		5	3	31
Screening	7	9	2		2 3		7	13	17	15			111
Screening - Children	,							10		1			1
								4					
Screening - Inconsistency	_	1			3		1	1	2		1	3	12
Screening - Lengthy Lines	2					4	1	2	1	1	2	. 1	14
Screening - Opposite Gender												1	1
Screening - Procedures/Process	5	8	1		2	1	4	10	14	12	10	12	79
Screening - Retrieving Abandoned/Confis	cated Items					1	1			1			3
Screening - Security Breach			1										1
2022	400	255		47	E 274	cco	622	FOF					
	198	255	302			663	632	595					3,094
Additional Information Required/Insufficient Int			ONILLY		1								1
Additional Information Required/Insufficient	nt Informatio		ONLY		1								1
Airline	1	1					1	1					4
Airline - Policy/Regulations/Service	1	1					1	1					4
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	6	4			2 3	7	3	5					34
	В	4	4		۷ 3		3						
Civil Rights - Age	<u> </u>							1					1
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										1
Civil Rights - National Origin						2							2
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	3					7
	_	_	_		4 -			3					
Civil Rights - Racial Profiling or Discrimina		2			1 3								15
Civil Rights - Screening of Religious Cultu		1											1
Civil Rights - Screening of Religious or Cu	ultural Garme	ents				1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	1				1		1					3
Civil Rights - Transgender Screening	,				1								1
Claims		1											1
Claims - Status		1		-	4								1
Customer Service	25	29	32			25	18	28					201
Customer Service - CSM					1								1
Customer Service - Others							1						1
Customer Service - TCC								1					1
Customer Service - TSO	25	29	32	2	3 20	25	17	27					198
Expedited Passenger Screening Program	125	177	198	12			567	495					2,482
Expedited Passenger Screening Program					1			1					2
Expedited Passenger Screening Program		2				1	3	4					11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program		25	20		4 13	11	16	19					118
Expedited Passenger Screening Program		149					548	469					2,346
and a descrigor coronning r rogium	110	173	170	1.11		500	0-10	+03					≥,0+0

						Tool - FOIA							<u>_</u>
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Progran	n - TSA/DHS	1				1		2					
Hazardous Materials Safety		3	1				1						
Hazardous Materials Safety - General		3	1				1						
Identification (ID) Requirements		2											
Identification (ID) Requirements - Domes	stic	2											
Locks	2	1	1		1			2					
Locks - Missing or Damaged Lock	2	1	1		1			2					
Lost and Found		1	2	3	2	3	1	4					1
Lost and Found - Airport/TSA		1	2	3	2	3	1	4					1
Mishandling of Passenger Property	2	3	4	2	1		3	7					2
Mishandling of Passenger Property - Dar	n 1	1	3					4					
Mishandling of Passenger Property - Dar		2			1		2	2					1
Mishandling of Passenger Property - Disa		Carry-or	or Checke	d			1						
No Jurisdiction	2	1			1	1	1	4					1
No Jurisdiction - No Referral								2					
No Jurisdiction - Refer to CBP		1		2		1	1						
No Jurisdiction - Refer to Department of	State							1					
No Jurisdiction - Refer to Other	2		3		1								
Notice of Violation/Civil Penalties	_				1								
Notice of Violation/Civil Penalties - Gene	l ral				1								
Patdown	3	2	1		4		4	7					2
Patdown - Flyer	1				4		4						2
Patdown - Flyer as Observer	2	1						0					
Patdown - Non-Flyer		- '						1					
Persons w/ Disabilities (PWD)	10	6	6	2	2	7	7						
Persons w/ Disabilities (PWD) - Cancer (0	0			- 1	- 1	0					
` '													
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes						-	0						
Persons w/ Disabilities (PWD) - Diapers/						1	2						
Persons w/ Disabilities (PWD) - Diapers/ Persons w/ Disabilities (PWD) - General							1						
. ,			1		1	1		1					
Persons w/ Disabilities (PWD) - Hearing		-	-				2						
Persons w/ Disabilities (PWD) - Internal		1	1			4	1						
Persons w/ Disabilities (PWD) - Medical						1	1						
Persons w/ Disabilities (PWD) - Medicall	-					1		2					
Persons w/ Disabilities (PWD) - Mobility		2			1			1					
Persons w/ Disabilities (PWD) - Ostomy/		1						1					
Persons w/ Disabilities (PWD) - Prosthes		. 2				1							
Persons w/ Disabilities (PWD) - Touch A		trauma)	1	2									
Persons w/ Disabilities (PWD) - Visual In													
Persons w/ Disabilities (PWD) - Wheelch			2			1							
Prohibited & Permitted Items	4	3	5										1
Prohibited & Permitted Items - Alcohol ar													
Prohibited & Permitted Items - Beauty &													
Prohibited & Permitted Items - Food/Bev	e 1	1											
Prohibited & Permitted Items - General			3										
Prohibited & Permitted Items - Knives/To		1											
Prohibited & Permitted Items - Sporting (Goods	1											
Property - Special Handling	4	10	18	6	9	15	10	7					7
Property - Special Handling - Damaged I		3					5						2
Property - Special Handling - Damaged I	tems - Check	ed	5	1	2	2							
Property - Special Handling - Missing Iter	n 1	5	2	1	2	7	5	7					
Property - Special Handling - Missing Iter	n 1	2	2		4	2							
Screening	14	11	26	11	13	20	16	30					14
Screening - Children								1					
Screening - Gate Pass		1											
Screening - Inconsistency	2	1	6		2	1	1	7					
Screening - International Screening					1								
Screening - Lengthy Lines	4	1	6	1	2		1	5					2
Screening - Procedures/Process	8	8											3
Screening - Retrieving Abandoned/Confis				1									1

Categories	10-Oct		A Contact C 12-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW	3	9	12	12	13	14	17	13	6	3		· · · · · · · · · · · · · · · · · · ·	117
2019		•	•-		1	1	1		3	•	•	1	
Locks					•	•	•		2			•	2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property							1		1				
Mishandling of Passenger Property - Dam	ı naged/Missing	ItemsChe	cked Baggar	ge					1				
Mishandling of Passenger Property - Disa				90			1						
Patdown		ourly on o	Onlockou									1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)						1							
. ,													
Persons w/ Disabilities (PWD) - General						1							
Screening					1								
Screening - Procedures/Process					1								
2020		1	2	2	2	1				1	1		1
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity	 Not Transge 	nder										1	
Customer Service				1						1			
Customer Service - TSO				1						1			
Mishandling of Passenger Property			1	1		1							
Mishandling of Passenger Property - Dam	i naged/Missing	Items Priva	ate Scree	1									
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Disa			r Checked			1							
Patdown	linayed nems-	-Oarry-Orr O	Officered		2								
Patdown - Flyer					2								
•			4										
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelch	1										
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Checke	d									1		
Screening		1											
Screening - Procedures/Process		1											
2021		1			3	2	5	7	3	2	5	7	3
Airline								1					
Airline - Policy/Regulations/Service								1					
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimina	ation							1					
Customer Service	I	1							1		1		
Customer Service - TSO		1							1		1		
		- '				- 1	2	2	1	2			
Expedited Passenger Screening Program	TCA Applie	-4i D				1	3	3	1	2	3		1
Expedited Passenger Screening Program			ım					1				1	
Expedited Passenger Screening Program	- TSA PreCh	eck				1	3	2	1	2	3	3	1
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property					1	1		1					
Mishandling of Passenger Property - Dam	naged/Missing	ItemsChe	cked Bagga	ge	1	1							
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on o	r Checked					1					
No Jurisdiction					1								
No Jurisdiction - Refer to Other					1								
Persons w/ Disabilities (PWD)									1		1		
Persons w/ Disabilities (PWD) - Internal N	l Aedical Device	96							1		1		
	I	30					1						
Property - Special Handling Property - Special Handling - Damaged Ite	l omo Chooko	d					1						
	l	u			1		1					3	
Screening							- 1						
Screening - Inconsistency					1							3	
Screening - Procedures/Process							1						
2022	3	7	10	10	7	10	11	6					6
Customer Service			2										
Customer Service - TSO			2										
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5					5
Expedited Passenger Screening Program	- TSA Appl	1		1			1						
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5					5
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missi	1											
Patdown	3-2					1							
Patdown - Flyer						1							
						1							
Persons w/ Disabilities (PWD)	Nonze	ladic-#:···	nd M-4:1 0	Numer Co.				1					
Persons w/ Disabilities (PWD) - Medically	necessary M	iedication a	nd Medical S					1					
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Checke	d		1									
Screening	1					1							
Screening - Procedures/Process	1					1							
	•												

			Contact Center										
Categories	10-Oct 11	I-Nov 12	-Dec 01-Jar	1 02-Fe	eb 03-Mar	04-	-Apr (05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	14	6	9 ′	10	13 1	8	13	5	9	18	13	10	138
2019				3	7	7	5	1	5	13	5	6	52
Civil Rights				2					1				3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimin	ation			1					1				2
Customer Service	ation			1	1	3	3				1		8
											1		
Customer Service - TSO					1	3	3				1		8
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1	1	4	1			5	1	1	14
Mishandling of Passenger Property - Dam	naged/Missing It	emsCarry-	on Luggage			1							1
Mishandling of Passenger Property - Dam				1		3	1			4	1	1	12
Mishandling of Passenger Property - Disa				'	'	0	'			1		'	1
Patdown	l layed items0	arry-orr or o	TICORCU						2	3			5
Patdown - Flyer									2	3			5
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	/heelchair or	Scooter)								1		1
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Iten	ns - Checked							1		3		1	5
Screening					5		1		2	1	1	4	14
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					4		1		2	1	1	3	12
2020	7	4	5	4		4	1	1	1	'	5		35
Civil Rights		4	J	-	J	•	1	1	1		1		
	_4:						1						2
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Civil Rights - Transgender Screening							1						1
Customer Service		1		1		2							4
Customer Service - TSO		1		1		2							4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1	2		1					1		7
Mishandling of Passenger Property - Dam	naged/Missing It		1								1		2
Mishandling of Passenger Property - Dam		1				1							3
Mishandling of Passenger Property - Disa		orny on or C	hooko	2		1							2
		arry-orr or C	HECKE		4								
Patdown	3			1	1								5
Patdown - Flyer	3			1	1								5
Persons w/ Disabilities (PWD)		2	2						1		1		6
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											1
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dicatior	1								1		2
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility [/heelch	1										1
Persons w/ Disabilities (PWD) - Touch Av		1											1
Property - Special Handling	1		1		1	1		1					5
Property - Special Handling - Damaged It	oma Chaakad		'			1		1					2
			4			1		- 1					
Property - Special Handling - Missing Iten			1		1								3
Screening	1		1		1						2		5
Screening - Children			1										1
Screening - Procedures/Process	1										2		3
Screening - Security Breach					1								1
2021	4	1				2	2	1	3	5	3	4	25
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimin	ation									1			1
Customer Service						1			1	1	1	1	5
Customer Service - TSO						1			1	1		1	5
Expedited Passenger Screening Program						1			1	1		1	3
	TCA DesChar	I.											
Expedited Passenger Screening Program	- TSA Prechec	K							1	1		1	3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1						1			1			4
Mishandling of Passenger Property - Dam	1						1			1	1		4
Property - Special Handling	1	1						1	1	1	1	2	8
Property - Special Handling - Damaged It	1										1	2	4
Property - Special Handling - Missing Iten		1						1	1	1			4
Screening	2						1						3
Screening - Procedures/Process	2						1						3
2022	3	1	4	3	3	5	5	2					26
Civil Rights	3	ı	1	J	J	J	J						1
•	N T	L											
Civil Rights - Sex/Gender/Gender Identity	- NOL Transgend	Jer -	1		4								1
Customer Service					1		2						3
Customer Service - TSO					1		2						3
Expedited Passenger Screening Program	1	1	2	2	1	4	2	2					15
Expedited Passenger Screening Program	1			1			1						3
Expedited Passenger Screening Program		on Program			1								1
Expedited Passenger Screening Program		1	2	1		4	1	2					11
Patdown				-	1	•	•						1
Patdown - Flyer					1								
•					ı								1
Persons w/ Disabilities (PWD)	L		1										1
Persons w/ Disabilities (PWD) - Autism S			1										1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten													1
Screening				1		1	1						3
Screening - Inconsistency						1							1
	1					-							<u> </u>

Categorie	es	10-Oct 1	1-Nov	12-Dec 01-J			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Screening - Procedures/Process				1			1						2
FAR		8	10	13	8	7	11	7	13	5	7			109
201					1	1	1	2	4	5	4		6	
	Civil Rights Civil Rights - Racial Profiling or Discrimin	ation										1		1
	Customer Service								1			'		1
	Customer Service - TSO								1					1
	Locks									1			1	2
	Locks - Missing or Damaged Lock Lost and Found									1			1	2
	Lost and Found - Airport/TSA												1	1 1
	Mishandling of Passenger Property										1	1	3	5
	Mishandling of Passenger Property - Dam	naged/Missing	temsC	hecked Baggage							1			3
	Mishandling of Passenger Property - Disa	arrayed Items0	Carry-on	or Checked									2	2
	Patdown							1	1	1	1			6
	Patdown - Flyer Persons w/ Disabilities (PWD)							1 1	1	1	1	2		6
	Persons w/ Disabilities (PWD) - Mobility [∐ Disability (Not \	Vheelch:	air or Scooter)				1						1
	Property - Special Handling		VIIOOIOIII	an or cocotor,			1		2	2	1			6
	Property - Special Handling - Damaged It	ems - Checked							1		1			2
	Property - Special Handling - Missing Iter	ns - Checked					1		1	2				4
	Screening				1	1				1	1	1		6
	Screening - Inconsistency												1	1
	Screening - Lengthy Lines				1	1				1	1	1		1 4
202	Screening - Procedures/Process	3	3	1	2	1					1			13
202	Customer Service		1	•	1						'			2
	Customer Service - TSO		1		1									2
	Locks		1											1
	Locks - Missing or Damaged Lock		1											1
	Mishandling of Passenger Property	agged/Missis	1	1 1	1							1		4
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa				1							1		3
	Property - Special Handling	2	Jan y-On	OI CITECKEU		1						1		4
	Property - Special Handling - Damaged It													1
	Property - Special Handling - Damaged It	ems - Checked										1		1
	Property - Special Handling - Missing Iter					1								2
	Screening Provide (Provide (Pr	1									1			2
202	Screening - Procedures/Process	1 2	2	•				1			1			2
202	Civil Rights	2		2				1	3		2	2		19 2
	Civil Rights - Racial Profiling or Discrimin	ation										2		2
	Customer Service								1					1
	Customer Service - TSO								1					1
	Expedited Passenger Screening Program								2		1			7
	Expedited Passenger Screening Program	- TSA PreChe	ck						2		1	3	1	7
	Mishandling of Passenger Property Mishandling of Passenger Property - Dam	agged/Missing	tomo C	1				1 1						2
	Prohibited & Permitted Items	laged/Missing	terrisC	1				- 1						1
	Prohibited & Permitted Items - Chemical/I	। Household Pro	lucts	1										1
	Property - Special Handling		2								1			3
	Property - Special Handling - Damaged It										1			1
	Property - Special Handling - Damaged It		1											1
	Property - Special Handling - Missing Iter	1	1									1		1
	Screening Screening - Procedures/Process	2 2										1		3
202		3	5	10	5	5	10	4	6			'		48
	Customer Service						1	1	1					3
	Customer Service - TSO						1	1	1					3
	Expedited Passenger Screening Program	3	4	9	5	4	7	3	5					40
	Expedited Passenger Screening Program					1								1
	Expedited Passenger Screening Program Expedited Passenger Screening Program		ion Prog	gram 9	5	1 1	7	3	5					37
	Expedited Passenger Screening Program				5	1		3	5					1
	Patdown		.p.o, oo	орг			1							1
	Patdown - Flyer						1							1
	Persons w/ Disabilities (PWD)						1							1
	Persons w/ Disabilities (PWD) - Diabetes						1							1
	Property - Special Handling		1											1
	Property - Special Handling - Damaged It	ems - Carry	1	1		1								1
	Screening - Procedures/Process			1		1								2
FAT	23.229 1 100044100/1 100033	16	17		19	14	28	25	26	13	10	15	17	213
201	19				6	5	7	8	2		5			46
	Civil Rights						1							1
	Civil Rights - Racial Profiling or Discrimin	ation					1					_	-	1
	Customer Service Others				1	1		2	1		1			10
	Customer Service - Others Customer Service - TSO				1	1		1 1	1		1	2	<u> </u>	5 5
	Locks				1			1	I		1		1	3
	Locks - Missing or Damaged Lock				1						1		1	3
	Mishandling of Passenger Property				1	1	1	2		1				6
	Mishandling of Passenger Property - Dam							1						1
	Mishandling of Passenger Property - Dan	naged/Missing l	temsC	hecked Baç	1	1	1	1		1				5
	Patdown Flyer						1						1	2
	Patdown - Flyer						Т						1	2

		TSA Contact	Center (TC	C) Data Too	I - FOIA							
Categories	10-Oct 11-N	lov 12-Dec	01-Jan (02-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)				1		1			1		1	4
Persons w/ Disabilities (PWD) - Genera	ıl					1						
Persons w/ Disabilities (PWD) - Metal I	mplants (joint)			1								
Persons w/ Disabilities (PWD) - Mobility	/ Disability (Not Whe	elchair or Scoote	r)						1			
Persons w/ Disabilities (PWD) - Wheeld	chair/ Scooter/ Segw	av	,								1	
Property - Special Handling			3	2	2				2	. 2		11
Property - Special Handling - Damaged	Items - Checked		1	2	1				1			
Property - Special Handling - Missing It			1									
Property - Special Handling - Missing It			1		1				1			
	enis - Checked		- '			2	1	- 1			1	
Screening					2	3	1	1		1	1	
Screening - Inconsistency					1							
Screening - Procedures/Process					1	3	1	1		1	1	8
2020	4	6 4	7	3	2	3	3	1	1	2	4	40
Civil Rights		1										•
Civil Rights - Racial Profiling or Discrim	ination	1										
Customer Service		2 1		1	1	1	1			1	1	Ç
Customer Service - Others		1			1						1	;
Customer Service - TSO		1 1		1		1	1			1		
Locks			1	•		•	•					
Locks - Missing or Damaged Lock			1									
	2	4				4	2		4	1		
Mishandling of Passenger Property	3	1	3	1		1	2		1		1	1
Mishandling of Passenger Property - Da		1	2			1	2		1	1	1	1
Mishandling of Passenger Property - Di	sarrayed ItemsCarr	ry-on or Checked	1	1								
Patdown			1	1								
Patdown - Flyer			1	1								
Property - Special Handling		1 1	2		1			1			2	
Property - Special Handling - Damaged	Items - Checked										1	
Property - Special Handling - Missing It								1				
Property - Special Handling - Missing It		1 1	2		1						1	
						4					- 1	
Screening	1	1 2				1						
Screening - Procedures/Process	1	1 1				1						
Screening - Shoe Screening		1										
2021	5	2 3	3	1	7	1	3	10	4	8	7	5
Civil Rights								1	1			
Civil Rights - Hair Patdowns								1				
Civil Rights - Racial Profiling or Discrim	ination								1			
Customer Service	2	1	1	1	3	1		2	2		1	
Customer Service - Others		'	- '	- '		- '			1			
Customer Service - TCC										1		
Customer Service - TSO	2	1	1	1	3	1		2	1		1	1
Duplicate E-mail										1		
Duplicate E-mail - General										1		
Expedited Passenger Screening Program		1			1		1	2		3	3	1
Expedited Passenger Screening Progra	m - Over 75				1							
Expedited Passenger Screening Progra	m - TSA PreCheck	1					1	2		3	3	1
Mishandling of Passenger Property		1	1		1						1	
Mishandling of Passenger Property - Da	nnaged/Missing Item	sCarry-on Lug	1		1							
Mishandling of Passenger Property - Da		1	•		•						1	
Patdown	Illaged/Wilson	1	1							1	- '	
			1							- 1		
Patdown - Flyer			1									
Patdown - Non-Flyer										1		
Persons w/ Disabilities (PWD)									1		1	
Persons w/ Disabilities (PWD) - Diabete	es								1			
Persons w/ Disabilities (PWD) - Medica	lly Necessary Medic	ation and Medica	l Supplies								1	
Property - Special Handling	2				1		2	1				
Property - Special Handling - Damaged	Items - Carry-On						1	1				
Property - Special Handling - Damaged												
Property - Special Handling - Missing It					1		1					
Screening		2					- '	4			- 1	
•	1	2			1			4			1	
Screening - Children								1				
Screening - Inconsistency		1_										
Screening - Lengthy Lines		1										
Screening - Procedures/Process	1				1			3			1	
2022	7	9 6	3	5	12	13	18					7
Civil Rights		1					1					
Civil Rights - Perceived Religion		1										
Civil Rights - Sexual Orientation - Not T	ransgender						1					
Customer Service	3	1			1	1	2					
Customer Service - TSO		1			1	1	2					
	-			_								
Expedited Passenger Screening Program	5	5 4	2	3	6	11	13					4
Expedited Passenger Screening Progra		1 1				1						
Expedited Passenger Screening Progra		4 3	2	3	6	10	12					4
Expedited Passenger Screening Progra	m - TSA/DHS Emplo	oyees - Opt In					1					
Locks		1										
Locks - Missing or Damaged Lock		1										
Mishandling of Passenger Property				1			1					
Mishandling of Passenger Property - Da	maged/Missing Itom	isCarry-on Luga	ane	1			1					
	inayeu/iviissiiiy item	4	age	1			- 1					
Persons w/ Disabilities (PWD)	0	1										
Persons w/ Disabilities (PWD) - Autism	Spectrum	1										
Prohibited & Permitted Items		1										
Prohibited & Permitted Items - Food/Be	verages	1										
Property - Special Handling			1		2							
Property - Special Handling - Damaged	Items - Checked		1									
Property - Special Handling - Missing It					1							
Property - Special Handling - Missing It					1							
	ems - Checked	1				A						
Screening				1	3	1	1					9

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency							1	1					2
Screening - Procedures/Process	2		1		1	3							7

			SA Contac										
gories		1-Nov	12-Dec			03-Mar		05-May	06-Jun		8-Aug	09-Sep	Total
Y	7	5	6	6	6	14	7	10	7	8	5	5	86
2019				2	3	5	4	5	1	3	2		25
Customer Service				1	2								3
Customer Service - TSO				1	2								3
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property	1/2.4:				1	2	1		1				
Mishandling of Passenger Property - Dan						1							
Mishandling of Passenger Property - Dan					1	1							
Mishandling of Passenger Property - Disa	rrayed Items(Carry-on	or Checked				1		1				
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)				1						1			
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication	and Medica	I Supplies						1			
Persons w/ Disabilities (PWD) - Service A	Animals			1									
Property - Special Handling						1	1	3		1			
Property - Special Handling - Damaged It	ems - Checked					1		2					
Property - Special Handling - Missing Iter							1	1		1			
	113 - Officered					1	2	2		'	2		
Screening Cota Base						- 1	1						
Screening - Gate Pass													
Screening - Inconsistency							1						
Screening - Lengthy Lines								1					
Screening - Procedures/Process						1		1			2		
2020	2	3	6	1	1	1		2	1	2	2	2	2
Customer Service		1		1							1		
Customer Service - TSO		1		1							1		
Mishandling of Passenger Property						1		1		2			
Mishandling of Passenger Property - Dam	naged/Missing I	temsCh	necked Band	gage		1		1		1			
Mishandling of Passenger Property - Disa				J -3-						1			
Patdown	ayou nomo	Jany-on	2									1	
Patdown - Children												1	
												1	
Patdown - Flyer			1										
Patdown - Flyer as Observer			1										
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)											1	
Property - Special Handling		2	1		1			1			1		
Property - Special Handling - Damaged It	ems - Carry	1											
Property - Special Handling - Damaged It								1			1		
Property - Special Handling - Missing Iter			1		1								
Property - Special Handling - Missing Iter		1											
Screening	2		3						1				
<u> </u>			3						- '				
Screening - Inconsistency	1												
Screening - Procedures/Process			3						1				
Screening - Retrieving Abandoned/Confis													
2021	2	1		2		4	1	1	5	3	1	3	2:
Customer Service	1			1					1	1			
Customer Service - TSO	1			1					1	1			
Expedited Passenger Screening Program									1		1	2	
Expedited Passenger Screening Program	- TSA PreChe	ck							1		1	2	
Identification (ID) Requirements						1							
Identification (ID) Requirements - ID Mato	hing Ticket and	d Boardin	ng Pass Issu	es		1							
Mishandling of Passenger Property	I I I I I I I I I I I I I I I I I I I	. Douruill											
Mishandling of Passenger Property - Disa						1							
	arrayed Itams (Carry or	or Checked			1							
Persons w/ Disabilities (PWD)	i arrayed Items0 I	Carry-on	or Checked			1			4				
			or Checked						1				
Persons w/ Disabilities (PWD) - Internal M			or Checked						1				
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items	Medical Devices		or Checked							1			
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	Medical Devices	S	or Checked						1	1			
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling	Medical Devices	s 1	or Checked	1			1	1					
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	Medical Devices	s 1	or Checked				1	1	1				
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It	Medical Devices	s 1	or Checked	1			1	1	2				
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	Medical Devices	s 1	or Checked	1			1		2 1				
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	Medical Devices	s 1	or Checked	1		1		1	2 1	1		1	
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	Medical Devices Prages Rems - Checked Rems - Carry-On Res - Checke	s 1	or Checked	1		1			2 1	1		1 1	
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process	Medical Devices	1	or Checked	1 1		2 2	1	1	2 1	1		1 1	I
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022	Medical Devices	s 1	or Checked	1	2	1			2 1	1			1:
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights	Medical Devices	1	or Checked	1 1	2 1	2 2	1	1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin	Medical Devices parages terrages terrages - Checked ms - Carry-On ms - Checke	1	or Checked	1 1	1	2 2	1	1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	Medical Devices parages terrages terrages - Checked ms - Carry-On ms - Checke	1	or Checked	1 1		2 2	1	1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin	Medical Devices parages terrages terrages - Checked ms - Carry-On ms - Checke	1	or Checked	1 1	1	2 2	1	1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	Medical Devices parages terrages terrages - Checked ms - Carry-On ms - Checke	1	or Checked	1 1	1	2 2 4	1	1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	Medical Devices Prages Perages	1	or Checked	1 1	1	2 2 4	2	2	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	Medical Devices	1	or Checked	1 1	1 1	2 2 2 4	1	1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Medical Devices parages mems - Checked ms - Carry-On ms - Checke 1 1 3 1 - Not Transgen 1 - DoD	1	or Checked	1 1	1	2 2 2 4	1 2	1 2	2 1	1			11:
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Medical Devices parages mems - Checked ms - Carry-On ms - Checke 1 1 3 1 - Not Transgen 1 - DoD	1 1 1 1 1 1 1	or Checked	1 1	1 1	2 2 2 4	2	2	2 1	1			11
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	Medical Devices perages Lems - Checked ms - Carry-On ms - Checke 1 1 3 1 - Not Transgen 1 - DoD	1 1 1 der	or Checked	1 1	1 1	2 2 2 4	1 2	1 2	2 1	1			1:
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	Medical Devices Perages	1 1 1 1 1 1 1	or Checked	1 1	1 1	2 2 2 4	1 2	1 1	2 1	1			1
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Iterations	Medical Devices perages Lems - Checked ms - Carry-On ms - Checke 1 1 3 1 - Not Transgen 1 - DoD	1 1 1 der	or Checked	1 1	1 1	2 2 2 4	1 2	1 1 1	2 1	1			
Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	Medical Devices Perages	1 1 1 der	or Checked	1 1	1 1	2 2 2 4	1 2	1 1	2 1	1			1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	2	2	1	2	1	4	3	3	1	2	2	1	24
2019					1	1		1	1		2		6
Customer Service								1	1		1		3
Customer Service - TSO								1	1		1		3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d							1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
2020	1	1		1									3
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1											1
Screening - Procedures/Process		1											1
2021		1				1	1			2		1	6
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender					1						1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program										2		1	3
Expedited Passenger Screening Program	- TSA PreC	Check								2		1	3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
2022	1		1	1		2	2	2					9
Expedited Passenger Screening Program	1		1	1		1	2	2					3
Expedited Passenger Screening Program	1		1	1		1	2	2					8
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLL	215	227		325	344	392	353	403	193	236	214	187	3,355
2019	2.0		200	89	89	94	102	107	90	117	94	69	851
Civil Rights				4	2	2	2	6	4	10	3	1	34
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				2									2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin				1		1			1				3
Civil Rights - Racial Profiling or Discrimina	ation			1	1			4	2	4	1		13
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender				1	1	1		3		1	7
Civil Rights - Sexual Orientation - Not Tra	nsgender				1					1	1		3
Civil Rights - Transgender Screening								1		1			2
Customer Service				8	8	11	13	12	13	23	17	6	111
Customer Service - Others									1	2	1		4
Customer Service - TSO				8	8	11	13	12	12	21	16	6	107
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Internat	ional Travel										1		1
Locks				4	5	3	7	4	5	4	5	2	39
Locks - General									1				1
Locks - Missing or Damaged Lock				4	5	3	7	4	4	4	5	2	38
Lost and Found					1	1	2	1					5
Lost and Found - Airport/TSA					1	1	2	1					5
Mishandling of Passenger Property				27	23	29	30	23	24	40	25	20	241
Mishandling of Passenger Property - Dam	ı naqed/Missin	a ItemsC	arrv-on Lug	5	2	4	4		3			3	21
Mishandling of Passenger Property - Dam				20	17	22	22	22	16	39	23	16	197
Mishandling of Passenger Property - Dam							1				1		2
Mishandling of Passenger Property - Disa				2	4	3	3	1	5	1	1	1	21
Patdown				2	6	3	3	3	2	4	2	4	29
Patdown - Children				_		1							1
Patdown - Flyer					6	2	3	3	2	4	2	4	26
Patdown - Flyer as Observer				2	0		0						2
Persons w/ Disabilities (PWD)				6	7	4	7	4	9	2	4	5	48
Persons w/ Disabilities (PWD) - Autism S	nectrum			0	'		'		1		1	J	2
Persons w/ Disabilities (PWD) - Breast Ca					1				1				2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability		- 1				- 1			1	1
Persons w/ Disabilities (PWD) - Diabetes		ilitai /iviciit	ai Disability							1		1	2
Persons w/ Disabilities (PWD) - General					1				1	<u> </u>		1	2
Persons w/ Disabilities (PWD) - Hearing I	mnairment				1			1	- 1			1	3
Persons w/ Disabilities (PWD) - Hearing I		Modioation	and Madia	- 1	1		2	1				- 1	3
Persons w/ Disabilities (PWD) - Medically		vieuicatioi	i and Medic	1							2		2
		t Mhaalah	air ar Caast	2	0	4	4	1	0			2	
Persons w/ Disabilities (PWD) - Mobility [t wheelch	all of Scool	3	2	1	1	I	2	1			12
Persons w/ Disabilities (PWD) - Ostomy/C				1	4		4						2
Persons w/ Disabilities (PWD) - Service A		trouma)			1		3						3
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im		li auiiia)					3		1				1
· , , ,		Comuni		- 1	1	2		2	3		1		11
Persons w/ Disabilities (PWD) - Wheelcha	aii/ Scoolei/	Segway		1	26	32	21	40		25		22	
Property - Special Handling		0-		32			31		23	25	29	23	261
Property - Special Handling - Damaged It				6 5	3 8	7 6	7	4	3	2	1	9	34
Property - Special Handling - Damaged It				7	4			13			5		60
Property - Special Handling - Missing Item				14		2	11 10	8	14	6	5	4	49
Property - Special Handling - Missing Iten	ns - Checked I			14	11	17		15		13	18	6	118
Screening				0	11	9	7	14	10	9	8	8	82
Screening - Crew Member or Airline Empl	loyee			4								1	1
Screening - Inconsistency				1									1
Screening - Lengthy Lines					40			10	40	2			2
Screening - Procedures/Process				5	10	8	5	13	10	7	8	5	71
Screening - Retrieving Abandoned/Confis	cated Items				1	1						1	3
Screening - Security Breach							2	1				1	4
2020	87	90	95	102	92	68	6	9	24	33	31	37	674
Advanced Imaging Technology (AIT)	1					1							2
Advanced Imaging Technology (AIT) - Fly						1							2
Civil Rights	3	3		4	4	1			2	3	1	2	24
Civil Rights - Age	1	1			1								3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimin		1	1	3					1	1		2	9
Civil Rights - Screening of Religious or Cu													1
Civil Rights - Sex/Gender/Gender Identity		1			2					2			5
Civil Rights - Sexual Orientation - Not Tra	nsgender			1									1
Civil Rights - Transgender Screening					1						1		2
Customer Service	7	13	12	12	16	12			3	2	3	4	84
Customer Service - CSM					1								1
Customer Service - Others	1			1	2								4
Customer Service - TSO	6	13		11	13	12			3	2	3	4	79
Locks	7	7	4	5	4	4		1		1	1		34
Locks - General	1												1
Locks - Missing or Damaged Lock	6	7		5	4	4		1		1	1		33
Lost and Found			1	3						1		4	9
Lost and Found - Airport/TSA			1	3						1		4	9
Mishandling of Passenger Property	24	30		32	27	16	2	3	7	6	5	8	189
Mishandling of Passenger Property - Dam		1		3	4	1		1		2	1		15
Mishandling of Passenger Property - Dam		23		26	21	11	1	1	7	4	4	7	149
Mishandling of Passenger Property - Dam		1		1		2							5
Mishandling of Passenger Property - Disa	1	5		2	2	2	1	1				1	20
Patdown	1	2			4	1		2		2			13
Patdown - Flyer	1	2	1		3	1		2		1			11

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

				Center (TC									
ategories	10-Oct	11-Nov 1	2-Dec (01-Jan ()2-Feb (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha	1						1						2
Prohibited & Permitted Items					1				1	2	3	1	8
Prohibited & Permitted Items - Alcohol and	d Tobacco									2		1	3
Prohibited & Permitted Items - Food/Beve	rages										1		1
Prohibited & Permitted Items - Knives/Too		harn Objects									1		1
Prohibited & Permitted Items - Liquids/Gel		naip Objecto			1				1		1		3
Property - Special Handling	13	10	2		2	7	13	16	16	14			113
						3							
Property - Special Handling - Damaged Ite	3	2	2				4	3	7				39
Property - Special Handling - Damaged Ite	1	1				1	1	1	2			1	10
Property - Special Handling - Missing Item	3	1				3		7	5				26
Property - Special Handling - Missing Iten	6	6			2		8	5	2	6	2	1	38
Request for Assistance										1			1
Request for Assistance - Non-Persons w/	Disabilities	(PWD)								1			1
Screening	11	3		2	6	12	9	6	7	5	7	6	74
Screening - Crew Member or Airline Empl	oyee					1							1
Screening - Inconsistency	,	1			5		2	1	3	1	1		14
Screening - Lengthy Lines	1	'				1	3	1			1		7
	<u>'</u>			1			3	<u> </u>			<u>'</u>		
Screening - Opposite Gender						40							1
Screening - Procedures/Process	10	2		1	1	10	4	4	4	4	5	6	51
2022	84	103	145	118	124	185	184	211					1,154
Airline		1					1	1					3
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	3	•	4	4	4	1	1	4					21
Civil Rights - Age	3		,	-	1		•	-1					1
	mnlovos)		4		1			4					
Civil Rights - Civil Rights Violation (TSA E	inployee)		1					1					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1			1					3
Civil Rights - Not Specified						1							1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimina	3		2	2	1								8
Civil Rights - Sex/Gender/Gender Identity-		iender			1			1					2
Civil Rights - Sexual Orientation - Not Trai		joridoi	1		- '								1
Claims	1		- 1										1
Claims - General	1												1
Customer Service	9	12	10	10	8	17	14	11					91
Customer Service - CSM	1												1
Customer Service - Others					1	1							2
Customer Service - TSO	8	12	10	10	7	16	14	11					88
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	11	70	100	90	06		120	156					
	44	70	108	80	96	139	139	156					832
Expedited Passenger Screening Program						2	2						4
Expedited Passenger Screening Program		6	3	5	7	4	6	4					35
Expedited Passenger Screening Program	44	62	105	75	88	133	130	152					789
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 - Domesti	C				2								2
Identification (ID) Requirements - Internati			1										1
	Ullai ITavei		- 1			1		4					
Locks								1					3
Locks - Missing or Damaged Lock	1					1		1					3
Lost and Found	1		1	2		1	1	3					9
Lost and Found - Airport/TSA	1		1	2		1	1	3					9
Mishandling of Passenger Property	3	4	4	1	1		3	7					23
Mishandling of Passenger Property - Dam	1	1	2		1		2	4					11
Mishandling of Passenger Property - Dam		2	2	1			1	3					11
Mishandling of Passenger Property - Disa		1					1	3					1
No Jurisdiction	1	1			1			1					4
	- 1	ı			I								
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP	1	1			1								3
Patdown	3	2	2		3	3	4	5					22
Patdown - Children							1	1					2
Patdown - Flyer	3	2	2		2	3	3	4					19
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1	1	3	1	1	2	2	6					17
Persons w/ Disabilities (PWD) - Diabetes	- 1	1	J	1	1			1					17
· /	Corment In												
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dr							2					2
Persons w/ Disabilities (PWD) - General		1	1										2
Persons w/ Disabilities (PWD) - Medically				1									2
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	1			1							2
Persons w/ Disabilities (PWD) - Ostomy/C	stomates					1		1					2
Persons w/ Disabilities (PWD) - Respirato		er Equipment			1								1
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelcha			1				1	2					4
` '		Cogway	1				1						
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Pa	1												1
Prohibited & Permitted Items - Knives/Tod	1												1
Property - Special Handling	8	8	8	11	2	7	8	6					58
Property - Special Handling - Damaged Ite	4	2	4	5	1	2	3	4					25
Floperty - Special Handillo - Dalliaged ite			1	1		1	2						10
	2	- 3											10
Property - Special Handling - Damaged Ite		3	- '		4			4					40
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	ıs - Carry-C	1		4	1	2	3	1					12
Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Iten	ıs - Carry-C		3		1			1					11
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	ıs - Carry-C	1		4	1	2							

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	7	4	4	9	5	13	10	9					61
Screening - Crew Member or Airline Empl	loyee				1								1
Screening - Inconsistency			1	1	1	1	2	1					7
Screening - Lengthy Lines						3	1	2					6
Screening - Procedures/Process	7	4	3	8	3	9	5	5					44
Screening - Retrieving Abandoned/Confis	cated Items						2	1					3

			TSA Conta	ct Center (1	「CC) Data ⁻	Tool - FOIA	L						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO		3		2	1	1	2	3	2		1		15
2019				1	1	1		1	1		1		6
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Bag	1				1					2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling									1				1
Property - Special Handling - Missing Ite	ms - Checke	d							1				1
Screening					1								1
Screening - Lengthy Lines					1								1
2020		2					1						3
Customer Service		1											1
Customer Service - TSO		1											1
Screening		1					1						2
Screening - Procedures/Process		1					1						2
2021							1	1	1				3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Ba	ggage			1	1					2
2022		1		1				1					3
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		1						1					2
Expedited Passenger Screening Progran	n - TSA PreC	1						1					2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL					1	3		7			1		12
2021											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2022					1	3		7					11
Expedited Passenger Screening Program					1	3		7					11
Expedited Passenger Screening Program	- TSA PreC	Check			1	3		7					11

gories	10-Oct 11		12-Dec 0	1-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IT	3	5	7	8	12	8	7 7	8 8	3	3			Total
2019	3	ð	1	1	12	1	2		1	2			
				1	1	1		1	1				
Civil Rights								1					
Civil Rights - Age							4	1	4		4		
Customer Service							1		1		1		
Customer Service - TSO							1	1	1		1		
Mishandling of Passenger Property	100	01		1			1						
Mishandling of Passenger Property - Dam	naged/Missing It	emsChe	cked Baç	1			1						
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		
Property - Special Handling					1			1		2			
Property - Special Handling - Damaged It								1		1			
Property - Special Handling - Missing Iten	ns - Checked				1					1			
Screening						1							
Screening - Procedures/Process						1							
2020			1	3	3		1	1		1		1	
Civil Rights				1									
Civil Rights - Hair Patdowns				1									
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property				1	1					1			
Mishandling of Passenger Property - Dam	naged/Missing It	emsChe	cked Bac	1	1					1			
Patdown			1	1	1								
Patdown - Flyer			1	1	1								
Persons w/ Disabilities (PWD)							1	1					
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	/heelchair	or Scooter)				1	- 1					
Persons w/ Disabilities (PWD) - Whoelcha			or occorer)				- 1	1					
	T Scooler Set	gway						- 1					
Property - Special Handling	Observed											1	
Property - Special Handling - Missing Iten	1					_						1	
2021	1	1		1		2		1	2			1	
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program	- TSA PreChec	k		1									
Patdown									1				
Patdown - Flyer									1				
Property - Special Handling						1						1	
Property - Special Handling - Damaged It	tems - Checked					1						'	
Property - Special Handling - Missing Iten												1	
Screening	1							1				1	
Screening - Procedures/Process	1							1					
2022	2	4	6	3	8	5	4	3					
		4		3	1	9	4	1					
		4						1					
Customer Service		1	1										
Customer Service - Others			1										
Customer Service Customer Service - Others Customer Service - TSO		1			1			1					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2	1	2	2	1 7	3	3	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2		2 2	2 2		3 3	3						
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	2	1	1 2 2 1	2 2	1 7		3	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2	1	2 2	2 2	1 7		3	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks Locks - Missing or Damaged Lock No Jurisdiction	2	1	1 2 2 1	2 2	1 7		3	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2	1	1 2 2 1 1	2 2	1 7		3 3	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown	2	1	1 2 2 1 1 1	2 2	1 7		3 3	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown	2	1	1 2 2 1 1 1	2 2	1 7			2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other	2	1	1 2 2 1 1 1	2 2	1 7		1	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling	2 2	1 1 1	1 2 2 1 1 1		1 7		1	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling Property - Special Handling	2 2 2 2 tems - Carry-On	1 1 1	1 2 2 1 1 1	1	1 7		1	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite	2 2 2 2 tems - Carry-On	1 1 1 1 1	1 2 2 1 1 1 1	1	1 7	3	1	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	2 2 2 2 tems - Carry-On	1 1 1	1 2 2 1 1 1	1	1 7	2	1	2					
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	2 2 2 2 tems - Carry-On	1 1 1 1 1	1 2 2 1 1 1 1	1	1 7	3	1	2					

			IOA COIIta	,	. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FOD	2							1		1			4
2020	2												2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2021										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Item	s - Checke	d								1			1
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram					1					1

					TCC) Data								
ategories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD 2040	14	5		7 15		10	11	11	4	7		6	11
2019					1	2	1	2	2	2	1	1	1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	/or				1								
Civil Rights											1		
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transq	ender									1		
Customer Service									1	1			
Customer Service - TSO									1	1			
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)						2							
Persons w/ Disabilities (PWD) - General	l					1							
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medicatio	n and Med	ical Supplies	8	1							
Property - Special Handling	omo Chook	ad					1			1			
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter							1			1			
Screening	is - Checked	1			2			1	1	Į.		1	
Screening - Procedures/Process					1			1	1			1	
Screening - Frocedures/Frocess					1			'				'	
2020	5	1		3 4						2			
Civil Rights										2			
Civil Rights - Hair Patdowns										1			
Civil Rights - Racial Profiling or Discrimin	ation									1			
Customer Service	1			1	1								
Customer Service - TSO	1			1	1								
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	1			1									
Mishandling of Passenger Property - Dan	1			1									
Patdown				1									
Patdown - Flyer Persons w/ Disabilities (PWD)				1	1								
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medicatio	n and Medi	ic 1									
Property - Special Handling	3	Medicatio	ir aria ivica		1								
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iter					1								
Screening				3									
Screening - Lengthy Lines				2									
Screening - Procedures/Process				1									
2021	2				1	2	3	1	2	3	5	5	
Civil Rights							1						
Civil Rights - Racial Profiling or Discrimin	1						1						
Customer Service	1							1		1			
Customer Service - TSO	1							1		1	1		
Duplicate E-mail Duplicate E-mail - General											1		
Expedited Passenger Screening Program						2	1			1	3	5	
Expedited Passenger Screening Program	I - TSA PreC	heck				2	1			1	3	5	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Disa	ı ırrayed Items	Carry-or	or Check	ed					1				
Persons w/ Disabilities (PWD)	Ĺ									1			
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts	3							1			
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Knives/To	ols/Razors/S	harp Obje	cts								1		
Property - Special Handling							1						
Property - Special Handling - Missing Iter	ns - Carry-Oı ı	n					1						
Screening Providence (Providence)	1				1				1				
Screening - Procedures/Process	1			, .,	1	_	_	•	1				
2022 Civil Rights	7	4		4 11	7	6	7						
Civil Rights - Race								1					
Customer Service				1				1					
Customer Service - TSO				1									
Expedited Passenger Screening Program	6	2		3 10) 6	5	6	7					
				3			1	1					
	- ISA Appli					5	5						
Expedited Passenger Screening Program Expedited Passenger Screening Program		2		3 7	6	J							
Expedited Passenger Screening Program				3 /	6	3							
Expedited Passenger Screening Program Expedited Passenger Screening Program	6			3 /	6								
Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	6			1		1	1						
Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility	6 1 1	2			1								
Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Screening Screening - Crew Member or Airline Emp Screening - Inconsistency	6 1 1	2 2		1	1	1							
Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Screening Screening - Crew Member or Airline Emp	6 1 1 1 loyee	2		1	1								

			TSA Conta	ct Center (ICC) Data	001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM		2	1	3	1	3	3	1	4				18
2019				3	1		1		2				7
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage					1				1
Patdown				1					1				2
Patdown - Flyer				1					1				2
Property - Special Handling				1									1
Property - Special Handling - Damaged It	tems - Check	ked		1									1
Screening				1	1		1						3
Screening - Procedures/Process				1	1		1						3
2021		1				1	1		2				5
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program	- TSA PreC	Check					1		1				2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	air or Scoo	ter)		1							1
Property - Special Handling	<u> </u>								1				1
Property - Special Handling - Damaged It	tems - Check	ked							1				1
Screening		1											1
Screening - Inconsistency		1											1
2022		1	1			2	1	1					6
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program	- TSA PreC	Check				2	1						3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically	, Necessary	1											1
Screening								1					1
Screening - Inconsistency								1					1

					-	Tool - FOIA							
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	7	10	8	2	5		9			6			8
2019						1	1	1		1			•
Mishandling of Passenger Property									2		2	2	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCa	arry-on Lug	gage								1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCh	ecked Bag	gage					1		2	1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked						1				
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts						1					
Property - Special Handling							1		1	1	1		
Property - Special Handling - Damaged Ite	ems - Check	ed							1	1	1		
Property - Special Handling - Missing Item	ns - Checked						1						
Screening						1						1	
Screening - Procedures/Process						1						1	
2020	2	1	4	1	1			2		2		1	
Customer Service								1					
Customer Service - TSO								1					
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property	1	1	1		1			1		2			
Mishandling of Passenger Property - Dam		- '	1		1			1		2			
Mishandling of Passenger Property - Disa		1	· ·										
Patdown	l ayeu itelii	'		1									
Patdown - Non-Flyer				1									
Property - Special Handling	1		1	ļ									
			1										
Property - Special Handling - Missing Item	1		1										
Screening			1									1	
Screening - Procedures/Process	_		1									1	
2021	5	2	1			3		4	1	3		3	
Additional Information Required/Insufficient Inf							1						
Additional Information Required/Insufficier							1						
Customer Service	1	1	1				1	1					
Customer Service - TSO	1	1	1				1	1					
Expedited Passenger Screening Program							1	1				3	
Expedited Passenger Screening Program	- TSA PreCh	neck					1	1				3	
Mishandling of Passenger Property	1					1			1	1			
Mishandling of Passenger Property - Dam	1					1			1	1			
Patdown								1					
Patdown - Flyer								1					
Property - Special Handling	2	1				2							
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite		1											
Property - Special Handling - Missing Item						2							
Screening	1							1		2			
Screening - Inconsistency	· '									2			
Screening - Procedures/Process	1							1					
2022	<u>'</u>	7	3	1	4	3	5						
Airline					1								
Airline - Policy/Regulations/Service					1								
Customer Service		1			1								
Customer Service - TSO		1											
		5	3	4	2	2	-	0					
Expedited Passenger Screening Program	TCA A			1	3	3	5						
Expedited Passenger Screening Program							1						
Expedited Passenger Screening Program	- ISA PreC	5	3	1	3	3	4						
Screening		1						1					
Screening - Inconsistency	1	1											
Screening - Procedures/Process								1					

			TOA COING	ct Octitor (100) Data	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC	2					2		1			1		6
2020	2					1							3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling		- Checked											1
Property - Special Handling - Missing Iter	ns - Checke	- Checked											1
Screening	1												1
Screening - Procedures/Process	1												1
2021								1			1		2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	irrayed Item	sCarry-or	or Checke	d				1					1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1

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

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

ories) Data Tool		_				_		
						-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
G	44	31	28	39	44	45	48	35	24	36	39	30	443
2019				12	13	13	6	9	12	15	23	13	116
Civil Rights						1		1					2
Civil Rights - Screening of Religious Cultu						1							1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	der						1					1
Customer Service				2	3	5	1	1	2	1	3	3	21
Customer Service - Others						1					1		2
Customer Service - TSO				2	3	4	1	1	2	1	2	3	19
Locks				2	1							2	5
Locks - Missing or Damaged Lock				2	1							2	5
Mishandling of Passenger Property				3	4	2	2	4	2	7	6	5	35
Mishandling of Passenger Property - Dam				•						1			1
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Βaί	2	4	1	1	2	2	3	5	5	25
Mishandling of Passenger Property - Disa	rayed ItemsC	arry-on or (Checked	1		1	1	2		3	1		9
Patdown							1		2		4		7
Patdown - Flyer							1		2		4		7
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	d Medical Su	ipplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)										1		1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W	/heelchair c	or Scooter)		1					1			2
Persons w/ Disabilities (PWD) - Ostomy/C			,								1		1
Persons w/ Disabilities (PWD) - Touch Ave		uma)						1					1
Property - Special Handling	VI -			2	2	2	1	1	3	4	5	2	22
Property - Special Handling - Damaged Ite	ms - Carry-On						1						1
Property - Special Handling - Damaged Ite					1			1	1	1		1	5
Property - Special Handling - Missing Item				1					1		1	<u> </u>	3
Property - Special Handling - Missing Item				1	1	2			1	3	4	1	13
	o - Orieckeu			3	2	3	1	1	2	2	2	1	17
Screening Inconsistency							I	1				I	
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines				1	^	_					1		2
Screening - Procedures/Process	. 6 1. 16			1	2	2	1	1	2	1	1	1	12
Screening - Retrieving Abandoned/Confisc										1			1
020	13	12	9	7	11	7	1		4	4	3	6	77
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimina									1				1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgeno	der			1								1
Customer Service	1	1	1		1	1					1	1	7
Customer Service - Others	1												1
Customer Service - TSO		1	1		1	1					1	1	6
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property	3		2	1	2	1				2		1	12
Mishandling of Passenger Property - Dam	3		2		2	1				2		1	11
Mishandling of Passenger Property - Disar	raved ItemsC	arry-on or (Checked	1									1
Patdown	4	4	1	2	3				1				15
Patdown - Flyer	4	4	1	2	1				1				13
Patdown - Non-Flyer	•	•	•		2								2
Persons w/ Disabilities (PWD)	2	2	1	1								1	7
Persons w/ Disabilities (PWD) - Cognitive												1	1
Persons w/ Disabilities (PWD) - Diabetes	Developmente	1	isability										1
Persons w/ Disabilities (PWD) - Internal M	edical Devices		1	1									2
Persons w/ Disabilities (PWD) - Mobility D		1	- '	'									
reisons w/ Disabilities (FWD) - Mobility D	isability (IV	- 1											
Description (DMD) Tauch Ad													
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	1		1										1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General			1										1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling	2	2	1	2	2		1		1	2	1	3	1 1 17
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite	2	2	1		2		1		1	2	1	3 1	1 1 17 4
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	2 ms - Checked 1		1	1	1					1		1	1 1 17 4 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	2 ms - Checked 1 1	2	1 1 1	1	1		1		1		1		1 17 4 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	2 ms - Checked 1	2 3	1	1	1	4				1		1	1 17 4 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	2 ms - Checked 1 1	2	1 1 1	1	1	4			1	1	1	1	1 17 4 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	2 ms - Checked 1 1 1	2 3	1 1 1	1	1	4			1	1	1	1	1 17 4 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines	2 ms - Checked 1 1 1	2 3 2	1 1 1 2	1 1 1	1				1	1	1	1	1 17 4 2 11 14 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	2 ms - Checked 1 1 1	2 3 2	1 1 1 2	1 1 1	1 1 1			11	1	1	1	1	1 17 4 2 11 14 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	2 ms - Checked 1 1 1 1	2 3 2 1	1 1 1 2 2 2	1 1 1	1 1 1	4	1	11 1	1 1	1	1 1	2	1 17 4 2 11 14 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	2 ms - Checked 1 1 1 1 ated Items 6	2 3 2 1	1 1 1 2 2 2	1 1 1	1 1 1	4	1		1 1	1	1 1	2	1 17 4 2 11 14 2 11 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	2 ms - Checked 1 1 1 1 ated Items 6	2 3 2 1	1 1 1 2 2 2	1 1 1	1 1 1	4	1	1	1 1	1	1 1	2	1 17 4 2 11 14 2 11 1 1 100
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 021 Civil Rights Civil Rights - Racial Profiling or Discrimina	2 ms - Checked 1 1 1 1 ated Items 6	2 3 2 1	1 1 1 1 2 2 2 5	1 1 1 1 8	1 1 1 5	4 6	1	1	1 1 1 8	1	1 1	1 2	1 17 4 2 11 14 2 11 1 1 100
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 1021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	2 ms - Checked 1 1 1 1 ated Items 6	2 3 2 1	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5	4 6	1	1	1 1 1 8	1	1 1	1 2	1 1 17 4 2 11 14 2 2 11 1 1 1 1 1 10 0
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Customer Service Customer Service - Others Customer Service - TSO	2 ms - Checked 1 1 1 1 ated Items 6	2 3 2 1	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5	6	1 8	1 1 2	1 1 1 8	1	1 1	1 2 11 2	1 1 17 4 2 111 14 2 11 100 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 1021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 ms - Checked 1 1 1 1 1 atted Items 6	2 3 2 1	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5	6	1 8 2 2	1 1 2	1 1 1 8	1 17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 11 2 2 2	1 1 17 4 2 11 11 14 2 11 1 100 1 1 1 2 1 1 1 1 1 2 2 2 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 ms - Checked 1 1 1 1 ated Items 6 tion	2 3 2 1 2 2 on Progran	1 1 1 1 2 2 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2	1 1 1 8 8	1 1 17	1 1 1 13	1 2 11 2 2 5 5	1 1 17 4 2 11 14 2 11 1 100 1 1 1 2 1 1 1 1 2 2 2 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 ms - Checked 1 1 1 1 ated Items 6 tion	2 3 2 1 2 2 on Progran	1 1 1 1 2 2 5	1 1 1 1 8 6 6	1 1 1 5	6	1 8 2 2	1 1 2	1 1 1 8	1 17	1 1 1 13	1 2 11 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec	2 3 2 1 2 2 on Progran	1 1 1 1 2 2 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2	1 1 1 8 8	1 1 17	1 1 1 13	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec	2 3 2 1 2 on Program	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1	1 1 17	1 1 1 13	1 2 11 2 2 5 5 5	1 11 17 4 2 111 14 2 11 1 1 100 1 1 1 2 2 2 2 2 2 2 2 4 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 1 4	2 3 2 1 2 on Program	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2	1 1 1 8 8	1 1 17	1 1 1 13	1 2 11 2 2 5 5	1 11 17 4 2 111 14 2 11 1 100 1 1 1 20 26 2 2 24 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 1021 Civil Rights - Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 4 3	2 3 2 1 2 on Program	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 17	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 17 4 2 111 14 2 111 1 100 1 1 21 20 26 2 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 1 4	2 3 2 1 2 on Program	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1	1 1 17 8 8	1 1 1 13	1 2 11 2 2 5 5 5	1 1 17 4 2 111 14 2 111 1 100 1 1 1 20 26 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 4 3	2 3 2 1 2 on Program	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisor Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 4 3	2 3 2 1 2 on Program	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 1 8 8 8 1 1 1 1 1 1	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChect 1 1 4 3 1	2 3 2 1 2 on Program k	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 17 8 8 8	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 4 3 1	2 3 2 1 2 on Program k	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 1 8 8 8 1 1 1 1 1 1	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Metal Imp	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 4 3 1 //Developmentalants (joint)	2 3 2 1 2 on Program k	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 17 8 8 8	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	2 ms - Checked 1 1 1 1 ated Items 6 tion TSA Applicati TSA PreChec 1 4 3 1 //Developmentalants (joint)	2 3 2 1 2 on Program k	1 1 1 1 2 2 5 5	1 1 1 1 8 6 6	1 1 1 5 3 3	6	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 17 8 8 8	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Catagorias	40.0 :		TSA Contac					05.55		A= · ·	00.1	00.0	-
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1	_		1		2	2	2	4	3			18
Property - Special Handling - Damaged It		On			1	1				2			4
Property - Special Handling - Damaged It							1		3				
Property - Special Handling - Missing Iten						1		1	1				
Property - Special Handling - Missing Iten	ns - Checked			1			1	1		1			
Screening		1	1			2	1	2		4		3	1
Screening - Inconsistency						1	1				2	1	
Screening - Lengthy Lines								1		1			
Screening - Procedures/Process		1	1					1		3	1	2	
Screening - Retrieving Abandoned/Confis	cated Items					1							
2022	25	17	14	12	15	19	33	15					15
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights	1	1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service	3	1	2	3	1	1	1	3					1
Customer Service - Others					1								
Customer Service - TSO	3	1	2	3		1	1	3					1
Expedited Passenger Screening Program	15	12		8	9	12	23	7					9
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1	1				1	1						
Expedited Passenger Screening Program	-	10		8	9		22	7					9
Expedited Passenger Screening Program		1											
Locks	1	•			2			1					
Locks - Missing or Damaged Lock	1				2			1					
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property			- '		1	2							
Mishandling of Passenger Property - Dam	l naged/Missin	a Itame C	`arry-on Lugo	1200	1								
Mishandling of Passenger Property - Dam		•			- 1	1							
Mishandling of Passenger Property - Disa		•		yaye		1							
Patdown	irrayed items I	Carry-or	i or Checked			1	2	1					
Patdown - Children							1	1					
Patdown - Flyer						4	1						
Persons w/ Disabilities (PWD)]	i /N A	!			1							
Persons w/ Disabilities (PWD) - Diapers/0		essings/ivi	asks			1							
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Liquids/Ge													
Property - Special Handling	2	3					2	1					
Property - Special Handling - Damaged It		1											
Property - Special Handling - Damaged It								1					
Property - Special Handling - Missing Iten	ns - Checke	2					2						
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	2		1	1	1	2	5						1
Screening - Inconsistency						1	1						
Screening - Lengthy Lines	2				1			1					
Screening - Procedures/Process			1	1		1	3	1					
Screening - Retrieving Abandoned/Confis	cated Items						1						

		1	SA Cont	act Center (TCC) Data	Tool - FOIA	١						
Categories	10-Oct 11-	Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	2	4		1 1	1	2	5	1	3	1	1		22
2019						1	3		1				5
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Ite	ems - Checked					1							1
Screening							1		1				2
Screening - Inconsistency									1				1
Screening - Procedures/Process							1						1
2020		1		1		1			1				4
Civil Rights									1				1
Civil Rights - Perceived Religion									1				1
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
2021	1	1			•		1		1	1	1		7
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA PreCheck								1				1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Dam	aged/Missing Ite	msC	arry-on Lu	uggage							1		1
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on	or Check	ed						1			1
Property - Special Handling		1											1
Property - Special Handling - Missing Item	s - Checke	1											1
Screening	1												2
Screening - Procedures/Process	1												2
2022	1	2		1			1	1					6
Expedited Passenger Screening Program	1	2		1				1					5
Expedited Passenger Screening Program	1	2		1				1					5
Patdown							1						1
Patdown - Flyer							1						1

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

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

tegories	10-Oct	11-Nov	12-Dec	ct Center (02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT	10-Oct	6	12-Dec				04-Apr 8	US-IVIAY		07-Jui 2		09-Sep	10tai
2019			•	, 3				-			1	2	
Mishandling of Passenger Property				•		_		1	•		•	_	•
Mishandling of Passenger Property - Dam	ı ıaged/Missing	ItemsC	hecked Ba	iggage				1					
Patdown				1				1					
Patdown - Flyer								1					
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)						1					1		
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Wheelch	ı air/ Scooter/ S	egway									1		
Property - Special Handling		5 ,			1		1	1	1			1	
Property - Special Handling - Missing Iten	ns - Carry-On				1				1				
Property - Special Handling - Missing Iten							1	1				1	
Screening						1	1					1	
Screening - Lengthy Lines							1						
Screening - Procedures/Process						1						1	
2020	1	2		2 1		'		1	1			1	
Mishandling of Passenger Property	1	1						•	1				
Mishandling of Passenger Property - Dam		1							1				
Mishandling of Passenger Property - Disa									1				
Patdown	nayeu iteliis-	-cany-off	or offecke	,u					1				
Patdown - Flyer													
Persons w/ Disabilities (PWD)								1					
) Sin n hilita / N l n t	\	-i C	4				1					
Persons w/ Disabilities (PWD) - Mobility [Isability (NOT	vvrieeicna	all of Scot					1					
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Carry-C I			1								4	
Screening		1										1	
Screening - Procedures/Process		1									_	1	
2021	1	1		2		2		1	3	2	7	6	:
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	ation											1	
Customer Service										1	2		
Customer Service - TSO										1	2		
Expedited Passenger Screening Program						1			1	1	3	3	
Expedited Passenger Screening Program	- TSA PreCh	eck				1			1	1	3	3	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Ba	iggage					1				
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medical I		ched to th											
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)							1					
Property - Special Handling	1					1			1		2	1	
Property - Special Handling - Damaged It	1					1					1	1	
Property - Special Handling - Missing Iten	ns - Carry-On												
Property - Special Handling - Missing Iten	ns - Checked								1		1		
Screening		1										1	
Screening - Inconsistency												1	
Screening - Procedures/Process		1											
2022	3	3		5 1	3	2	6	2					
Airline						1							
Airline - Policy/Regulations/Service						1							
Customer Service		1	2)									
Customer Service - TSO		1)									
Expedited Passenger Screening Program	1	2		2 1	3		5	2					
Expedited Passenger Screening Program	-			1			0						
Expedited Passenger Screening Program		2		2	3		5	2					
Mishandling of Passenger Property	1			<u>. </u>	3		0						
	-												
Mishandling of Passenger Property - Dam		Itoms C											
Mishandling of Passenger Property - Dam	iaged/iviissing I	nemsC	•										
No Jurisdiction						1							
No Jurisdiction - Refer to Other						1							
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Knives/Too	1												
Screening							1						
Screening - Procedures/Process							1						

			I SA CUIILA	ocinter (ICC) Data	1001-1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH	2	2	1				2						7
2022	2	2	1				2						7
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It	ems - Check	red					1						1
Property - Special Handling - Missing Iter	1												1
Screening	1	1					1						3
Screening - Procedures/Process	1	1					1						3

egories	10-Oct 11-	Nov 1	2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
NV	5	3	2	2	10	4	9	6	4	9	4	3	
2019							1	2	3	1	3	2	
Civil Rights											1	2	
Civil Rights - Racial Profiling or Discrimina	ation										1	2	
Customer Service								1			1		
Customer Service - TSO								1			1		
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property									1	1			
	agad/Missing Ita	me Choc	skod Boggo	20					- '	1			
Mishandling of Passenger Property - Dam				ye					4	1			
Mishandling of Passenger Property - Disa	rrayed itemsCa	rry-on or	Спескеа						1				
Patdown							1	1					
Patdown - Flyer							1	1					
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ems - Checked								1				
Screening											1		
Screening - Procedures/Process											1		
2020	1		1		2	2		3	1	2	1	1	
Customer Service					1			1		1			
Customer Service - TSO					1			1		1			
Locks			1						1				
Locks - Missing or Damaged Lock			1						1				
Mishandling of Passenger Property	1		•		1								
Mishandling of Passenger Property - Dam					1								
Property - Special Handling	'				ı	1				1	1	1	
. , , ,						- 1					- 1		
Property - Special Handling - Missing Item										1			
Property - Special Handling - Missing Item	is - Checked					1					1	1	
Screening						1		2					
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Procedures/Process						1		1					
2021	1	1			2		4			6			
Customer Service					1								
Customer Service - TSO					1								
Expedited Passenger Screening Program							1			2			
Expedited Passenger Screening Program	- TSA PreCheck						1			2			
Mishandling of Passenger Property	1									1			
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa		rrv-on or	Checked							1			
Patdown	l ayou nome ou	,	onoonoa							1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)										1			
	/Davidania antal	/Mandal F	Ni-skille.										
Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/iviental L	Jisability							1			
Property - Special Handling							1						
Property - Special Handling - Missing Item	ıs - Checked						1						
Screening		1			1		2			1			
Screening - Lengthy Lines							1						
Screening - Procedures/Process		1			1		1			1			
2022	3	2	1	2	6	2	4	1					
Customer Service					1		1						
Customer Service - TSO					1		1						
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1					
Expedited Passenger Screening Program	2	•	•										
Expedited Passenger Screening Program		1	1	1	2	2	2	1					
	<u>'</u>	1	1	1	1			1					
Patdown		I					1						
Patdown - Flyer					1		1						
Patdown - General		1											
	(1									
Property - Special Handling													
Property - Special Handling - Missing Item	ns - Carry-On			1									
	l ns - Carry-On			1	2								

ategories	10-Oct 11		Contact Co		2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	5	3	2-Dec 01	-Jan 0	2-reb 2	7	04-Арі		4	07-3ui	7 7	0э-зер	
	5	3	1	1	2	1	2	3	3	1		2	
2019				1				3	3	1	1		•
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimina	ation										1		
Customer Service									1				
Customer Service - Others									1				
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChec	ked Baggag	е					1				
Patdown								2				1	
Patdown - Flyer								2				1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)									1			
Property - Special Handling	,			1				1					
Property - Special Handling - Damaged Ite	ems - Checked			1									
Property - Special Handling - Missing Item								1					
Screening	io Oriookou								1			1	
Screening - Inconsistency									1				
Screening - Procedures/Process									<u> </u>			1	
<u> </u>	4												
2020	1					2	1			1			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property						2							
Mishandling of Passenger Property - Dam				е		1							
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or	Checked			1							
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling							1						
Property - Special Handling - Missing Item	s - Checked						1						
2021	1					2			1	2	6	4	
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service	1									1	1		
Customer Service - TSO	1									1	1		
Expedited Passenger Screening Program	'									'	4	3	
Expedited Passenger Screening Program	TSA BroChook										4	3	
Mishandling of Passenger Property	- TOA FIECHEU										1	3	
			Observat								1		
Mishandling of Passenger Property - Disa	rrayed itemsCa	arry-on or	Спескеа								1		
Patdown										1			
Patdown - Flyer as Observer										1			
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Checked					1							
Screening						1						1	
Screening - Procedures/Process						1						1	
2022	3	3	1	5	2	3	1	3					
Customer Service		2											
Customer Service - TSO		2											
Expedited Passenger Screening Program	3		1	5	2	3	1	3					
Expedited Passenger Screening Program		n Proc	1	1									
		1 1 2											
	3			4	2	3	1	3					
Expedited Passenger Screening Program Mishandling of Passenger Property	3	1		4	2	3	1	3					

Categories	10-Oct	11-Nov	12-Dec	act Center (01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	10-Oct	11-NOV 2			02-Feb 13		04-Apr 12	05-May 11	06-Jun 4	07-Jul 10			1 otal 149
2019	- 11	2	18	5 13 3	13		3	4	4	4			28
Civil Rights				3			3	1		4	1		20
Civil Rights - Age								1					1
Civil Rights - Racial Profiling or Discrimina	ation										1		1
Customer Service						2	1				1		4
Customer Service - TSO						2	1				1		4
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property	1/8.41			1		3		1			2		7
Mishandling of Passenger Property - Dam						2		1			2		5
Mishandling of Passenger Property - Disa Patdown	rrayed items	Carry-o	ii or Checke	er 1		1		1		1			2 2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Hearing II	mpairment						1						1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelcl	nair or Scoo	oter)				1					1
Property - Special Handling				1						2		1	4
Property - Special Handling - Damaged Ite										1			1
Property - Special Handling - Missing Item	s - Checked			1						1		1	3
Screening				1	1							1	5
Screening - Inconsistency						1						1	2
Screening - Procedures/Process	natad Itama			4	1	1							2
Screening - Retrieving Abandoned/Confise	6			1 5 3	3	1			2	1	2	2	30
Civil Rights	•	•		1	1					1			30
Civil Rights - Age				1	'					'			1
Civil Rights - Racial Profiling or Discrimina	ation				1					1			2
Customer Service	2			2		1					2		8
Customer Service - TSO	2			2		1					2		8
Locks				1									2
Locks - Missing or Damaged Lock				1									2
Mishandling of Passenger Property	1			1	1							2	5
Mishandling of Passenger Property - Dam				1	1							1	4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Check	ed								1	1
Patdown													1
Patdown - Flyer Property - Special Handling	2			1 2	1				1				8
Property - Special Handling - Damaged Ite				2					1				2
Property - Special Handling - Damaged Ite		J11											1
Property - Special Handling - Missing Item				1					1				3
Property - Special Handling - Missing Item					1								2
Screening	1								1				3
Screening - Procedures/Process	1								1				3
2021		1	١ .	1 3	1	3	6		2	5		6	28
Civil Rights	<i>V</i>						1					1	2
Civil Rights - Racial Profiling or Discrimina Customer Service	ation						1 2					1	3
Customer Service - TSO							2					1	3
Expedited Passenger Screening Program				1					2	3		3	9
Expedited Passenger Screening Program	- DoD									1			1
Expedited Passenger Screening Program		ation Pro	gram									1	1
Expedited Passenger Screening Program	- TSA PreCh	neck		1					2	2		2	7
Mishandling of Passenger Property						1	2						3
Mishandling of Passenger Property - Dam							1						1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Check			1	1						2
No Jurisdiction No Jurisdiction - Refer to Other				1 1									1
Persons w/ Disabilities (PWD)				<u></u>			1						1 2
Persons w/ Disabilities (PWD) - Autism St	pectrum			1			1						1
Persons w/ Disabilities (PWD) - Medical D		ched to t	h ·	1									1
Property - Special Handling				1		2				1			4
Property - Special Handling - Damaged Ite	ems - Carry-0	On				1							1
Property - Special Handling - Damaged Ite	ems - Checke	ed		1									1
Property - Special Handling - Missing Item	s - Checked					1				1			2
Screening					1					1		1	4
Screening - Procedures/Process					1			_		1		1	4
2022	5	18	, ;	9 4	8	12	3	7					63
Civil Rights - Age				1				1					1
Civil Rights - Age Civil Rights - Hair Patdowns				1									1
Civil Rights - Race								1					1
Customer Service				1									2
Customer Service - TSO				1									2
Expedited Passenger Screening Program	3	11	1 (6	4	12	2	3					41
Expedited Passenger Screening Program	- DoD					3							4
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program	3			6	4	9	2	3					36
Identification (ID) Requirements													1
Identification (ID) Requirements - Domest	C												1
Locks Missing or Damaged Lock							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property Mishandling of Passenger Property - Disa	rraved Item												<u>1</u> 1
Patdown	nayou nem							1					1
Patdown - Flyer								1					1
								1					

			15A Conta	ct Center (icc) Data	1001 - FUI <i>F</i>	١.						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)				1	2			1					4
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts		1				1					2
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	ler Equipm	ent		2								
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Knives/To	ols/Razors/S	1											
Property - Special Handling			1		1								
Property - Special Handling - Missing Iter	ns - Carry-C)n	1										
Property - Special Handling - Missing Iter	ns - Checke	d			1								
Screening	2		2		1			1					(
Screening - Inconsistency	1												
Screening - Procedures/Process	1		2		1			1					

gories	10-Oct 1	1-Nov 1:	2-Dec 0'	1-Jan 0	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
В	6	3	6	7	6	3	10	9		5	10	7	
2019	U	J	U	1	U	1	3	3		J	5	2	
						'	1	,					
Civil Rights											2		
Civil Rights - Racial Profiling or Discrimina	ation						1				2		
Customer Service						1			1				
Customer Service - TSO						1			1				
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property							1		1				
		Ob	lead Damman				- 1						
Mishandling of Passenger Property - Dam	aged/ivilssing ii	emsCnec	ked Baggag	je			1		1				
Patdown								1			1	1	
Patdown - Flyer								1				1	
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)				1				1					
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	2 IchidaM h	unnlies				1					
			a iviculcai o	1				'					
Persons w/ Disabilities (PWD) - Wheelcha	III/ Scoolei/ Se	gway		1									
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Checked										1		
Screening								1			1	1	
Screening - Procedures/Process								1			1	1	
2020	2	1	3	3	1			1		4	1	2	
		·	3	3				1		4	1		
Customer Service	1											1	
Customer Service - TSO	1											1	
Mishandling of Passenger Property			1	2						1			
Mishandling of Passenger Property - Dam	aged/Missing It	emsC	1	2						1			
Patdown	1	1	1	1	1								
Patdown - Flyer	1	1	1	1	1								
Persons w/ Disabilities (PWD)			- '		- '					4			
` '										1			
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment									1			
Property - Special Handling								1		2			
Property - Special Handling - Damaged Ite	ms - Carry-On									1			
Property - Special Handling - Damaged Ite								1		1			
Screening			1								1	1	
ŭ .			- '								1	'	
Screening - Lengthy Lines											- 1		
Screening - Procedures/Process			1									1	
2021	1							1	4	1	4	3	
Customer Service	1							1				1	
Customer Service - TSO	1							1				1	
Expedited Passenger Screening Program									3		4	1	
Expedited Passenger Screening Program	TCA Applicati	on Drogran							3			'	
			1								1		
Expedited Passenger Screening Program	- TSA PreChed	k							3		3	1	
Identification (ID) Requirements									1			1	
Identification (ID) Requirements - Domesti	С											1	
Identification (ID) Requirements - Real ID									1				
Patdown										1			
Patdown - Flyer										1			
			_		_	_				1			
2022	3	2	3	3	5	2	7	4					
Civil Rights		1											
Civil Rights - Age		1											
Customer Service	1				1		2	1					
Customer Service - TSO	1				1		2	1					
		4	2	2		0							
Expedited Passenger Screening Program	2	1	2	2	3	2	4	3					
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program	 TSA Applicat 	on Proç	1				1						
Expedited Passenger Screening Program	2	1	1	2	3	2	3	2					
Locks			1										
Locks - Missing or Damaged Lock			1										
• • •													
Property - Special Handling					1		1						
Property - Special Handling - Damaged Ite					1								
Property - Special Handling - Missing Item	s - Checked						1						
Screening				1									
J				1									

			ISA Conta	ct Center ((CC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI				3		4	2	4	1				14
2019								1	1				2
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling									1				1
Property - Special Handling - Missing II	tems - Carry-C)n							1				1
2020				2									2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrim	nination			1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021							1	3					4
Customer Service							1						1
Customer Service - TSO							1						1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Interna	ıl Medical Dev	ices						2					2
2022				1		4	1						6
Expedited Passenger Screening Program				1		4	1						6
Expedited Passenger Screening Progra	am - TSA PreC	Check		1		4	1						6

atagarias	40.044 44				CC) Data			05.54	00 1	07 1.1	00 4	00.0	T.4-1
ategories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK	3	2	4	6	6	3		_	6	6			5
2019				3			1	1	3	3	1	2	14
Customer Service										1			
Customer Service - TSO										1			
Locks				1			1						
Locks - Missing or Damaged Lock				1			1						
Mishandling of Passenger Property				1				1	1			2	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChe	ecked Baç	1				1	1			2	
Property - Special Handling				1					1	2	1		
Property - Special Handling - Damaged Ite										1	1		
Property - Special Handling - Missing Item	ns - Checked			1					1	1			
Screening									1				
Screening - Procedures/Process									1				
2020	1	2	1	1	1	1					1	2	1
Civil Rights											1		
Civil Rights - Constitutional Rights											1		
Mishandling of Passenger Property	1	1				1						1	
Mishandling of Passenger Property - Dam	naged/Missir	1				1						1	
Mishandling of Passenger Property - Disa													
Property - Special Handling		1		1								1	
Property - Special Handling - Damaged Ite	l ems - Checked			1									
Property - Special Handling - Missing Item		1		'								1	
Screening	13 - Official	- '	1		1								
Screening - Lengthy Lines			'		1								
~ · · · · · · · · · · · · · · · · · · ·			1		1								
Screening - Procedures/Process 2021	2		1	2	3		2	3	3	3		3	2
Claims			1						,	,		3	
Claims - General			1										
Customer Service	1		- 1		1		1	4				4	
				1				1		1		1	
Customer Service - TSO	1			1	1		1	1				1	
Expedited Passenger Screening Program	TO 4 D OL 1								1	1			
Expedited Passenger Screening Program									1	1			
Mishandling of Passenger Property	1			1				1				1	
Mishandling of Passenger Property - Dam	1			1				1				1	
Patdown								1					
Patdown - Flyer as Observer								1					
Prohibited & Permitted Items									1				
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sharp	Objects							1				
Property - Special Handling					1		1						
Property - Special Handling - Damaged Ite					1								
Property - Special Handling - Missing Item	ns - Checked						1						
Screening					1				1	1		1	
Screening - Procedures/Process					1				1	1		1	
2022			2		2	2	1	2					
Customer Service						1	1						
Customer Service - TSO						1	1						
Expedited Passenger Screening Program			2		2			2					
Expedited Passenger Screening Program	- TSA PreCheck		2		2			2					
Screening						1							
Screening - Procedures/Process						1							
Jordonning Troobdarbort 100033	I												

Catamarias	10.0.1			ct Center (T	-				•••				
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	17	21	25		28		52	32	15	31	19	32	347
2019				5	1	7	12	11	9	13	6	13	77
Civil Rights									1	1		1	3
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder								1		1	2
Customer Service							3	2			1	1	7
Customer Service - TSO							3	2			1	1	7
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property				3		1	4	3	4	1	1	5	22
Mishandling of Passenger Property - Dam	 aged/Missing	Itame (Carry-on Lug			-		J	1	'	1		1
Mishandling of Passenger Property - Dam						1	4	3	3		1	2	
						- 1	4	3	3		- 1		16
Mishandling of Passenger Property - Disa	rrayed items	-Carry-o	n or Checke	1						1		3	5
Patdown							1	1	1	3	1	2	9
Patdown - Flyer							1	1	1	3	1	2	9
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	reast Ca	ancer			1							1
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	ital /Men	tal Disabilit	у		1							1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically		edicatio	n and Medic	cal Supplies						1			1
Persons w/ Disabilities (PWD) - Touch Av				- ''						1	1		2
Property - Special Handling	Croidir (pairira	aarra)		1	1	2	2	5		1	1	3	16
Property - Special Handling - Damaged Ite	l ems - Checke	Н			1			2			1	3	7
Property - Special Handling - Missing Item		u			'			1			- 1	- 3	1
				4						4			
Property - Special Handling - Missing Item	is - Criecked			1		2	2	2	0	1	4		8
Screening						2	2		3	3	1		11
Screening - Inconsistency							1		1	1			3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process						1	1		2	1	1		6
2020	9	8	3 12	2 13	6	6	2	2	3	7	3	8	79
Civil Rights	1				1			1					3
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	ation				1			1					2
Customer Service	1	5	2	2	2					2		1	10
Customer Service - TSO	1		2	2	2					2		1	10
Locks	'		- 1			1				1			3
			1	<u> </u>		1				1			
Locks - Missing or Damaged Lock						- 1				- 1			3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4				1		1			2		1	26
Mishandling of Passenger Property - Dam		2	2 5	6	1		1			2	2	1	24
Mishandling of Passenger Property - Disa	rrayed Item	2	2										2
Patdown			1	1									2
Patdown - Children				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)						2		1	1		1		5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical D		ched to t	he Body						1				1
Persons w/ Disabilities (PWD) - Medically				cal Sunnlies		1					1		2
Persons w/ Disabilities (PWD) - Metal Imp		culcatio	ii and wedit	cai oupplies		1					ļ.		1
Property - Special Handling	3		2 3	3	2	'	1		1	2		2	19
Property - Special Handling - Damaged Ite	_		1				'		1				
													2
Property - Special Handling - Damaged Ite		1	1 1										3
Property - Special Handling - Missing Item										1			2
Property - Special Handling - Missing Item	1	1			2		1		1	1		2	12
Screening			1	1		3			1			4	10
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process						3			1			4	8
2021	1	3	3 1		3	6	5	6	3	11	10	11	60
Civil Rights										1	1	2	4
Civil Rights - Racial Profiling or Discrimina	ation										1	2	3
Civil Rights - Sex/Gender/Gender Identity		nder								1			1
Customer Service		1	1 1		1				1	4	1		9
Customer Service - TSO		1			1				1	4	1		9
Expedited Passenger Screening Program							3	1	2	3	7	6	22
Expedited Passenger Screening Program	TSA Applies	ation Pro	aram				1			0	1	0	2
			gram				2	4	0	2		0	
Expedited Passenger Screening Program	- TSA PIECIE	BCK						1	2	3	6	6	20
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1				2		3		1			7
Mishandling of Passenger Property - Dam	aged/Missing	Items0	Carry-on Lug	ggage				1					1
Mishandling of Passenger Property - Dam		1				1		2		1			5
Mishandling of Passenger Property - Disa		Carry-o	n or Checke	ed		1							1
No Jurisdiction		, ,			1								1
No Jurisdiction - Refer to Other					1								1
Patdown					- 1					1		1	2
										1		1	
Patdown - Flyer as Observer												1	1
Patdown - Non-Flyer										1			1
Property - Special Handling	L	1				2	1	2		1		1	8
Property - Special Handling - Damaged Ite								1		1			2
Property - Special Handling - Damaged Ite	ems - Checl	1						1				1	3
Property - Special Handling - Missing Item						1	1						2
Property - Special Handling - Missing Item						1							1

			TSA Contac	t Center (ГСС) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening					1	1	1				1	1	5
Screening - Crew Member or Airline Empl	oyee				1								1
Screening - Inconsistency												1	1
Screening - Procedures/Process						1	1				1		3
2022	7	10	12	11	18	27	33	13					131
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimina	ation		1		1								2
Customer Service		3					1	1					5
Customer Service - TSO		3					1	1					5
Expedited Passenger Screening Program	5	7	10	10	13	26	31	12					114
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	4	7	10	10	12	26	31	12					112
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage	1								1
Mishandling of Passenger Property - Dam	1												
Patdown	1				2								
Patdown - Flyer	1				2								3
Persons w/ Disabilities (PWD)			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts			1								1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)	1										1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1									1
Property - Special Handling							1						1
Property - Special Handling - Damaged Ite	ems - Check	ced					1						
Screening						1							
Screening - Procedures/Process						1							1

			ISA Contac	t Center (icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN	1		1			2	1					2	
2019												2	
Property - Special Handling												2	
Property - Special Handling - Damaged Item	ns - Check	ed										1	
Property - Special Handling - Missing Items	- Checked	d										1	
2020	1		1										
Property - Special Handling	1		1										
Property - Special Handling - Missing Items	- Carry-O	n	1										
Property - Special Handling - Missing Item	1												
2021							1						
Screening							1						
Screening - Inconsistency							1						
2022						2							
Expedited Passenger Screening Program						2							
Expedited Passenger Screening Program - D	DoD					1							
Expedited Passenger Screening Program - 1	TSA PreC	heck				1							

gories		11-Nov	12-De			2-Feb	03-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
0	16	21	1	22	13	21	40	26	17	24	11			233
2019					1	1	4	5	6	9	3	7	8	44
Advanced Imaging Technology (AIT)									1					
Advanced Imaging Technology (AIT) - Flye	er								1					
Civil Rights									1					
Civil Rights - Racial Profiling or Discrimina	ıtion								1					1
Customer Service					1	1	1	3		2	2	2	2	14
Customer Service - Others											1	2		
Customer Service - TSO					1	1	1	3		2	1		2	11
Locks										1				
Locks - Missing or Damaged Lock										1				
Mishandling of Passenger Property							1	1		1			1	
Mishandling of Passenger Property - Dama	aged/Missing	Items0	Checked E	Baggage			1	1		1			1	
Patdown				333-			1	1	1	1			1	
Patdown - Flyer							1	1	1	1			1	
Persons w/ Disabilities (PWD)							'		'	1		2		
Persons w/ Disabilities (PWD) - Internal Me	edical Device	c								· ·			1	
			n and Ma	dical Su	online							1		
Persons w/ Disabilities (PWD) - Medically					philes					4				
Persons w/ Disabilities (PWD) - Mobility Di			nair or Sc	ooter)						1				
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	auma)										1		
Property - Special Handling							1		3			1	2	
Property - Special Handling - Damaged Ite									1					
Property - Special Handling - Damaged Ite		d					1		2				1	
Property - Special Handling - Missing Item:	s - Checked											1	1	
Screening										3	1	2	1	
Screening - Inconsistency													1	
Screening - Lengthy Lines											1			
Screening - Procedures/Process										3		1		
Screening - Retrieving Abandoned/Confisc	ated Items											1		
2020	6	10)	6	4	8	6	2		5	2			4
Advanced Imaging Technology (AIT)			-	-	-	1								-
Advanced Imaging Technology (AIT) - Flye	er					1								
Civil Rights	1		1			1	1							
Civil Rights - Racial Profiling or Discrimina	1		1			1	1							
Customer Service			1	1	1	2	- '	1			1			
Customer Service - TSO			1	1	1	2		1			1			
	4		1	ı			4	ı		4				
Locks	1				1		1			1	1			
Locks - Missing or Damaged Lock	1		1		1		1			1	1			
Lost and Found	1													
Lost and Found - Airport/TSA	1													
Mishandling of Passenger Property			2		1	1	1			1				
Mishandling of Passenger Property - Dama			2		1		1							
Mishandling of Passenger Property - Disar	rayed Items	Carry-o	n or Chec	ked		1				1				
Patdown	1		1			1								;
Patdown - Children			1											
Patdown - Flyer	1					1								
Persons w/ Disabilities (PWD)		2	2				2							
Persons w/ Disabilities (PWD) - Diabetes							1							
Persons w/ Disabilities (PWD) - Hearing In	npairment		1											
Persons w/ Disabilities (PWD) - Mobility Di			1				1							
Property - Special Handling	, ,		2	1		1	1	1		2				
Property - Special Handling - Damaged Ite	ms - Checked		_				1	1		1				
Property - Special Handling - Missing Items			1			1		•						
Property - Special Handling - Missing Items			1	1		'				1				
Screening	2		1	4	1	1				1				
Screening - Lengthy Lines				1	ı	- 1				1				
· · · ·	2				4	4								
Screening - Procedures/Process	2			3	1	1	_	_		1	_			
2021	2		1	3	1		5	3	1	10	6		2	3
Customer Service			1		1		1			1	3			
Customer Service - TSO			1		1		1			1	3			
Expedited Passenger Screening Program									1	2		4		
Expedited Passenger Screening Program -												1		
Expedited Passenger Screening Program -			ogram										1	
Expedited Passenger Screening Program -	- TSA PreChe	ck							1	2		3		
Identification (ID) Requirements										1				
Identification (ID) Requirements - Domestic	С									1				
Locks										1				
Locks - Missing or Damaged Lock										1				
Mishandling of Passenger Property	1			3			1	1		1			1	
Mishandling of Passenger Property - Dam	1			3			1	1		1			1	
Patdown				-			2				1			
Patdown - Flyer							2				- 1			
Patdown - Flyer Patdown - Non-Flyer											1			
•											1			
Persons w/ Disabilities (PWD)	1/A mars - +	nd 0 1								1				
Persons w/ Disabilities (PWD) - Prosthesis	Mamputees ar	na Cast	5							1	1			
Prohibited & Permitted Items												1		
Prohibited & Permitted Items - Food/Bever	rages											1		
								2		2				
Property - Special Handling	C O	n						1						
Property - Special Handling - Damaged Ite								1		2				
Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite		d												
Property - Special Handling - Damaged Ite		1					1			1	1			
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ms - Checked	1					1			1	1			
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency	ms - Checked	i												
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process	ems - Checked 1	1								1	1			
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency	ms - Checked	10	1	13	7	12		16	10					10

			TSA Contac	ct Center (ГСС) Data ⁻	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age							1						
Civil Rights - Profiling						1							
Civil Rights - Race						1	1						1
Civil Rights - Racial Profiling or Discrimina	ation				1								
Customer Service	2		1			1	1						
Customer Service - TSO	2		1			1	1						- 1
Expedited Passenger Screening Program	5	7	7	6	8	19	11	8					7
Expedited Passenger Screening Program	1	2				2							1
Expedited Passenger Screening Program	4	5	7	6	8	17	11	8					6
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domest	ic		1										
Mishandling of Passenger Property		1					1	1					
Mishandling of Passenger Property - Dam							1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	gage				1					
Patdown						1							
Patdown - Children						1							
Persons w/ Disabilities (PWD)			1			1							
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces	1										
Property - Special Handling	1	2	3	1	2			1					1
Property - Special Handling - Damaged Ite	1	1	1	1	2								
Property - Special Handling - Damaged Ite			2										
Property - Special Handling - Missing Item	ns - Checke	1						1					
Screening					1	1	1						
Screening - Inconsistency						1							
Screening - Lengthy Lines					1								
Screening - Procedures/Process							1						

Categories	10-Oct	11-Nov	12-Dec	act Center (01-Jan	02-Feb	03-Mar	04-Apr	OF Mov	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	23	21			29	26	04-Apr 26	05-May 29	23	07-Jul	18		283
2019	23	21		6 28	8		6	6	8	4	6		58
Civil Rights	-				·						1	1	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Transgender Screening											1		1
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Locks				1	1		2		1		1		6
Locks - Missing or Damaged Lock				1	1		2		1		1		6
Mishandling of Passenger Property				1	1	2	4	3	1	1	1	3	17
Mishandling of Passenger Property - Dam					1	1	4	2	1	1	1	2	14
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-or	n or Check	ed		1		1				1	3
Patdown					1	1		1		1	1	2	7
Patdown - Flyer Patdown - Non-Flyer					1	1		1		1	1	1	6
Persons w/ Disabilities (PWD)					1			1	2			1	1
Persons w/ Disabilities (PWD) - Mobility [L Disability (Not	Wheelch	nair or Sco	oter)				1	1				1
Persons w/ Disabilities (PWD) - Ostomy/0		TTTTOOLO	idii oi ooo	otor)	1				'				<u>_</u>
Persons w/ Disabilities (PWD) - Wheelch		Segway						1	1				2
Property - Special Handling		- 3)		3	4	1		1	3	1	1	3	17
Property - Special Handling - Damaged It	ems - Carry-C	On							1				1
Property - Special Handling - Damaged It				2	1								3
Property - Special Handling - Missing Iten								1	1		1		3
Property - Special Handling - Missing Iten	ns - Checked			1	3	1			1	1		3	10
Screening				1								1	2
Screening - Procedures/Process				1								1	2
2020	6	3	1	5 5	4	1			6	2	5	7	54
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Fly	er			1									1
Civil Rights		1										1	2
Civil Rights - National Origin												1	1
Civil Rights - Sex/Gender/Gender Identity		1											1
Customer Service	1			2					2		1		6
Customer Service - TSO	1			2					2		1	1	6
Locks Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				2 2	1				1		2		10
Mishandling of Passenger Property - Dam	L naged/Missing	ı Items(2 2					1		1	2	9
Mishandling of Passenger Property - Disa									'		1		1
Patdown	3	oung o		3 1	2								9
Patdown - Flyer	3			3 1									9
Persons w/ Disabilities (PWD)				3		1							4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1									1
Persons w/ Disabilities (PWD) - Medically	/ Necessary M	/ledicatio	r	1									1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway		1									1
Property - Special Handling	1			3					1	1	1	1	8
Property - Special Handling - Damaged It													1
Property - Special Handling - Damaged It		ed		1					1		1	1	4
Property - Special Handling - Missing Iten	ns - Checked			2						1			3
Screening	1	2		2 1	1				2	1	1	2	13
Screening - Procedures/Process 2021	1	3		2 1	1	•	•		2	5	7	2	13
Airline	2	3	S	1	3	2	2	3	9	5		6	43
Airline - Policy/Regulations/Service									1				
Customer Service		1							2	1	1	1	6
Customer Service - Others											1	1	1
Customer Service - TSO		1							2	1	1		5
Expedited Passenger Screening Program						1	2	1	2	2			10
Expedited Passenger Screening Program	- TSA Applic	ation Pro	gram				1		1				2
Expedited Passenger Screening Program						1	1	1	1	2	2		8
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	iic											1	1
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	1			1		1			1				4
Mishandling of Passenger Property - Dam		ItemsC	Checked Ba			1			1				2
Mishandling of Passenger Property - Disa	1			1									2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1	_		1
Patdown Flyor								1 1	1		2		4
Property - Special Handling	1	2)					1	1		2		4 8
Property - Special Handling Property - Special Handling - Damaged It								1	1		2	1	8 1
Property - Special Handling - Damaged It		חכ 1									1	1	2
Property - Special Handling - Damaged 10 Property - Special Handling - Missing Item								1				ı	1
Property - Special Handling - Missing Item		1							1		1		4
Screening	· ·				2				1	1		2	6
Screening - Procedures/Process					2				1	1		2	6
2022	15	15	5 1	1 16			18	20					128
Additional Information Required/Insufficient In				. •	1								1
Additional Information Required/Insufficie		- EMAIL	ONLY		1								1
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Customer Service	1			2		3							6

		1	SA Contac	ct Center (1	ГСС) Data 1	Tool - FOIA	L						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others				1									1
Customer Service - TSO	1			1		3							5
Expedited Passenger Screening Program	12	14	9	11	12	15	17	17					107
Expedited Passenger Screening Program	- TSA Appl	2		1	1			2					6
Expedited Passenger Screening Program	12	12	9	10	11	15	17	15					101
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates					1							1
Property - Special Handling	1			1				2					4
Property - Special Handling - Missing Item	1			1				2					4
Screening	1			1				1					3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1				1					2

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

egories	10-Oct	11-Nov			-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
iTF	3	2		5	-Jan 7	3	5 - Iviai	7			3		09-3ер	10tai
2019	3			3	1	1	1	- 1	2		2		2	4
Locks					•						1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property										1	'			
Mishandling of Passenger Property - Disa	rraved Items	-Carry-o	or Ch	necked						1				
Persons w/ Disabilities (PWD)	nayed nems	-Carry-Ci	101 01	iccitcu		1				ı				
Persons w/ Disabilities (PWD) - Diabetes						1								
Property - Special Handling					1	'			2					
Property - Special Handling - Damaged Ite	ms - Checke	ad							1					
Property - Special Handling - Missing Item		,u			1				1					
Screening	is - Checked				- 1		1		- 1		1	1		
Screening - Procedures/Process							1				1	1		
2020	1	1		3	3		- 1				- '	- '	1	
Customer Service				•	1									
Customer Service - TSO					1									
Locks		1			- 1									
Locks - Missing or Damaged Lock		1												
Mishandling of Passenger Property				1	2									
Mishandling of Passenger Property - Dam	agad/Missing	ı Itama (,	1	2									
	aged/iviissiii	j itemsc	,	1									1	
Property - Special Handling Property - Special Handling - Damaged Ite	ma Chaala	n d		1									ı	
Property - Special Handling - Missing Item		eu .		ļ									1	
	is - Checked			1									ı	
Screening Inconsistency	1			ļ										
Screening - Inconsistency	ı			4										
Screening - Procedures/Process 2021				1					2	1				
•				1				2		1	1		1	
Customer Service								1	1					
Customer Service - TSO								1	1					
Expedited Passenger Screening Program	TCA D Ch												1	
Expedited Passenger Screening Program	- TSA PreCr	ieck		4									1	
Persons w/ Disabilities (PWD)	N	4 - 10 - 40 -		1				1						
Persons w/ Disabilities (PWD) - Medically					ipplies			1						
Persons w/ Disabilities (PWD) - Mobility D	isability (No	vvneeici	1	1										
Screening									1		1			
Screening - Inconsistency										1				
Screening - Procedures/Process								_	1		1			
2022	2	1		1	3	2	4	5	4					2
Expedited Passenger Screening Program	1	1			3	1	3	5	3					
Expedited Passenger Screening Program	1	1			3	1	3	5	3					
No Jurisdiction				1										
No Jurisdiction - Refer to Other				1										
Patdown	1						1							
Patdown - Flyer	1						1							
Property - Special Handling									1					
Property - Special Handling - Damaged Ite	ems - Carry-()n							1					
Screening						1								
Screening - Procedures/Process						1								

				act Center (
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR		4		3 4	-		3	_		3			38
2019				3		1		3	1	1	2	1	12
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				3				3		1		1	8
Mishandling of Passenger Property - Dama								3		1			6
Mishandling of Passenger Property - Disarr	ayed Items	sCarry-on	or Check	ie: 1								1	2
Screening									1		2		3
Screening - Procedures/Process									1		2		3
2020		2		1		1						2	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discriminat	on											1	1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Dama												1	1
Mishandling of Passenger Property - Disarr	ayed Items	Carry-on	or Check	ed		1							1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair	/ Scooter/			1									1
Property - Special Handling		2											2
Property - Special Handling - Missing Items	- Checke	2											2
2021		1		1 1			1	2	3	2	1	1	13
Claims				1									1
Claims - General				1									1
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program -	TSA PreCl	heck										1	1
Mishandling of Passenger Property				1			1	1					3
Mishandling of Passenger Property - Dama							1						2
Mishandling of Passenger Property - Disarra	ayed Items	Carry-on	or Check	ed				1					1
Property - Special Handling		1							2	1			4
Property - Special Handling - Damaged Iter		1								1			2
Property - Special Handling - Missing Items	- Carry-Or	า							2				2
Screening								1		1			2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process										1			1
2022		1		1	1	2	2						7
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					1	1	1						3
Expedited Passenger Screening Program -	TSA PreCl	heck			1	1	1						3
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Items	- Checked	i		1									1
Screening						1							1
Screening - Procedures/Process						1							1

			TSA Contac	ct Center (ICC) Data	1001 - FOIA	4						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC				1	2	1	1	2	2	1	1		11
2019									1	1	1		3
Human Capital									1				1
Human Capital - Prospective Employmer	t with TSA								1				1
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Bag	ggage						1			1
Property - Special Handling											1		
Property - Special Handling - Damaged I	tems - Chec	ked									1		
2021				1	1				1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				- 2
Screening					1								
Screening - Lengthy Lines					1								
2022					1	1	1	2					
Expedited Passenger Screening Program							1	2					3
Expedited Passenger Screening Program	- TSA Pre(Check					1	1					2
Expedited Passenger Screening Program	ı - TSA/DHS	Employee	s - Opt In					1					1
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					1								1

togorios	40.0-4			act Center (OF Mari	00 1	07 1	00 4	00 0	Takel
etegories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM		2	•	1 5	~		9	11			1	5	5
2019				1	2	4	1		2		1	4	1
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	ation				1								
Customer Service											1	1	
Customer Service - TSO											1	1	
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domest	ic											1	
Mishandling of Passenger Property						1			2			2	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lu	iggage					1				
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	aggage		1			1			1	
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	ed								1	
Property - Special Handling				1	1	2	1						
Property - Special Handling - Damaged It	ems - Carry-	On				1							
Property - Special Handling - Damaged It	ems - Check	ed		1									
Property - Special Handling - Missing Iten	ns - Carry-Oi	n			1								
Property - Special Handling - Missing Iten	ns - Checked	1				1	1						
Screening						1							
Screening - Lengthy Lines						1							
2020		1		1 1	1	2	1		1				
Mishandling of Passenger Property		1		1		2	1						
Mishandling of Passenger Property - Dam	ı naqed/Missiı	1					1						
Mishandling of Passenger Property - Disa		sCarry-on		1		2							
Property - Special Handling				1	1				1				
Property - Special Handling - Damaged It	ı ems - Carrv-	On		1									
Property - Special Handling - Missing Iten					1				1				
2021	I	1				1	1	1				1	
Expedited Passenger Screening Program		•					•	•				1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Locks		1				1						'	
Locks - Missing or Damaged Lock		1				1							
Property - Special Handling						1		1					
Property - Special Handling - Missing Iten	l ns - Checker	4						1					
Screening	lis - Checked	4					1	- 1					
Screening - Procedures/Process							1						
2022					•		6	10					2
Expedited Passenger Screening Program				3		8	6	10					
Expedited Passenger Screening Program Expedited Passenger Screening Program	DoD			3	2		6						2
Expedited Passenger Screening Program Expedited Passenger Screening Program		la a al c				3		1					
Expedited Passenger Screening Program	- ISA PreC	песк		3	2	5	6	8					2

					rcc) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1	6	3	7	4	6	2	: 1					30
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	1									1
2020		1		2									3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not	1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021	1				2	1							4
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility I	1												1
Screening					1								1
Screening - Procedures/Process					1								1
2022		5	3	4	2	5	2	. 1					22
Expedited Passenger Screening Program		2	1	3	1	4	. 2	! 1					14
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram		1								1
Expedited Passenger Screening Program	- TSA PreC	2	1	3		4	. 2	! 1					13
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Dan	naged/Missir	2											2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - Gener	al	1											1
Patdown						1							1
Patdown - Children						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Iter	ns - Carry-O	n	1										1
Screening				1	1								2
Screening - Inconsistency				1									1
Screening - Retrieving Abandoned/Confis	cated Items				1								1

			TSA Conta	act Center (T	CC) Data	Tool - FOIA	١						
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GR	3	1		2	4		2	1	2	7		2	2
2019				1					1	2			
Customer Service										1			
Customer Service - TSO										1			
Locks									1				
Locks - Missing or Damaged Lock									1				
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipm	ent							1			
Screening				1									
Screening - Procedures/Process				1									
2020	2	1			1		1			1			
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity-	1												
Human Capital							1						
Human Capital - Prospective Employment	with TSA						1						
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Property - Special Handling					1								
Property - Special Handling - Missing Item	s - Checked				1								
Screening	1									1			
Screening - Procedures/Process	1									1			
2021					1			1	1	4		2	
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domesti	ic				1								
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	ed						1			
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disabilit	y						1			
Property - Special Handling									1	1		1	
Property - Special Handling - Damaged Ite	ems - Carry-	On							1				
Property - Special Handling - Damaged Ite	ems - Check	ed										1	
Property - Special Handling - Missing Item	ns - Checked									1			
Screening								1					
Screening - Procedures/Process								1					
2022	1			1	2		1						
Expedited Passenger Screening Program					2		1						
Expedited Passenger Screening Program	- TSA PreCl	heck			2		1						
Property - Special Handling				1									
Property - Special Handling - Missing Item	ns - Checked			1									
Screening	1												

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

Patogorios	10 Oct					CC) Data			OF Mo:	06 1	07 11	00 4	00 Cor	Total
Categories	10-Oct	11-Nov 3	12-	Dec 5	01-Jan 5	02-Feb 5	03-Mar 3	04-Apr 2	05-May 3	06-Jun 2	07-Jul 1	08-Aug 8	09-Sep	Total
HLN 2019		3		5	5	2		_	3	1	1			4
Customer Service							1			1	1	2		
Customer Service - TSO							1					2		
						0	1			4				
Mishandling of Passenger Property	1/h 4: i-	14	h = = l = =	d D		2				1	1		1	
Mishandling of Passenger Property - Dan					age	2				-	1		1	
Mishandling of Passenger Property - Disa	arrayed item:	sCarry-on	or Cr	іескеа						1				
Property - Special Handling													1	
Property - Special Handling - Missing Iter	ns - Checke	a											1	
Screening							1					1		
Screening - Inconsistency							1							
Screening - Procedures/Process												1		
2020				3	2	2			1			1	1	1
Customer Service				1										
Customer Service - TSO				1										
Mishandling of Passenger Property						1								
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecke	d Bagga	age	1								
Patdown					1	1								
Patdown - Children					1									
Patdown - Flyer as Observer						1								
Persons w/ Disabilities (PWD)				1	1								1	
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Ca	ncer		1									
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	ental /Ment	al Dis	ability									1	
Persons w/ Disabilities (PWD) - Touch A	version (pain	/trauma)		1										
Screening				1					1			1		
Screening - Inconsistency												1		
Screening - Procedures/Process				1					1					
2021								1	1	1		4	3	1
Expedited Passenger Screening Program										1		2	2	
Expedited Passenger Screening Program	- TSA Appli	ication Prog	gram							1				
Expedited Passenger Screening Program	- TSA PreC	heck										2	2	
Hazardous Materials Safety								1						
Hazardous Materials Safety - General								1						
Patdown												1		
Patdown - Flyer												1		
Screening									1			1	1	
Screening - Inconsistency													1	
Screening - Procedures/Process									1			1		
2022		3		2	3	1	1	1	1					1
Customer Service		•				•	1	•	1					
Customer Service - TSO							1		1					
Expedited Passenger Screening Program		1		2	1	1	- '	1						
Expedited Passenger Screening Program	I - TSΔ PreC			2	1	1		1						
Patdown	1	1						'						
Patdown - Flyer		1												
Persons w/ Disabilities (PWD)		ı			1									
Persons w/ Disabilities (PWD) - Mobility	 Dischility /N/	at Mhaalah	oir or	Socot	1									
Screening	וווט (INI) איים 	or writeeich	all Ul	50001	1									
		1			1									
Screening - Procedures/Process	1	1			1									

Categories	10-Oct		TSA Contac				04 Ann	OF Mov	OC Ium	07 1	00 4	00 Con	Total
HNL	95	11-Nov 124	12-Dec	01-Jan 173	02-Feb 182	03-Mar 183	04-Apr 143	05-May 183	06-Jun 91	07-Jul 101	08-Aug 110	09-Sep 91	Total 1,605
2019	95	124	129	42	45	45	36	62	48	40			417
Civil Rights				1	1	1	30	1	1	1	1	2	9
Civil Rights - Constitutional Rights					'			1			1		1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimin	ation			1	1				1	1		1	5
Civil Rights - Sex/Gender/Gender Identity		nder						1				1	2
Customer Service				9	6	6	3	13	10	6	8	6	67
Customer Service - Others								2	1	2			5
Customer Service - TSO				9	6	6	3	11	9	4	8	6	62
Locks				2	6	2	2	4	2	5	1	2	26
Locks - Missing or Damaged Lock				2	6	2	2	4	2	5	1	2	26
Lost and Found				1		1	3	1		1	3	2	12
Lost and Found - Airport/TSA				1		1	3	1		1	3	2	12
Mishandling of Passenger Property				10	17	9	12	15	10	12	16	13	114
Mishandling of Passenger Property - Dam					1		1					1	3
Mishandling of Passenger Property - Dam					10	9	8	11	8	12	13	11	91
Mishandling of Passenger Property - Dam							1	1					2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checker	1	6		2	3	2		3		18
Patdown					1	1	3	4		1	1	1	12
Patdown - Flyer					1	1	2	3		1	1	1	10
Patdown - Flyer as Observer							4	1					1
Patdown - Non-Flyer				0	4	0	1		0	4	0		1
Persons w/ Disabilities (PWD)	 \			2	1	3	1		3	1	2	6	19
Persons w/ Disabilities (PWD) - Cancer (g				1								I	1
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		itai /ivierit	ai Disability	- 1		2					1		3
Persons w/ Disabilities (PWD) - General						1					1		2
Persons w/ Disabilities (PWD) - Medically	 Necessary N	ledication	and Medica	al Sunnlies	1				1		ı		2
Persons w/ Disabilities (PWD) - Metal Im		iculcation	Taria Mcaice	аг Опррисо	'					1		1	2
Persons w/ Disabilities (PWD) - Mobility [0 /	Wheelch	air or Scoot	1					2	- 1		1	3
Persons w/ Disabilities (PWD) - Prosthesi												1	1
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelch												2	2
Persons w/ Disabilities (PWD) - Wounded		3 ,										1	1
Property - Special Handling				15	8	12	3	14	13	6	11	9	91
Property - Special Handling - Damaged It	ems - Carry-C)n			1		1	1	1			1	5
Property - Special Handling - Damaged It	ems - Checke	d		3	2	1	1	3	2	2	5	4	23
Property - Special Handling - Missing Iten	ns - Carry-On			2	1	5	1	3	3	1	1		17
Property - Special Handling - Missing Iten	ns - Checked			10	4	6		7	7	3	5	4	46
Request for Assistance					1				1				2
Request for Assistance - Other					1				1				2
Screening				2	4	10	9	10	8	7	10	5	65
Screening - Crew Member or Airline Emp	loyee				1								1
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines				1			3	5	3	3			20
Screening - Procedures/Process				1	3	10	5	4	5	4	7	2	41
Screening - Retrieving Abandoned/Confis			27		20	0.4	1		-	44	40		1
2020 Civil Rights	47	53	2	53	36	24	'	3	7	11	10	4	292
Civil Rights - Racial Profiling or Discrimin		1	2	2									7
Civil Rights - Sex/Gender/Gender Identity		nder		1									1
Customer Service	10	5	6	7	7	4	3	1	2	2	1	1	49
Customer Service - Others	10		0	1	1		0	'		1	1		4
Customer Service - TSO	10	5	6	6	6	4	3	1	2	1		1	45
Locks	7	7		9	5	4							35
Locks - Missing or Damaged Lock	7	7		9	5	4							35
Lost and Found	4			1									5
Lost and Found - Airport/TSA	4			1									5
Mishandling of Passenger Property	13	19	10	16	10	8	1		2	3	2	2	86
Mishandling of Passenger Property - Dam	3	2	1	1									7
Mishandling of Passenger Property - Dam	9	14	7	13	8	7	1		2	1	2	2	66
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa	1	2		2	2	1				2			12
Patdown		2			2		1						5
Patdown - Flyer		2			2		1						5
Persons w/ Disabilities (PWD)		2	2	2	2					1			9
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1					1			2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I		1											1
Persons w/ Disabilities (PWD) - Metal Imp	,	1		1									2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S		2	1	7	0			0			4	3
Property - Special Handling	/	10	9	10	7	3	2		2	3	5	1	59
Property - Special Handling - Damaged It			^		1		4			^			1
Property - Special Handling - Damaged It		2		1	1 2	1	1		1	2	2	1	18 5
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten		7		9	3		1		1	1	3		35
Request for Assistance		- /	1	9	3	1	1		1	- 1	3		2
Request for Assistance - Other			1			1							2
Screening	4	7		5	3			2	1	2	2		34
Screening - Inconsistency	7	- 1	+	3	3	+			1		1		1
Screening - Lengthy Lines	2	3			2						'		7
Screening - Procedures/Process	2	4		4	1	4		2	1	2	1		23
Screening - Retrieving Abandoned/Confis			1					_	•				1
Screening - Security Breach			1	1									2
2021	9	9		11	15	14	12	21	36	50	47	41	277
	•												

ries Additional Information Required/Insufficient In					r (TCC) Data								
Additional Information Required/Insufficient In	10-Oct	11-Nov	12-De	c 01-Jar	n 02-Feb	03-Mar	04-Apr	05-May (6-Jun	07-Jul	08-Aug	09-Sep	Total
	formation								1				
Additional Information Required/Insufficie	nt Information	- EMAII	L ONLY						1				
Civil Rights						1		3	1	1	1		
Civil Rights - Racial Profiling or Discrimin	ation					1		1					
Civil Rights - Screening of Religious Culti		nonial It	tems								1		
Civil Rights - Sex/Gender/Gender Identity								2		1			
Civil Rights - Transgender Screening									1				
Customer Service	1		2	5	1 2	3	1	4	1	9	2	8	3
Customer Service - TSO	1		2	5	1 2	3	1	4	1	9	2	8	3
Duplicate E-mail					1 1						1		
Duplicate E-mail - General					1 1						1		
Expedited Passenger Screening Program				2	2 4	2	3	8	18	28	35	24	12
Expedited Passenger Screening Program	- TSA Applica	ation Pro	ogram		1		2	1			2	3	
Expedited Passenger Screening Program	- TSA PreChe	eck		2	2 3	2	1	7	18	28	33	21	11
Identification (ID) Requirements				_		_				1			
Identification (ID) Requirements - Domes	tic									1			
Locks									4				
	1								1				
Locks - General									1				
Locks - Missing or Damaged Lock	1												
Lost and Found	1								1				
Lost and Found - Airport/TSA	1								1				
Mishandling of Passenger Property	3		4	1	4 3	2	2	1		1	1		2
Mishandling of Passenger Property - Dan					7	1	1	•					
			3		4 3		'						
Mishandling of Passenger Property - Dan				1	4 3	1							1
Mishandling of Passenger Property - Disa	arrayed Item		1				1	1		1	1		
No Jurisdiction						1							
No Jurisdiction - Refer to FAA						1							
Patdown				1				1					
Patdown - Flyer				1				1					
Persons w/ Disabilities (PWD)				1							2	1	
Persons w/ Disabilities (PWD) - Diabetes	1			1								1	
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Medically	y Necessary M	edication	on and Me	dical Suppli	es						1		
Prohibited & Permitted Items				1					3				
Prohibited & Permitted Items - Food/Beve	erages								1				
Prohibited & Permitted Items - Knives/To		arn Ohie	ects						1				
Prohibited & Permitted Items - Liquids/Ge		лр ОБј	0010	1					1				
· · · · · · · · · · · · · · · · · · ·			0	1	0 0						0		
Property - Special Handling	2		3		2 2		5	3	5	5	2	6	38
Property - Special Handling - Damaged It		n				1	1	1	2			2	
Property - Special Handling - Damaged It	tems - Checl		1		2	1	2	1		3	1	1	1
Property - Special Handling - Missing Iter	ns - Carry-C		1		1	1		1	2		1	1	
Property - Special Handling - Missing Iter	2		1		1		2		1	2		2	1
Screening				1	1 3	2	1	1	5	5	3	2	2
Screening - Inconsistency	1			1	1 3		1	1	5	5	3	2	
Screening - Inconsistency				1	1	1		1			3	2	2
Screening - Inconsistency Screening - Lengthy Lines	1				1	1	1		2	1			2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1			1	1 1 2	1	1	1			3	2	2 5 18
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1	6	2	1	1 1 2 2 67 86	1			2	1			18 619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline	1	6	2	1	1 1 2 67 86	1	1	1	2	1			1 61:
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service	1	6	2	1	1 1 2 67 86 1 1 1	1 100	1	1	2	1			18 619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline	1	6	2	1	1 1 2 67 86	1 100	1	1	2	1			18
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights	1 1 39	6	2	1 80	1 1 2 67 86 1 1 1	1 100	1	1	2	1			11 61:
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age	1 1 39	6	2	1 80 (1 1 2 67 86 1 1 1 2	1 100	1	1	2	1			18 619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin	1 1 39		2	1 80 5 1 2	1 1 2 67 86 1 1 1	1 100	1	1	2	1			18 619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		2	1 80 0 5 1 2 1	1 1 2 67 86 1 1 1 2	1 100	1	1	2	1			619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		2	1 80 0 5 1 2 1 1 1	1 1 2 67 86 1 1 1 2	1 100	1	1	2	1			18 619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		2	1 80 5 1 2 1 1	1 1 2 67 86 1 1 1 2	1 100	1	1	2	1			619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		2	1 80 0 5 1 2 1 1 1	1 1 2 67 86 1 1 1 2	1 100	1	1	2	1			619
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder	2	1 80 5 1 2 1 1	1 1 2 67 86 1 1 1 2	1 100	1	1	2	1			61!
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General	1 39 1 4 1 4 1 7- Not Transger	nder 1		1 80 6 5 1 2 1 1 1 1 1 1 1	1 1 2 86 1 1 1 1 1 2 1 1 2 1 1 2 2	1 100	88	1 97	2	1			66
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tract	1 39 1 1 1 Not Transger	nder 1	0	1 80 0 5 1 2 1 1 1 1 1 4	1 1 2 86 1 1 1 1 2 1 2 2 7 9	1 100	1 88	1 97	2	1			1 61
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO	1 39 1 Not Transger ansgender 9 9	nder 1	0 1 9	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4	1 1 2 57 86 1 1 1 2 1 2 2 7 9 9 7 9 9	1 100	1 88 13	1 97 6	2	1			66
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1	0 1 9	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4	1 1 2 57 86 1 1 1 2 1 2 2 7 9 46 65	1 100	1 88	1 97	2	1			66 66 44
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 39 1 Not Transger nsgender 9 9 22 - Active Du	nder 1	0 1 9	1 80 6 5 1 2 1 1 1 1 1 1 4 4 4 57 4 57	1 1 2 2 5 7 9 9 7 9 9 46 65 1	1 100 100 6 6 75	13 13 13 63	6 6 74	2	1			66 444
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1	0 1 9 1 1	5 1 2 1 1 1 1 1 4 4 57	1 1 2 86 1 1 2 2 7 9 46 65 1 1 2 2	1 1 100 6 6 75 3	13 13 13 63	1 97 6 6 74	2	1			6 6 6 44
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1	0 1 9	1 80 6 5 1 2 1 1 1 1 1 1 4 4 4 57 4 57	1 1 2 2 5 7 9 9 7 9 9 46 65 1	1 1 100 6 6 75 3	13 13 13 63	6 6 74	2	1			6 6 6 44
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1	0 1 9 1 1	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4 5 7 4 1 2	1 1 2 86 1 1 2 2 7 9 46 65 1 1 2 2	1 1 100 6 6 75 3 7	13 13 13 63	1 97 6 6 74	2	1			6 6 6 44
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 1 39 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1 1 5	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4 5 7 4 1 2	1 1 2 86 1 1 2 1 2 2 1 3 3 3 3 3 3 3 3 3 3 3 3 3	1 1 100 6 6 75 3 7	13 13 13 63 1 3 58	1 97 6 6 74	2	1			66 66 44 2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 1 39 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4 5 7 4 1 2	1 1 2 86 1 1 2 1 2 2 1 3 3 43 60	1 100 100 6 6 75 3 7 65	13 13 13 63 1	1 97 6 6 74	2	1			66 66 44 22 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1 1 5	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4 5 7 4 1 2	1 1 2 1 1 2 1 1 2 1 2 1 3 3 4 3 6 0 1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 3 58	1 97 6 6 74	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1	nder 1 4	0 1 9 1 1 1 5	1 80 0 1 5 1 2 1 1 1 1 1 1 1 4 4 57 4 54 4 54 54 4	1 1 2 86 1 1 2 1 2 2 1 3 3 43 60	1 100 100 6 6 75 3 7 65	13 13 13 63 1 1 3 58 1	6 6 74 1 2 71	2	1			66 66 44.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domes Locks	1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1 1 5	1 80 0 5 1 2 1 1 1 1 1 1 4 4 4 5 7 4 1 2	1 1 2 1 1 2 1 1 2 1 2 1 3 3 4 3 6 0 1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 3 58	1 97 6 6 74	2	1			66 66 44 22 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domes	1	nder 1 4	0 1 9 1 1 1 5	1 80 0 1 5 1 2 1 1 1 1 1 1 1 4 4 57 4 54 4 54 54 4	1 1 2 1 1 2 1 1 2 1 2 1 3 3 4 3 6 0 1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1	6 6 74 1 2 71	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domes Locks	1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1 1 5	1 80 0 1 5 1 2 1 1 1 1 1 1 1 4 4 57 4 54 4 54 54 4	1 1 2 1 1 2 1 1 2 1 2 1 3 3 4 3 6 0 1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1	6 6 74 1 2 71	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimir Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1 1 5	1	1 1 2 1 1 2 1 1 2 1 2 1 3 3 4 3 6 0 1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 3 58 1	1 97 6 6 74 1 2 71	2	1			66 66 444
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 1 39 39 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder 1 4	0 1 9 1 1 1 5 4	1 80 0 5 1 2 1 1 1 1 1 4 4 4 57 4 4 5 5 4 4 4 5 5 4 4 4 5 5 4 4 5 5 4 5 6 6 6 6	1	1 1 100 100 6 6 75 65 1 1 1	13 13 13 63 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 1 2	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Lockit Claims Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	1	nder 1 4	0 1 9 1 1 1 5 4	1 80 0 5 1 2 1 1 1 1 1 4 4 4 57 4 4 4 5 5 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 2 1 1	2	1			6 6 6 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1	nder 1 4 3	0 1 9 1 1 1 5 4 1	1 80 6 5 1 2 1 1 1 1 1 4 4 4 57 4 54 4 54 4 5 1 1 1 2 1 1 1 1 1 2 1 1	1	1 1 100 6 6 75 65 1 1 1	13 13 13 63 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 1 2	2	1			6 6 6 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	1	nder 1 4 3	0 1 9 1 1 1 5 4 1	1 80 0 5 1 2 1 1 1 1 1 4 4 4 57 4 4 5 5 4 4 4 5 5 4 4 4 5 5 4 4 5 5 4 5 6 6 6 6	1	1 1 100 6 6 75 65 1 1 1 1	13 13 13 63 1 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 2 1 1	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc	1	nder 1 4 3	0 1 9 1 1 1 5 4 1	1 80 6 5 1 2 1 1 1 1 1 4 4 4 57 4 54 4 54 4 5 1 1 1 2 1 1 1 1 1 2 1 1	1	1 1 100 6 6 75 65 1 1 1	13 13 13 63 1 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 2 1 1	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dan Mishandling of Passenger Property - Dan	1	nder 1 4 3	0 1 9 1 1 1 5 4 1	1 80 6 5 1 2 1 1 1 1 1 4 4 4 57 4 54 4 54 4 5 1 1 1 2 1 1 1 1 1 2 1 1	1	1 1 100 6 6 75 65 1 1 1 1	13 13 13 63 1 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 2 1 1	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc	1	nder 1 4 3	0 1 9 1 1 1 5 4 1	1 80 6 5 1 2 1 1 1 1 1 4 4 4 57 4 54 4 54 4 5 1 1 1 2 1 1 1 1 1 2 1 1	1	1 1 100 6 6 75 65 1 1 1 1	13 13 13 63 1 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 2 1 1	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Passenge	1	1 4 3	0 1 9 1 1 1 5 4 1	1 80 6 5 1 2 1 1 1 1 1 4 4 4 5 5 7 4 4 4 4 5 5 4 4 4 4 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1	2	1			1 61 66 66 444 22 440
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	1	1 4 3	0 1 9 1 1 1 5 4 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1 1 1 2	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1 3	2	1			66 66 44 2 40
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identify Civil Rights - Sex/Gender/Gender Identify Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1	nder 1 4 3	0 1 9 1 1 1 5 4 4 1	1 80 6 5 1 2 1 1 1 1 1 4 4 4 5 5 7 4 4 4 4 5 5 4 4 4 4 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 3 58 1	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1	2	1			66 66 44.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 122 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Respect Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling o	1	nder 1 4 3	0 1 9 1 1 1 5 4 1 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1 1 1 2	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1 3	2	1			64 643 643 643 6443 6443 6443 6443 6443
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 322 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mentification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling	1	1 4 3 ItemsCarry-c	0 1 9 1 1 1 5 4 4 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1 1 1 2	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1 3	2	1			64 619 644 644 644 644 644 644 644 644 644 64
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 3022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Resperiements Identification (ID	1	1 4 3 ItemsCarry-c	0 1 9 1 1 1 5 4 1 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 63 1 1 3 58 1 1 1 2	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1 3	2	1			644: 44: 40: 11: 11: 11: 12: 13: 14: 14: 15: 16: 17: 17: 18: 18: 18: 18: 18: 18: 18: 18
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 322 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mentification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling	1 39 1 39 1 1 39 1 1 4 1 7- Not Transget ansgender 9 9 22 1- Active Du 1- DoD 1 18 1- TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 3 ItemsCarry-c	0 1 9 1 1 1 5 4 4 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 13 63 1 1 1 1 2 2	1 97 6 6 6 74 1 2 71 1 1 1 2 1 1 1 3 3 3 3	2	1			644 66: 444: 3 9 22 40: 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 222 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dan Mishandl	1 39 1 39 1 1 39 1 1 4 1 7- Not Transget ansgender 9 9 22 1- Active Du 1- DoD 1 18 1- TSA/DHS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 3 ItemsCarry-c	0 1 9 1 1 1 5 4 4 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 13 63 1 1 1 1 2 2	1 97 6 6 6 74 1 2 71 1 1 2 1 1 1 3 3 3 3 1 1	2	1			644 619 644 644 644 644 644 644 644 64
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 22 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Da	1 39 1 39 1 1 39 1 1 4 1 7- Not Transger ansgender 9 9 22 1 - Active Du 1 - DoD 1 4 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 3	0 1 9 1 1 1 5 4 4 1	1 80 0 5 1 2 1 1 1 1 4 4 4 57 4 4 57 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 100 100 100 100 100 100 100 100 100	13 13 13 13 63 1 1 1 1 2 2	1 97 6 6 6 74 1 2 71 1 1 1 2 1 1 1 3 3 3 3	2	1			25 5 18 615 62 62 62 62 62 62 62 62 62 62 62 62 62

			ISA Contac	a Center (1	CC) Data	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	3	4	2	1	3	2	3					19
Property - Special Handling - Damaged Ite	ems - Carry	-On	1	1	1	2		2					7
Property - Special Handling - Damaged Ite	ems - Checl	3	3			1	1						8
Property - Special Handling - Missing Item	ns - Carry-O	n						1					1
Property - Special Handling - Missing Item	1			1			1						3
Screening	3	4	3	5	7	10	5	7					44
Screening - Inconsistency						3	3						6
Screening - Lengthy Lines	1	1		2	4	3		1					12
Screening - Procedures/Process	2	3	3	3	3	4	2	6					26

						ГСС) Data Т								
Categories	10-Oct	11-Nov	12-Dec		an	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
НОВ	2	1		5	1	2		1	4	2	2	2		20
2019								1		2	2	2		5
Locks								1						1
Locks - General								1						1
Mishandling of Passenger Property											1			1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked B	aggage							1			1
Patdown										1				1
Patdown - Flyer										1				1
Screening										1	1			2
Screening - Procedures/Process										1	1			2
2020	2			3	1	2								8
Customer Service	1													1
Customer Service - TSO	1													1
Locks				1										1
Locks - Missing or Damaged Lock				1										1
Mishandling of Passenger Property				1										1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC		1										1
Patdown				1										1
Patdown - Flyer				1										1
Property - Special Handling					1	1								2
Property - Special Handling - Missing Ite	ms - Checke	d			1	1								2
Screening	1					1								2
Screening - Procedures/Process	1					1								2
2021									2					2
Patdown									1					1
Patdown - Flyer									1					1
Property - Special Handling									1					1
Property - Special Handling - Damaged	Items - Checl	ked							1					1
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	n - TSA PreC	Check							1					1
Property - Special Handling				1										1
Property - Special Handling - Missing Ite	ms - Carry-O)n		1										1
Screening				1										1
Screening - Inconsistency				1										1

Outronic						Tool - FOIA							
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOU	87	101	83	107	94	133	106	105	75	86	58	97	1,132
2019				30	26	28	29	31	35	34	20	37	270
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights				1	2		1	1				3	8
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	ation			1	1		1					1	4
Civil Rights - Sex/Gender/Gender Identity		nder			1			1					2
Customer Service				4	3	7	6	5	4	5	4	6	44
Customer Service - Others										1			1
Customer Service - TSO				4	3	7	6	5	4	4	4	6	43
Human Capital						,	0	3		1		0	1
Human Capital - Prospective Employment	with TSA									1			1
Locks	WILLIOA			1	1			1		1	1	3	8
				1	1			1		1	1	3	8
Locks - Missing or Damaged Lock				ı	- 1		4	ı		ı	I	3	
Lost and Found							1						1
Lost and Found - Airport/TSA				40			1	•	40				1
Mishandling of Passenger Property				10	9	6	7	8	12	11	4	8	75
Mishandling of Passenger Property - Dam					3	1	1	2	1			2	12
Mishandling of Passenger Property - Dam					4	5	5	3	8	10	4	4	50
Mishandling of Passenger Property - Dam				uggage	1								1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	1	1		1	3	3	1		2	12
Patdown				1	3	2	4	4	2		1	1	18
Patdown - Flyer				1	3	2	3	4	2		1	1	17
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				3		3	1	1	8	3	2	4	25
Persons w/ Disabilities (PWD) - Autism S	pectrum								1			1	2
Persons w/ Disabilities (PWD) - Cancer (c		east Can	icer						1				1
Persons w/ Disabilities (PWD) - Cognitive							1						1
Persons w/ Disabilities (PWD) - Diabetes			,			1			1				2
Persons w/ Disabilities (PWD) - Hearing I	mpairment								2				2
Persons w/ Disabilities (PWD) - Medically		edication	and Medic	1					1		1		3
Persons w/ Disabilities (PWD) - Metal Imp		odiodilon	una modio	'					1		'		1
Persons w/ Disabilities (PWD) - Mobility D		Mheelcha	air or Scoot	or)		2				1		1	4
Persons w/ Disabilities (PWD) - Ostomy/0		VIICEICIIA	311 01 30000	CI)				1		2		1	3
		Fauinma	nt.					ı	1			2	
Persons w/ Disabilities (PWD) - Respirato		Equipine	HIL	4					1				3
Persons w/ Disabilities (PWD) - Service A				1							4		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway		1							1		2
Property - Special Handling				8	6	10	6	8	8	9	6	10	71
Property - Special Handling - Damaged Ite				1	2		1	2		4	2	2	14
Property - Special Handling - Damaged Ite		i		3	1	3	1	1	2	2	1		14
Property - Special Handling - Missing Item				1		1	3	3		1		1	10
Property - Special Handling - Missing Item	s - Checked			3	3		1	2	6	2	3	7	33
Screening				2	2		3	3	1	4	1	2	18
Screening - Inconsistency										1			1
Screening - Procedures/Process				1	2		3	3	1	3	1		14
Screening - Retrieving Abandoned/Confis	cated Items											1	1
Screening - Security Breach				1								1	2
2020	33	39	33	30	26	19	1	7	10	19	12	15	244
Civil Rights	1		1	1		1				1		1	6
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	ation		1							1			2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	6	7	7	2	6	2		2	3	6	2	5	48
Customer Service - Others	1	2	'		1				2	2			8
Customer Service - TSO	5	5	7	2	5	2		2	1	4	2	5	40
Locks	4	2	1		1	1		1	1	4		5	11
Locks - General	4		ı		1	ı		ı	1				
	4		4		1								1
Locks - Missing or Damaged Lock	4	2	1			1		1	1				10
Lost and Found	2			3									5
Lost and Found - Airport/TSA	2			3									5
Mishandling of Passenger Property	7	13	11	10	4	5	1	3	3	4	5	3	69
Mishandling of Passenger Property - Dam	1		1		2						1	1	6
Mishandling of Passenger Property - Dam	6	10	8	9	2	5	1	3	1	3	4	2	54
Mishandling of Passenger Property - Disa	rrayed Item	3	2	1					2	1			9
Patdown	2	2		1	1								6
Patdown - Flyer	2	2		1	1								6
Persons w/ Disabilities (PWD)		2	1	1	1	2					1		8
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Br	east Can	icer			2					1		3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not \	Wheelcha	air or Scoot	1	1								2
Property - Special Handling	9	10	9	10	8	8		1	2	6	1	5	69
Property - Special Handling - Damaged Ite	2		1		1	<u> </u>				1	'	<u> </u>	5
Property - Special Handling - Damaged Ite	1	3	1	2	5	2		1		1			16
Property - Special Handling - Damaged Re	1	2	3	2	5	1		1		1	1	1	
					^				^			4	12
Property - Special Handling - Missing Item	5	5	4	6	2	5			2	3		4	36
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	2	3	2	5				1	2		1	21
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines	1		1		1								3
Screening - Procedures/Process	1	2	2	1	4				1	2	2	1	16

					C) Data Too								
Categories							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2021	19	12	9	15	10	29	21	22	30	33	26	45	271
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights				1		1	1	3			1	1	8
Civil Rights - Civil Rights Violation (TSA E	mployee)							1				1	2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimina				1		1		2					4
Civil Rights - Sex/Gender/Gender Identity	 Not Transger 	nder					1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	1	3	2	4	9	2	4	3	4	7	12	53
Customer Service - Others	1									1			2
Customer Service - TSO	1	1	3	2	4	9	2	4	3	3	7	12	51
Expedited Passenger Screening Program				1		2	5	5	20	24	12	21	90
Expedited Passenger Screening Program	- Active Duty	Military								1			1
Expedited Passenger Screening Program	- Known Crew	/ Member										1	1
Expedited Passenger Screening Program	- TSA Applica	ition Program	ı				1		1		2	1	5
Expedited Passenger Screening Program	- TSA PreChe	eck		1		2	4	5	19	23	10	19	83
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Locks		3		1		2							6
Locks - General		1											1
Locks - Missing or Damaged Lock		2		1		2							5
Mishandling of Passenger Property	4	3	2	3	1	1	1	2	2		1		20
Mishandling of Passenger Property - Dam				1			1		1		1		4
Mishandling of Passenger Property - Dam		3	2	2	1	1		2	1		!		16
Patdown	4	J	2		2	2			1		2	1	9
Patdown - Children			2									Į.	
												4	2
Patdown - Flyer					2	1					1	1	5
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1						4	1	1	1		1	9
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal N									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication and	d Medical S	Supplies			3						3
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelchair c	or Scooter)				1						1
Persons w/ Disabilities (PWD) - Service A	Animals									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway										1	1
Prohibited & Permitted Items				2		2						2	6
Prohibited & Permitted Items - Alcohol and	d Tobacco			1								1	2
Prohibited & Permitted Items - General				1		2						1	4
Property - Special Handling	9	4		3		2	4	6	1	2	1	2	34
Property - Special Handling - Damaged It		•					1	1	•	_		1	5
Property - Special Handling - Damaged It				1			1	2		1	1	1	10
Property - Special Handling - Missing Iten		1		1			1		1	!	!		5
Property - Special Handling - Missing Iten		3		1		2	1	3	- 1	1			14
	3	1	1		2	8	4	1	2	1	2	5	32
Screening	1	ı	ı	1	2	0	4	1	2	ı		5	
Screening - Inconsistency	ı			ı	2	2		Į.					5 3
Screening - Lengthy Lines			4				1						
Screening - Opposite Gender	0		1			_	0		0	4	0		1
Screening - Procedures/Process	2	1		1		5	3		2	1	2	5	22
Screening - Retrieving Abandoned/Confis						1							1
2022	35	50	41	32	32	57	55	45					347
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	2		1	1		2	1						7
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1		1										2
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Civil Rights - Transgender Screening							1						1
Customer Service	2	15	6	4	4	7		4					42
Customer Service - Others		2											2
Customer Service - TSO	2	13	6	4	4	7		4					40
Expedited Passenger Screening Program	18	24	24	17	16	25	38	29					191
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program		3	2	1	1		2						9
Expedited Passenger Screening Program		21	22	16	15	25	35	29					181
Hazardous Materials Safety	10	21	1	10	10	20	33	23					101
			1										1
Hazardous Materials Safety - General			ı										
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			3	2	1					10
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1			1	2	1					5
Mishandling of Passenger Property - Dam		1				2							4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1										1
No Jurisdiction				1				1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown	3	1		2	1	3	2	1					13
Patdown - Flyer	3			2	1	3	2	1					12
Patdown - Flyer as Observer	Ĭ	1											1
Persons w/ Disabilities (PWD)	2			3	2	3	2						12
. S.SS.IS III DIOGDINGO (1 11D)				J	_	J							- 1.

			TSA Contac	t Center (1	CC) Data	ΓοοΙ - FΟΙΑ	L						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies		1	1						2
Persons w/ Disabilities (PWD) - Mobility D	1			1	1								3
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts		1			1						2
Persons w/ Disabilities (PWD) - Wheelcha	1				1	1							3
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk	/Baby Form	1											1
Prohibited & Permitted Items - Firearm/Ar	mmunition		1										1
Property - Special Handling	3	4	3	1	3	3	3	2					22
Property - Special Handling - Damaged Ite	ems - Carry	1	2		2	1	2						8
Property - Special Handling - Damaged Ite	ems - Checl	2						1					3
Property - Special Handling - Missing Item	1			1	1	1	1	1					6
Property - Special Handling - Missing Item	2	1	1			1							5
Screening	4	2	3	3	6	11	6	6					41
Screening - Inconsistency		1					1	4					6
Screening - Lengthy Lines			2	1	2	3	1						9
Screening - Procedures/Process	4	1	1	2	3	7	3	2					23
Screening - Retrieving Abandoned/Confis	cated Items				1	1	1						3

) Data Too								
gories												9-Sep	Total
N .	22	15	9	20	17	19	17	25	11	8	10	7	18
2019				3	3	4	1	9	7	5	1	3	3
Customer Service				1	1	2		3	2			1	1
Customer Service - TSO				1	1	2		3	2	4		1	1
Locks									11	1			
Locks - Missing or Damaged Lock								0	11	1			
Mishandling of Passenger Property	1/8.41 1 14		1					3	1	2			
Mishandling of Passenger Property - Dam								1	4	0			
Mishandling of Passenger Property - Dam	iaged/Missing ite	msCneck	ed Baggag					2	1	2			
Patdown				1				2		1		1	
Patdown - Flyer				1				2		4		1	
Patdown - Non-Flyer					4	4		4		1		-	
Property - Special Handling	Observation 1			1	1	1		1				1	
Property - Special Handling - Damaged It					1							1	
Property - Special Handling - Missing Iten	ns - Checked			1		1		1					
Screening					1	1	1		3	1	1		
Screening - Lengthy Lines					1	1							
Screening - Procedures/Process							1		1	1	1		
Screening - Retrieving Abandoned/Confis	cated Items								1				
Screening - Security Breach	_								1				
2020	9	4	4	8	4	2	1						:
Civil Rights			1										
Civil Rights - Hair Patdowns			1										
Customer Service	2	1	1	1									
Customer Service - TSO	2	1	1	1									
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	2	3	1	2		1	1						
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Dam	1	1					1						
Mishandling of Passenger Property - Disa	rrayed Item	2		2		1							
Patdown				2	1								
Patdown - Flyer				2	1								
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Wheelch	1												
Property - Special Handling	2		1	2									
Property - Special Handling - Damaged It	1												
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iten	ns - Checked		1	2									
Screening	1			1	3	1							
Screening - Lengthy Lines	1				1								
Screening - Procedures/Process				1	2								
Screening - Security Breach						1							
2021	2			1	1	5	5	5	4	3	9	4	:
Customer Service	1					1	2	1	1	1			
Customer Service - TSO	1					1	2	1	1	1			
DHS TRIP										1			
DHS TRIP - General										1			
Expedited Passenger Screening Program						2	2	3	3	1	7	3	- :
Expedited Passenger Screening Program	- DoD						1						
Expedited Passenger Screening Program	- TSA Application	n Program						2			1		
Expedited Passenger Screening Program	- TSA PreCheck					2	1	1	3	1	6	3	
Identification (ID) Requirements											1		
Identification (ID) Requirements - Domest	ic										1		
Mishandling of Passenger Property				1			1						
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCheck	ced Baç	1									
Mishandling of Passenger Property - Disa							1						
No Jurisdiction												1	
No Jurisdiction - Refer to CBP												1	
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling					1	1		1			1		
Property - Special Handling - Damaged It	ems - Carry-On										1		
Property - Special Handling - Missing Iten								1					
Property - Special Handling - Missing Iten					1	1							
Screening						1							
Screening - Procedures/Process						1							
	11	11	5	8	9	8	10	11					
2022		1			1		1						
2022 Customer Service					1		1						
		1											
Customer Service - TSO			5	7	8	8	8	9					
Customer Service Customer Service - TSO Expedited Passenger Screening Program	11	1	5	7	8	8	8	9					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	11 - TSA Appl	1 9	5	7	8	8	8						
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	11 - TSA Appl	1 9 1						1					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	11 - TSA Appl 11	1 9 1 8	5	7			8	1					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	11 - TSA Appl 11	1 9 1 8	5	7			8	1					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction	11 - TSA Appl 11	1 9 1 8 emsCheck	5	7			8	1					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other	11 - TSA Appl 11	1 9 1 8	5	7			8	1 8					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Property - Special Handling	11 - TSA Appl 11 aged/Missing Ite	1 9 1 8 emsCheck	5	7			8	1 8					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other	11 - TSA Appl 11 aged/Missing Ite	1 9 1 8 emsCheck	5	7			8	1 8					

pories	10-Oct /		Contact Ce 2-Dec 01		02-Feb	03-Mar	04-655	05-May	NG_ lun	07_ 11	08-4~	00-500	Tota
		11-Nov 12 2	2-Dec 01 9					05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
L	3	2	9	10	7	6	11	10	5	5		9	
2019				2	1		5	4	3	3	3	3	
Customer Service									1	1			
Customer Service - TSO									1	1			
Mishandling of Passenger Property				1	1		1			1	1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarry	on Luggage)						1			
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Bac	1	1		1				1		
Patdown									1			1	
									1			1	
Patdown - Flyer									1			1	
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling				1			4	3			1		
Property - Special Handling - Damaged It	ems - Carry-O	n					1						
Property - Special Handling - Damaged It								2					
Property - Special Handling - Missing Iten							1						
				4				4			4		
Property - Special Handling - Missing Iten	is - Checked			1			2	1			1		
Screening								1	1	1		2	
Screening - Procedures/Process								1	1	1		2	
2020	1		3	3	4	1		1		1	1		
Civil Rights					•	•		1		•	•		
	l							1					
Civil Rights - Racial Profiling or Discrimina	auOH							1					
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property	1		1	1	3						1	1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarry	-on Luggage)	1								
Mishandling of Passenger Property - Dam			1	1	2						1		
		Corny on and		- 1							- 1	1	
Mishandling of Passenger Property - Disa	rrayed items	Carry-on or C	эпескеа									1	
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling			1	2		1						1	
Property - Special Handling - Damaged It	ems - Checker	1										1	
Property - Special Handling - Missing Iten			1	2		1							
	Is - Checked				4								
Screening					1								
Screening - Procedures/Process					1								
2021			1				1	1	2	1	4	4	
Customer Service			1					1			1	1	
Customer Service - TSO			1					1			1	1	
Expedited Passenger Screening Program									1	1			
	TCA Applies	tion Drogram								1			
Expedited Passenger Screening Program			ı							- 1			
Expedited Passenger Screening Program	- TSA PreChe	ck							1				
Mishandling of Passenger Property							1					2	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Baggag	е			1					2	
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medical [Dovings Attac	had to the P	ody								1		
	I	ned to the b	ouy						4			4	
Property - Special Handling									1		1	1	
Property - Special Handling - Missing Iten	ıs - Checked								1		1	1	
Screening											1		
Screening - Procedures/Process											1		
2022	2	2	5	5	2	5	5	4					
Civil Rights							1						
Civil Rights - Race							1						
			4				- 1						
Customer Service			1				1						
Customer Service - TSO			1				1						
Expedited Passenger Screening Program	2	1	3	5	2	3	1	2					
Expedited Passenger Screening Program	1		1	1	1								
Expedited Passenger Screening Program		1	2	4	1	3	1	2					
HAZMAT Endorsement	<u> </u>			7	- 1	3	1						
HAZMAT Endorsement - General							1						
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown						1							
						1							
Patdown - Flyer as Observer													
	1					1							
Persons w/ Disabilities (PWD)						4							
	Disability (Not	Wheelchair c	or Scooter)			1							
Persons w/ Disabilities (PWD)	Disability (Not	Wheelchair o	or Scooter)			1		1					
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling		Wheelchair o	or Scooter)			1							
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Missing Iten		Wheelchair o				1	A	1					
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Property - Special Handling		Wheelchair c	or Scooter) 1 1			1	1						

Categories	10-Oct 1	1-Nov	12-Dec			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	6	11		7	12	12	26	18	25	7	7	13	10	154
2019					2	4	1	1	4	4	5	4	2	27
Civil Rights					_	•	•	•	•	•	1	•	_	1
Civil Rights - Hair Patdowns											1			1
Customer Service						2		1	1	2	1			7
Customer Service - TSO						2		1	1	2	1			7
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Mishandling of Passenger Property	aged/Missing !!	tome 1	Checked 5	Saggara	1							2		3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa					1							2		1
Patdown	linayed itemsc	Jan y-O	II OI CIIECI	Ket	- '	1			1					2
Patdown - Flyer						1			1					2
Persons w/ Disabilities (PWD)					1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes					1									1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	Vheelcl	hair or Sco	ooter)		1								1
Persons w/ Disabilities (PWD) - Visual Im	pairment												1	1
Property - Special Handling									1	1	1	1		4
Property - Special Handling - Damaged It									1		1	1		3
Property - Special Handling - Missing Iten	ns - Checked						4		4	1			4	1
Screening Procedures/Process							1		1	1 1	2		1	6
Screening - Procedures/Process 2020	2	,	2	3	1	1	6		- 1	1		2	1	19
Civil Rights			-	J	1					Į.				13
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transgend	der			1									1
Customer Service	2					1	1							4
Customer Service - Others	1													1
Customer Service - TSO	1					1	1							3
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Mishandling of Passenger Property			21 1 1. 5									1		
Mishandling of Passenger Property - Dam Patdown	naged/Missing it T	tems	эпескеа E	saggage								1		1
Patdown - Flyer		1	1											
Persons w/ Disabilities (PWD)		1								1				2
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1				1
Persons w/ Disabilities (PWD) - Mobility [1	1											1
Property - Special Handling				1			2						1	4
Property - Special Handling - Damaged It				1										1
Property - Special Handling - Missing Iten	ns - Checked						2						1	3
Screening				2			3							5
Screening - Inconsistency				4			1							1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	easted Items			1			2							3
2021	Lateu items			1	4	1		4	5	2	2	7	7	32
Additional Information Required/Insufficient In	I formation				1	•		-	•			•	•	1
Additional Information Required/Insufficie		EMAIL	ONLY		1									1
Civil Rights								1			1		1	3
Civil Rights - Racial Profiling or Discrimin	ation							1			1		1	3
Customer Service					1			1	1		1	2	1	7
Customer Service - Others											1			1
Customer Service - TSO					1			1	1	0		2	1	6
Expedited Passenger Screening Program Expedited Passenger Screening Program	DoD							1	4 1	2		1	3	11
Expedited Passenger Screening Program		ck						1	3	2		1	3	10
Locks	10/11/00/100) (C			1				- 0			- '		1
Locks - General					1									1
Mishandling of Passenger Property					1									1
Mishandling of Passenger Property - Dam	aged/Missing I	tems(Checked E	Зас	1									1
Patdown								1				1		2
Patdown - Flyer								1				1		2
Persons w/ Disabilities (PWD)	/ Nooseeee	die - "	n ord 14	diact Co.	nli-:								1	1
Persons w/ Disabilities (PWD) - Medically	/ Necessary Me I	dicatio	n and Med	dicai Sup	piles								1	1
Property - Special Handling Property - Special Handling - Damaged It	ome Checked					1 1						1		2
Property - Special Handling - Damaged to						ı						1		1
Screening	IIS - OTICCRCG											2	1	3
Screening - Inconsistency													1	1
Screening - Lengthy Lines												2		2
2022	4	9)	4	5	6	19	13	16					76
Customer Service	1				1		1	2						5
Customer Service - CSM	1													1
Customer Service - TCC					1									1
Customer Service - TSO	_			4	_	_	1	2						3
Expedited Passenger Screening Program	3	9	9	4	4	5	15	10	14					64
Expedited Passenger Screening Program)		2	1	1	4	1					8
Expedited Passenger Screening Program Expedited Passenger Screening Program			7	4	2	4	14	9	11					52
Mishandling of Passenger Property	1	- /		4		4	14	9	11					1
Mishandling of Passenger Property - Dam	I naged/Missing II	temsI	Jnspecifie	d Luggar	ie				1					1
Property - Special Handling	g	2.7.5		5945	,-				1					1
Property - Special Handling - Damaged It	ems - Checked								1					1
Screening						1	3	1						5
Screening - Procedures/Process						1	3	1						5

egories	40.0=4				CC) Data			OF Mac	00 1	07 1	00 4	00 0	Tet-
-	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TS	1		2	2		1	1	3	-	6	_	_	
2019					1				1	4	1	2	
Civil Rights	No. t Towns				1								
Civil Rights - Sex/Gender/Gender Identity	/- Not Transge	ender			1								
Customer Service										2			
Customer Service - Others										1			
Customer Service - TSO										1			
Mishandling of Passenger Property	1/2 4:									1			
Mishandling of Passenger Property - Dar	naged/Missino	g ItemsC	hecked Bag	gage						1			
Property - Special Handling											1	2	
Property - Special Handling - Damaged I											1		
Property - Special Handling - Missing Itel	ms - Checked											2	
Screening									1	1			
Screening - Lengthy Lines									1				
Screening - Procedures/Process										1			
2020	1			1	1	1			1	1	4		
Civil Rights									1				
Civil Rights - National Origin									1				
Customer Service				1	1						1		
Customer Service - TSO				1	1						1		
Mishandling of Passenger Property	1					1							
Mishandling of Passenger Property - Dar	n 1												
Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	hecked Bag	gage		1							
Property - Special Handling											2		
Property - Special Handling - Damaged I	tems - Checke	ed									1		
Property - Special Handling - Missing Itel	ms - Checked										1		
Screening										1	1		
Screening - Procedures/Process										1	1		
2021				1	1			1	1	1			
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimin	nation								1				
Customer Service				1						1			
Customer Service - Others										1			
Customer Service - TSO				1									
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program	n - TSA PreCh	neck						1					
General Aviation					1								
General Aviation - General					1								
2022			2				1	2					
Customer Service			1				•						
Customer Service - TSO			1										
Expedited Passenger Screening Program			1					1					
Expedited Passenger Screening Program	I n - TSA PreCh	neck	1					1					
Patdown	1- YOAT TECT	ICON	- 1				1	- 1					
Patdown - Flyer							1						
Property - Special Handling							I	1					
	1							1					

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	2		1	3	3	4	3	6		3			2
2019						1	1	3					
Customer Service						1		2					
Customer Service - TSO						1		2					
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	l				1					
Property - Special Handling							1						
Property - Special Handling - Damaged It	ems - Chec	ked					1						
2020	2			1	1								
Civil Rights	1												
Civil Rights - Hair Patdowns	1												
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	ot Wheelch	air or Scoot	1									
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening					1								
Screening - Procedures/Process					1								
2021										3			
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	- TSA PreC	Check								1			
Patdown										1			
Patdown - Flyer as Observer										1			
2022			1	2	2	3	2	3					
Airline								1					
Airline - Lost Baggage								1					
Customer Service					1			1					
Customer Service - TSO					1			1					
Expedited Passenger Screening Program			1		1	2	2	1					
Expedited Passenger Screening Program	- TSA PreC	Check	1		1	2	2	1					
Mishandling of Passenger Property				2									
Mishandling of Passenger Property - Dan	aged/Missi	ng ItemsC	hecked Baç	2									
Screening						1							
Screening - Inconsistency						1							

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

egories 10	O-Oct			1-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
XD (t	6	3	2-Dec 0	1-Jan 3	02-reb	03-IVIAI 7	04-Apr 7			07-Jul 4			101
	ь	3	4	3						-	_		
2019					3	1		3		1	3		
Customer Service					1				1				
Customer Service - TSO					1				1				
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Damage	d/Missing	ItemsChe	cked Baggag	ge						1			
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically Ned	cessary M	edication ar	nd Medical S	Supplies				1					
Property - Special Handling					1						1		
Property - Special Handling - Missing Items - (Carry-On				1								
Property - Special Handling - Missing Items - 0											1		
Screening	orioonoa				1	1		2	1		1		
ŭ					- 1	- '		1	- 1		1		
Screening - Inconsistency													
Screening - Lengthy Lines					1			1					
Screening - Procedures/Process						1			1		1		
2020	3	1	1	1	1	2					2		
Customer Service	3						1						
Customer Service - TSO	3						1						
Mishandling of Passenger Property		1		1									
Mishandling of Passenger Property - Damage	d/Missiı	1		1									
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Prosthesis/Ar	nnutaes a	nd Caete									1		
	iipulees a	nu Casis	1			2					1		
Property - Special Handling	0		1			2							
Property - Special Handling - Damaged Items		n	1										
Property - Special Handling - Missing Items - (Checked					2							
Screening					1								
Screening - Lengthy Lines					1								
2021		2		1	2		1		4	3	1	2	
Customer Service				1	1		1					1	
Customer Service - TSO				1	1		1					1	
Expedited Passenger Screening Program									3	1	1	1	
Expedited Passenger Screening Program - TS	A Applica	tion Progra	n						2				
Expedited Passenger Screening Program - TS									1	1	1	1	
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Mobility Disab	nility (No	1											
Prohibited & Permitted Items	onity (14	- '								1			
	ov Formul	a/Propot Du	m.n										
Prohibited & Permitted Items - Breast Milk/Bal	by Formul	a/Breast Pu	mp							1			
Property - Special Handling					1				1				
Property - Special Handling - Missing Items - (unecked				1				1				
Screening		1								1			
Screening - Procedures/Process		1								1			
2022	3		3	1		4	5	2					
Civil Rights	1					1							
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity- No	t Transger	nder				1							
Customer Service	1		1										
Customer Service - TSO	1		1										
Expedited Passenger Screening Program			1	1		3	3	2					
	A DroCho	ook	1										
Expedited Passenger Screening Program - TS	A FIECH	-UK		1		3	3	2					
Property - Special Handling	1		1										
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Items - (Checked		1										
Screening							2						
Screening - Inconsistency							1						
Screening - Lengthy Lines							1						

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

			ISA Contac	ct Center (rcc) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS	2		1		1	1		2	1		1		9
2020	1				1								2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Iten	ns - Checke	d			1								1
2021	1								1		1		3
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA PreC	Check							1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d							1		1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
2022			1			1		2					4
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program	- TSA PreC	Check				1		1					2
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Check	ked	1										1
Screening								1					1
Screening - Procedures/Process								1					1

125 115 128 133 121 288 285 304 87 111 129 1291 2019 32019 35 56 56 49 57 57 58 55 56 56 49 57 58 58 58 58 58 58 58		09-Sep 119					•			U I-Jaii	12-Dec	11-1404	10-001	Categories
2019 CAN Big this Presented Religion 1 1 1 3 3 5 6 5 6 6 7 7 1 3 3 5 5 5 5 5 6 7 7 3 3 5 5 5 5 5 5 5 5	•	119								450	400	445	405	IAD
Chil Rights - Pecceived Religion	37 424	57									128	115	125	
Coli Rights - Perceived Fielington	2 9						50	30		42				
Chill Figiglist - Roadel Profiting of Dischrimiston Chill Rights - Source Profit of Service (1997) Chill Rights - Transporter Servering Chill Rights - Transporter Servering Chill Rights - Transporter Servering Child Rights - Transporter Servering Medical Intention Finds Child Rights - Transporter Servering Medical Intention Finds Child Rights - Servering - Transporter Servering Medical Intention Finds Child Rights - Servering - Transporter Servering Medical Intention Finds Child Rights - Servering - Transporter Servering Medical Intention Finds Child Rights - Servering - Transporter Servering Medical Intention Finds Child Rights - Servering - Transporter Servering Medical Intention Finds Child R	2 9		3	1					- 1					
Civil Egiptis - Secretary No. Transported Forenting	1 5	1	2		ı	- 1			1				ation	
Cutoff Service Cuto	1	'	0	1					'			ender		
Customer Service - O'Ders	1 1	1										ridoi		
Customer Service - TISO	6 49		6	6	5	8	7	5	2	4				
Customer Service - TSOO	3						•							
Locks	6 46	6	6				7	5	2	4				
Locks - Ceneral 1	4 40													
Locks - Missing or Damaged Lock	2													
Lost and Found Apport/TSA Mahamuling of Passenger Property DamagedMissing (partner-Carry-on Lugge) Mishanding of Passenger Property DamagedMissing (partner-Carry-on Checke) Mishanding of Passenger Property DamagedMissing (partner-Carry-on Checke) Passenger Mishanding (PWD) Addition Spectrum Persons of Disabilities (PWD) Damaged Mishanding (partner-Carry-on Checke) Persons of Disabilities (PWD) Damaged Mishanding (partner-Carry-on Checke) Persons of Disabilities (PWD) Addition Damaged Mishanding (partner-Carry-on Checke) Persons of Disabilities (PWD) Addition Damaged Mishanding (partner-Carry-on Checke) Persons of Disabilities (PWD) Addition Damaged Mishanding (partner-Carry-on Checked) Persons of Disabilities (PWD) Addition Damaged Mishanding (partner-Carry-On 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 38	4	9	4	5	5	4	2	1					
Lost and Found - Aprooff SA 1	7 17													
Meshanding of Passenger Property Semigraph 16	7 17													
Mishanding of Passenger Property - DamagedMissing Itams—Curry-on Lugages 2 1 1 1 1 1 1 1 1 1	15 140				19		17	15	6	16				
Methandiffung of Passenger Property - DamagedMesoning Items—Checked Bay 1 3 6 12 12 14 13 14 12	2 6			- 11				10			arry-on Lugo	ItemsC	ı naged/Missing	
Mashandling of Passenger Property - Disarrayed terra-Carry-on or Checke 1	10 106		12	14				12	6	_				
Patdown - Flyer	3 28													
Pattown - Flyer 1	3 11										0. 000	oung on		
Persons w Disabilities (PWD) - Audien Spectrum	3 10													
Persons w Disabilities (PWD) - Justims Spectrum	1							•						•
Persons w/ Disabilities (PWD) - Charge (PMD) - Ch	1 20	1		4		1	4	4	1	1				
Persons w/Disabilities (PWD) - Cancer (general) Not Breast Cancer 1	1							•		•			pectrum	,
Persons w Disabilities (PWD) Diabetes	2							2			ncer	Breast Car		
Persons w Disabilities (PWD) Medical Mecessary Medication and Medic 1	6				2		1		1		1001	orodot odi		
Persons W Disabilities (PWD) Medically Necessary Medication and Medic 1	1			1							e Body	ched to th		
Persons w Disabilities (PWD) - Mobility (Not Wheelchair or Scooter)	1 3	1					1			1				
Persons w Disabilities (PMD) - Ostomy(Ostomales 1 1 1 1 1 1 1 1 1	2	- 1		1										
Persons W Diabelities (PWD) - Service Animals 1							- 1			1)	all of Scoole	VVIICEICII		
Persons w Disabilities (PWD) - Touch Aversion (pain/trauma) 1	1			1	1									
Persons w Disabilities (PWD) - Wheelchair Scooler/ Segway 1	1											rouma)		
Property - Special Handling - Damaged Items - Carry-On	2			- 1			1							
Property - Special Handling - Damaged Items - Carry-On	9 84	0	11		10	11		6	4	10		begway	aii/ Scoolei/ S	
Property - Special Handling - Damaged Items - Checked	1 5					- 11	12	0		10)n	ome Corny C	
Property - Special Handling - Missing Items - Carry-On						2	2	2	I	4				
Property - Special Handling - Missing Items - Checked														
Screening - Inconsistency	3 14				40				2					
Screening - Inconsistency	2 42												lis - Checked	
Screening - Lengthy Lines	10 54	10	8	3	5	9	4	4						
Screening - Procedures/Process 3 3 2 2 2 7 3 3 3 6	3	4	0		0				2	1				
Screening - Retrieving Abandoned/Confiscated Items 2	1 8			0				0	0	0				
Screening - Security Breach 1 1 1 1 1 1 1 1 1	8 37	8	б	3	3	- /	2		3					
2020	3	4					4			2			taled items	
Civil Rights	1 3		40	40	40	40			20			20		
Civil Rights - Age	12 317 2 13			12	10	13	8	28	30					
Civil Rights - Racial Profiling or Discrimin 1			I							3	4		1	
Customer Service	1 1	4									2			
Customer Service 7 5 7 2 2 6 2 2 1 Customer Service - Others 1	1 6	1	4							2				
Customer Service - Others			I		0	0			0					
Customer Service - TSO				1				0	2			5	/	
Locks	3	0			1	0			0	0	1		1	
Locks - Missing or Damaged Lock 6 5 6 2 4 6 1 2 1	2 33		4	1										
Lost and Found	2 35													
Lost and Found - Airport/TSA	2 35		1		2		1			2				
Mishandling of Passenger Property 11 12 12 18 8 8 3 3 5 4 Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa 1	1 9													
Mishandling of Passenger Property - Damaged/Missit 1 Mishandling of Passenger Property - Dam 10 8 11 12 6 5 3 3 4 3 Mishandling of Passenger Property - Disa 1 3 1 6 1 3 1 1 1 Patdown 3 1	1 9						•			10				
Mishandling of Passenger Property - Dam 10 8 11 12 6 5 3 3 4 3 Mishandling of Passenger Property - Disa 1 3 1 6 1 3 1 1 1 Patdown 3 1 <td>2 86</td> <td></td> <td>4</td> <td>5</td> <td></td> <td>3</td> <td>3</td> <td>8</td> <td></td> <td>18</td> <td>12</td> <td></td> <td></td> <td></td>	2 86		4	5		3	3	8		18	12			
Mishandling of Passenger Property - Disa 1 3 1 6 1 3 1 1 1 Patdown 3 1	1 3													
Patdown	1 66					3	3							
Patdown - Flyer 3	17		1	1						6		3		
Persons w/ Disabilities (PWD) 1	6													
Persons w/ Disabilities (PWD) - Diabetes 1	6							1						
Persons w/ Disabilities (PWD) - Metal Importance Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Property - Special Handling 13 8 11 14 8 3 3 3 3 3 4 7 Property - Special Handling - Damaged It 1 1 1 1 1 1 1 1 1	5									1	1			
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Property - Special Handling 13 8 11 14 8 3 3 3 3 4 7 Property - Special Handling - Damaged It 1 1 2 5 1 1 1 1 1 Property - Special Handling - Missing Item 4 1 4 1 1 1 1 1 Property - Special Handling - Missing Item 6 6 5 11 3 2 2 2 2 4 5 Screening 7 3 9 10 5 3 1 5 3 1 Screening - Inconsistency 1 1 4 5 3 1 5 3 1	2			1					1					,
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1													
Property - Special Handling 13 8 11 14 8 3 3 3 3 4 7 Property - Special Handling - Damaged Ite 1 </td <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td>	1										1			
Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 2 1 1 2 5 1 1 1 1 Property - Special Handling - Missing Item 4 1 4 1 1 1 1 1 Property - Special Handling - Missing Item 6 6 5 11 3 2 2 2 2 4 5 Screening 7 3 9 10 5 3 1 5 3 1 Screening - Inconsistency 1 1 1 1 1 1 1 1	1													. ,
Property - Special Handling - Damaged Its 2 1 1 2 5 1 1 1 1 Property - Special Handling - Missing Item 4 1 4 1 1 1 1 1 Property - Special Handling - Missing Item 6 6 5 11 3 2 2 2 2 4 5 Screening 7 3 9 10 5 3 1 5 3 1 Screening - Inconsistency 1 1 1 1 1 1 1 1 1	1 78	1	7	4	3	3	3	3	8	14		8		
Property - Special Handling - Missing Iten 4 1 4 1 1 1 1 Property - Special Handling - Missing Iten 6 6 5 11 3 2 2 2 2 4 5 Screening 7 3 9 10 5 3 1 5 3 1 Screening - Inconsistency 1	2													
Property - Special Handling - Missing Item 6 6 5 11 3 2 2 2 2 4 5 Screening 7 3 9 10 5 3 1 5 3 1 Screening - Inconsistency 1 2 2 2 2 4 5 3 1 1 3 1 5 3 1 3 1 3 1 5 3 1 3 1 3 2 2 2 2 4 5 3 1 3 3 1 3 3 3 3 3	15				1		1	1	5					
Screening 7 3 9 10 5 3 1 5 3 1 Screening - Inconsistency 1	12													
Screening - Inconsistency 1	1 49		5											
	2 49	2		1	3	5	1	3		10	9	3	7	
Screening - Lengthy Lines 1 2 2	1								1					
	5													
Screening - Procedures/Process 5 1 7 8 4 3 1 5 3	2 39	2			3	5	1	3	4	8	7	1		
Screening - Retrieving Abandoned/Confis 1	1													
Screening - Security Breach 1 1 1	3													
	50 272	50	59	50	21	25		11	12	9	6	7	6	
Airline 1	1													
Airline - Policy/Regulations/Service 1	1						1							
Civil Rights 1 1 1 1 3 1 1 2	1 11	1	2		1	3		1			1			
Civil Rights - Civil Rights Violation (TSA Employee)	1			1										
Civil Rights - Racial Profiling or Discrimin: 1 1 1 1 1 1 1 1	1 6	1	1			1		1						
Civil Rights - Screening of Religious Cultural and Ceremonial Items	1				1						ms			
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1	2		1			1						ender	 Not Transge 	Civil Rights - Sex/Gender/Gender Identity

ries					Data Tool - FO							
Civil Dights Covard Orientation Not Tran	10-Oct 1	1-Nov 12	2-Dec 01-J	an 02-F	eb 03-Mai	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Tran	sgender						1					
Claims						1						
Claims - General						1						
Customer Service			1	4	1	2 2	2 4	4	5	10	5	3
Customer Service - Others						1				1		
Customer Service - TSO			1	4	1	1 2	2 4	4	5	9	5	3
Expedited Passenger Screening Program			1		2	4 1		9	24		25	10
Expedited Passenger Screening Program	DoD		'			4	10	9	24	33	1	- 10
		dan Dani	4			4						
Expedited Passenger Screening Program			1			1					1	
Expedited Passenger Screening Program -					2	2 1	10	9	23	33	23	10
Expedited Passenger Screening Program	- TSA/DHS En	nployees - C	pt In			1			1			
Hazardous Materials Safety			1								1	
Hazardous Materials Safety - General			1								1	
Identification (ID) Requirements							1					
Identification (ID) Requirements - Domestic	•						1					
(/ /	,	4					- 1			4		
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	3	3	1 3	3 2		2		1	
Mishandling of Passenger Property - Dam	1		1								1	
		4	ı	2	0	4 .			4		'	
Mishandling of Passenger Property - Dama	-	1		3		1 3	3 2		1			
Mishandling of Passenger Property - Disa	1				1				1			
No Jurisdiction							1	1				
No Jurisdiction - Refer to FAA							1					
No Jurisdiction - Refer to Other								1				
Patdown	1	1	1			1		1	4	1	2	
Patdown - Children	1					1		- 1	-	- '	1	
						1						
Patdown - Flyer	1	1	11						4	1	1	
Patdown - Non-Flyer								1				
Persons w/ Disabilities (PWD)		1		1			1		3	1	2	
Persons w/ Disabilities (PWD) - Autism Sp	ectrum								1			
Persons w/ Disabilities (PWD) - Cognitive		al /Mental D	isability						1			
Persons w/ Disabilities (PWD) - General											1	
, ,	adiaal Davisaa	_		4			4					
Persons w/ Disabilities (PWD) - Internal M				1			1					
Persons w/ Disabilities (PWD) - Medical D									1	1		
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	Vheelchair o	r Scooter)								1	
Persons w/ Disabilities (PWD) - Service Ar	nimals	1										
Prohibited & Permitted Items					1	1		1	1			
Prohibited & Permitted Items - Firearm/Am	munition					1						
Prohibited & Permitted Items - Knives/Tool		rn Objects			1							
					ı			4	4			
Prohibited & Permitted Items - Medication/			cessary items					1	1			
Property - Special Handling	2	3		1	1	2 2	2 2	1	5	6	9	
Property - Special Handling - Damaged Ite	ms - Carry-Or	1							1		1	
Property - Special Handling - Damaged Ite	1						1		1	1	2	
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Property - Special Handling - Missing Item	1											
Property - Special Handling - Missing Item		3		1	1	2 2	1	1	2	1	2	
Property - Special Handling - Missing Item		3		1	1	2 2		1	2		2	
Property - Special Handling - Missing Item Screening		3		1	4	2 2		3	5	3	2	
Property - Special Handling - Missing Item Screening Screening - Inconsistency		3		1	4 2	4	ļ		5	3 1		
Property - Special Handling - Missing Item Screening		3		1	4		ļ			3 1		
Property - Special Handling - Missing Item Screening Screening - Inconsistency		3		1	4 2	4			5	3 1 1		
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	s - Checke				1	1 3	3	2	5 1	3 1 1	4	
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	s - Checke		70		1	1 3	211 2	2	5 1	3 1 1	4	Ş
Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 22 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service	s - Checke	72		52	4 2 1 1 59 19	1 3	211 2 1 1	2	5 1	3 1 1	4	9
Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 22 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights	s - Checke		70		1	1 211	211 2 1 1 1 1	2	5 1	3 1 1	4	ę
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Racel Civil Rights - Screening of Religious Cultur	s - Checke ated Items 66 1 1 al and Cerem.	72 2 1 onial Items	3	52	1 59 18	1 211	211 2 1 1 1	2	5 1	3 1 1	4	ę
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 122 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others	s - Checke ated Items 66 1 1 al and Cerem. Not Transgen	72 2 1 onial Items der 1 1 1 6 1	3 3 1 1 1 3	1 1 6 1	1 1 59 19 19 19 19 19 19 19 19 19 19 19 19 19	1 211 1 1	211 2 1 1 1 1	2	5 1	3 1 1	4	
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	ated Items 66 1 1 1 ral and Cerem. Not Transgen 5 45 Active Duty M. DDD 1 44	2 1 onial Items der 1 1 1 6 1 1 49 Military 3 44	3 3 1 1 1 3 3 48 1 3 43	52 1 1 1 6 1 5	4 2 1 1 59 15 15 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 211 1 3 1 3 1 3 1 3 1 3 1 3 1 3	211 2 1 1 1 1 1 1 1 3 8 8 8 8 8 1 8 4 1 177	2	5 1	3 1 1	4	7
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	ated Items 66 1 1 al and Cerem Not Transgen 5 45 Active Duty M DoD 1 44 TSA/DHS	72 2 1 onial Items der 1 1 6 1 1 49 Ailitary 3 44 2	3 3 1 1 1 3 3 48 1 3 43 1	52 1 1 1 5 35 2 3 30 1 1	4 2 1 1 59 15 15 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 211 1 3 1 3 1 3 1 3 1 3 1 3 1 3	211 2 1 1 1 1 1 1 1 3 8 8 8 8 8 1 8 4 1 177	2	5 1	3 1 1	4	7
Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	ated Items 66 1 1 1 al and Cerem. Not Transgen 5 45 Active Duty No. DoD 1 44 TSA/DHS	2 1 onial Items der 1 1 1 6 1 1 49 Military 3 44	3 3 1 1 1 3 3 48 1 3 43	52 1 1 1 6 6 1 5 35 2 3 3 30	4 2 1 1 59 15 15 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 211 1 3 1 3 1 3 1 3 1 3 1 3 1 3	211 2 1 1 1 1 1 1 1 3 8 8 8 8 8 1 8 4 1 177	2	5 1	3 1 1	4	7
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Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	ated Items 66 1 1 al and Cerem. Not Transgen 5 45 Active Duty M. DOD 1 44 TSA/DHS	2 1 onial Items der 1 1 1 6 1 1 49 Military 3 44 2	3 3 1 1 1 3 3 48 1 3 43 1	52 1 1 1 5 35 2 3 3 30 1 1 1	4 2 1 1 59 19 19 19 19 19 19 19 19 19 19 19 19 19	1 211 1 3 1 3 1 3 1 4 1 5 1 8 1 98 1 8 7 184 4 3	211 2 1 1 1 1 1 1 3 8 8 8 9 185 4 177 3 4	2	5 1	3 1 1	4	7
Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims Claims - Status Customer Service Customer Service - Others Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	ated Items 66 1 1 al and Cerem. Not Transgen 5 45 Active Duty M. DoD 1 44 TSA/DHS	72 2 1 onial Items der 1 1 6 1 1 49 Alilitary 3 44 2	3 3 1 1 1 3 3 48 1 3 43 1	52 1 1 6 1 5 35 2 3 30 1 1 1 1	4 2 1 1 59 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1	1 211 1 3 1 3 1 3 1 4 1 5 1 6 1 7 184 4 3	211 2 1 1 1 1 1 1 3 8 3 8 9 185 4 177 3 4	2	5 1	3 1 1	4	7
Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	ated Items 66 1 1 al and Cerem. Not Transgen 5 45 Active Duty M. DOD 1 44 TSA/DHS	2 1 onial Items der 1 1 1 6 1 1 49 Military 3 44 2	3 3 1 1 1 3 3 48 1 3 43 1	52 1 1 1 5 35 2 3 3 30 1 1 1	4 2 1 1 59 19 19 19 19 19 19 19 19 19 19 19 19 19	1 211 1 3 1 3 1 3 1 4 1 5 1 8 1 98 1 8 7 184 4 3	211 2 1 1 1 1 1 1 3 8 8 8 8 185 4 177 3 4	2	5 1	3 1 1	4	9: 7:

			TSA Contac	ct Center (TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	naged/Missir	2				1		1					4
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d			1	1					2
No Jurisdiction		1	2										3
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP			2										2
Patdown	1	1			1		1	1					5
Patdown - Flyer	1	1			1		1	1					5
Persons w/ Disabilities (PWD)	1	1	1		2		1	4					10
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - Internal M	∕ledical Devi	ces			1			1					2
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoot	er)				1					1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts			1								1
Persons w/ Disabilities (PWD) - Wheelcha	1							1					2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	3	1	8	3	2			1					18
Property - Special Handling - Damaged Ite	ems - Carry-	-On	4					1					5
Property - Special Handling - Damaged Ite	1		1	1	1								4
Property - Special Handling - Missing Item	2		2	1									5
Property - Special Handling - Missing Item	ns - Checke	1	1	1	1								4
Screening	6	5	3	4	1	1	3	5					28
Screening - Crew Member or Airline Empl	loyee							1					1
Screening - Inconsistency		2						1					3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	6	3	1	4		1	1	3					19
Screening - Retrieving Abandoned/Confis	cated Items		2		1		1						4

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

248 258 254 258 254 258 254 258 254 258 257 273 259	Categories	40 Oct		TSA Contac		•			OF Mov	OG Lum	07 1	00 4	00 Con	Total
Part		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Control Rights		245	258	255										
Chile Rights - Age														
Cult Rights - Controllational Rights 1 1 1 1 1 2 1 1 1 1					2	4	2	4	4	3		11	5	40 1
Calc Fights - National Crips 1					1	- 1					1			2
Coli Rigids - Processed Projects 1					1									1
Cold Rights - Reside Profiling or Disconnession Child Rights - Sovereing of Profiling or Child Incomerate Child Rights - Sovereing of Profiling or Child Incomerate Child Rights - Reside Convention - New Transposate Residence Incomerate Child Rights - Residence Convention - New Transposate Residence Incomerate Child Rights - Residence Child Incomerate Residence Code Child Rights - Residence Child Incomerate Residence Chi							1							1
Cult Rights - Sources (appendix posses) in a control of the contro		l			1			4	3	2	3	6	4	24
Cold Rights - Secretaries Febreis Noth Transperder 1			ents		'	1			0			0		1
Clear Regists - Securated Towerstown - Net Treasgrances Clear Regists - Securated Treasgrances Clear Treasgrances Security - Company Clear Company Comp											1	3	1	6
Cold Rights - Treatsparker Forenering														2
Customer Service		T							1	1				2
Customer Service, CRIME					10	15	15	24	19	17	22	11	19	152
Costomer Service - TSO	Customer Service - CSM											1		1
Locks Missing or Danaged Lock	Customer Service - Others						3	1		1	1	2		8
Lecke - Missing or Damages Look Lead of Coard Prograph (1754) Look and Found Prograph (1754) Missing Prograph (1754) Prograph (1	Customer Service - TSO				10	15	12	23	19	16	21	8	19	143
Lot and Found	Locks				4	2	2	3	6	4	5	5	1	32
Less and Founds - Appendix Services 4 3 4 3 3 3 2 7 1 7 1	Locks - Missing or Damaged Lock				4	2	2	3	6	4	5	5	1	32
Mahardung of Pleasenger Property Demograbilisaring Interns—Carry-on Lugapage	Lost and Found				4	3	4	3	3	2		2	1	22
Minhandring of Passanger Proporty - Dampaged Mining Intern—Checked 8sg 17 7 12 21 16 18 17 19 14 14 Minhandring of Passanger Proporty - Dampaged Mining Intern—Checked 8sg 17 7 12 21 16 18 17 19 14 14 Minhandring of Passanger Proporty - Dampaged Mining Intern—Checked 8sg 17 7 12 21 16 18 17 19 14 14 Minhandring of Passanger Proporty - Dampaged Mining Intern—Checked 8 3 3 3 4 3 2 4 1 3 2 2 4 1 3 2 2 4 1 3 2 2 4 1 3 2 2 4 1 3 2 2 3 1 3 2 3 1 3 1 3 1 3 1 3 1 3 1	Lost and Found - Airport/TSA				4	3	4	3	3	2		2	1	22
Misharding of Plassenger Property - Damaged Misning Intern—Checked Est; 17 7 12 21 16 18 17 19 14 14 Misharding of Plassenger Property - Damaged Misning Intern—Checked St. 2 5 4 3 3 7 2 4 2 5 Misharding of Plassenger Property - Damaged Misning Internal Property - Damaged Misning	Mishandling of Passenger Property				20	8	15	27	23	23	21	31	17	185
Mahamating of Passenger Property - DamsgedMissing Imera-Junysenfield Luggage 1	Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	arry-on Lug	gage		1	1	3	1	1	5	1	13
Mishanding of Passenger Property - Disarrayed Items—Carry-on of Checke 3 3 7 2 2 2 2 2 2 2 3 3 7 2 2 2 2 2 2 3 3 3 4 3 2 4 1 3 3 2 4 1 3 3 2 4 1 3 3 2 4 1 3 3 2 4 1 3 3 2 4 1 3 3 2 4 3 3 2 4 1 3 3 3 3 3 3 3 3 3	Mishandling of Passenger Property - Dar	maged/Missin	g ItemsC	checked Baç	17	7	12	21	16	18	17	19	14	141
Petadown Flyer 3	Mishandling of Passenger Property - Dar	maged/Missin	g ItemsU	Inspecified L	_uggage	1				1				2
Persons of Disabilities (PMD) - Autisin Spectrum	Mishandling of Passenger Property - Dis	arrayed Items	Carry-or	or Checker	3		2	5	4	3	3	7	2	29
Persona of Disabilities (PVD) - Audiens (protection 1 1 1 1 1 1 1 1 1	Patdown				3		3			4	3	2	4	19
Persons w Disabilities (PWD) - Automa Sportum	Patdown - Flyer				3		3			4	3	2	4	19
Persons w Disabilities (PWD) - Capriliver Operational Moderated Disability 1	Persons w/ Disabilities (PWD)				3	3	2	6	3	1	3	4	3	28
Persons w Disabilities (PWD) - Copietive Developmental Mental Disability 1	Persons w/ Disabilities (PWD) - Autism S	Spectrum						1						1
Persons w Disabilities (PWD) - Clabeles 1	Persons w/ Disabilities (PWD) - Cancer	general) Not	Breast Ca	ncer					1			1		2
Persons w/Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1	Persons w/ Disabilities (PWD) - Cognitiv	e /Developme	ental /Ment	tal Disability	1							1		2
Persons w/Daabilities (PWD) - Mobility (Date Mechality Neckseary Mechanities (PWD) - Mobility (Date Mechanity of Scoredre)	Persons w/ Disabilities (PWD) - Diabetes	5					1	1		1		1		4
Persons w/Dasbilities (PWD) - Ostony/Stomates	Persons w/ Disabilities (PWD) - General					1					1			2
Persons work Disabilities (PWD) - Oxformy/Ostorates 1	Persons w/ Disabilities (PWD) - Medicall	y Necessary I	Medication	n and Medic	al Supplies	1							1	2
Persons w (Disabilities (PWD) - Neaprisal year Inhaler Equipment 1 2 2 3 4 4 3 4 2 4 7 7 1 1 1 2 3 3 4 4 3 4 4 4 3 4 4	Persons w/ Disabilities (PWD) - Mobility	Disability (No	t Wheelch	air or Scoot	er)			2				1		3
Persons w Disabilities (PWD) - Vinuel Injamiment 1 2 1 1 2 1 1 2 1 1	Persons w/ Disabilities (PWD) - Ostomy/	Ostomates						1						1
Persons w Disabilities (PWO) - Visual Impairment 1 2 1 2 1 1 2 1 1 2 1 1	Persons w/ Disabilities (PWD) - Respirat	ory and Inhale	er Equipm	ent							1			1
Persons w Disabilities (PWD) - Wheelchair Sequety 2	Persons w/ Disabilities (PWD) - Touch A	version (pain/	trauma)								1		2	3
Probibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Items - Carry-On 3 2 1 4 4 4 3 4 2 2 2 3 3 4 2 2 2 3 3 4 2 2 2 3 3 4 8 3 4 2 2 3 3 4 8 3 4 2 2 3 3 4 8 3 3 4 4 5 5 6 6 7 6 6 7 6 6 7 7	Persons w/ Disabilities (PWD) - Visual Ir	npairment				1								1
Property - Special Handling	Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	Segway		2		1	1	2					6
Property - Special Handling	Prohibited & Permitted Items												1	1
Properly - Special Handling - Damaged Items - Checked 3 2 5 5 6 6 1 3 3 Properly - Special Handling - Damaged Items - Checked 3 2 5 5 5 6 1 3 3 Properly - Special Handling - Missing Items - Carry-On 7 3 4 2 2 2 3 3 3 4 8 8 3 Properly - Special Handling - Missing Items - Carry-On 7 3 4 2 2 2 3 3 3 4 8 8 7 10 Properly - Special Handling - Missing Items - Checked 19 10 11 8 11 13 14 13 7 10 Properly - Special Handling - Missing Items - Checked 19 10 11 8 11 13 14 13 7 10 Properly - Special Handling - Missing Items - Checked 19 10 11 8 11 13 14 13 7 10 Properly - Special Handling - Missing Items - Checked 19 10 11 8 11 13 14 13 7 10 Properly - Special Handling - Missing Items - Checked 19 10 11 8 11 13 14 15 17 10 Properly - Special Handling - Missing Items - Checked 19 10 11 13 14 15 15 Properly - Special Handling - Missing Items - Checked 19 10 11 13 14 15 Properly - Procedures - Propedures	Prohibited & Permitted Items - General												1	1
Property-Special Handling - Damaged Items - Checked	Property - Special Handling				32	15	22	14	19	25	26	26	20	199
Property - Special Handling - Missing Items - Checked	Property - Special Handling - Damaged I	tems - Carry-0	On		3		2	1	4	4	4	3	4	25
Property - Special Handling - Missing Items - Checked	Property - Special Handling - Damaged I	tems - Check	ed		3	2	5	3	2	5	5	6	1	32
Request for Assistance Other 1	Property - Special Handling - Missing Ite	ms - Carry-Or	1		7	3	4	2	2	3	3	4	8	36
Request for Assistance - Other	Property - Special Handling - Missing Ite	ms - Checked			19	10	11	8	11	13	14	13	7	106
Screening - Crew Member or Airline Employee	Request for Assistance						1							1
Screening - Inconsistency														1
Screening - Inconsistency					4	7	7	12	13	14	7	8	10	82
Screening - Lengthy Lines 2 1 3 1 1 1 1 1 1 1 1	Screening - Crew Member or Airline Emp	oloyee					1							1
Screening - Procedures/Process 2 5 2 9 12 14 4 6 7 6														1
Screening - Retrieving Abandoned/Confiscated Items														10
Screening - Security Breach					2	5	2	9		14	4			61
2020 94 76 115 97 79 54 4 11 16 24 17 26 61		scated Items							1			1	1	3
Civil Rights - Constitutional Rights														6
Civil Rights - Constitutional Rights 1		_						4	11					613
Civil Rights - National Origin 1		_	1	2	5	3	3			1	2	1	1	24
Civil Rights - National Origin Civil Rights - Perceived Religion 1		1												1
Civil Rights - Perceived Religion													1	1
Civil Rights - Racial Profiling or Discrimin 4			1											1
Civil Rights - Screening of Religious or Cultural Garments										1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	4		3				1	1		15
Civil Rights - Transgender Screening 1														1
Customer Service 20 19 30 10 18 9 2 4 9 3 4 12 Customer Service - Others 3 1 2 - - - - 1 Customer Service - Others 3 1 2 - - - - 1 Customer Service - Others 3 1 2 - - - - 1 - 1 - 1 - - 1 -		y- Not Transg	ender		1	1					1			3
Customer Service - Others 3 1 2 1 Customer Service - TSO 17 18 28 10 18 9 2 4 9 3 3 12 Locks 6 2 3 6 7 2 1 2 1 1 3 Locks - Missing or Damaged Lock 6 2 3 6 7 2 1 2 1 1 3 Lost and Found 2 1 3 4 3 2 1 2 1 1 1 Lost and Found - Airport/TSA 2 1 3 4 3 2 1 1 1 1 Lost and Found - Airport/TSA 2 1 3 4 3 2 1 2 4 2 7 13 Mishandling of Passenger Property - Dam 2 2 2 1 1 2 4 2 4 2 6														1
Customer Service - TSO 17 18 28 10 18 9 2 4 9 3 3 12 Locks 6 2 3 6 7 2 1 2 1 1 3 Lost and Found 2 1 3 4 3 2 1 2 1 1 1 3 Lost and Found 2 1 3 4 3 2 1 2 1 1 1 Lost and Found 2 1 3 4 3 2 1 2 1 1 1 Lost and Found 4 2 1 3 4 3 2 1 1 1 Lost and Found 2 1 3 4 3 2 1 2 4 2 7 13 Mishandling of Passenger Property - Dam 2 2 2 1 2 2					10	18	9		2	4	9	3		128
Locks														7
Locks - Missing or Damaged Lock											9		3	121
Lost and Found														31
Lost and Found - Airport/TSA									2	1		1		31
Mishandling of Passenger Property 25 12 24 28 21 10 2 4 2 7 13 Mishandling of Passenger Property - Dam 2 2 2 1 1 2 4 2 6 11 Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 3 6 2 2 1 2 4 2 6 11 1 <td></td> <td>17</td>														17
Mishandling of Passenger Property - Dam 2 2 2 1 Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 Mishandling of Passenger Property - Diaa de Mishandling of Passenger Property - Disa de Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 Patdown (Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 1 Patdown 5 3 6 2 Patdown - Flyer 5 3 6 2 3 2 1 2 Patdown - Flyer as Observer 1 1 1 2 1 2 1 Patdown - Non-Flyer 1 1 1 2 1 2 1 Persons w/ Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 1 1 1								1						17
Mishandling of Passenger Property - Dam 19 9 21 20 17 10 2 4 2 6 11 Mishandling of Passenger Property - Disal 4 1 3 6 2 1 1 1 1 Patdown 5 3 7 3 3 2 1 1 2 Patdown - Flyer 5 3 6 2 3 2 1 2 1 2 Patdown - Flyer as Observer 1 1 1 2 1 1 2							10		2		4	2	7	
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 Mishandling of Passenger Property - Disal 4 1 3 6 2 1 1 Patdown 5 3 7 3 3 2 1 2 Patdown - Flyer 5 3 6 2 3 2 1 2 Patdown - Flyer as Observer 1 1 1 1 2 1 2 1 2 1 Persons W Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons W/ Disabilities (PWD) - Cognitive /Developmental /Ment 1 1 1 1 1 1 Persons W/ Disabilities (PWD) - Diabetes 1 2 1 1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>7</td></t<>														7
Mishandling of Passenger Property - Disa 4 1 3 6 2 1 1 Patdown 5 3 7 3 3 2 1 2 Patdown - Flyer as Observer 1 1 3 4 4 2 1 2 1 Persons w/ Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons w/ Disabilities (PWD) - Cognitive / Developmental / Ment 1 1 1 1 1 1 Persons w/ Disabilities (PWD) - Diabetes 1 2 1 1							10		2		4	2	6	110
Patdown 5 3 7 3 3 2 1 2 Patdown - Flyer 5 3 6 2 3 2 1 2 Patdown - Flyer as Observer 1 1 1 Patdown - Non-Flyer 1 1 1 Persons W Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons W Disabilities (PWD) - Cognitive / Developmental /Ment 1 1 1 1 Persons W/ Disabilities (PWD) - Diabetes 1 1 1 1														1
Patdown - Flyer 5 3 6 2 3 2 1 2 Patdown - Flyer as Observer 1 1													1	17
Patdown - Flyer as Observer 1 Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons w/ Disabilities (PWD) - Cognitive / Developmental /Ment 1 1 1 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 1		_												24
Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons w/ Disabilities (PWD) - Cognitive / Developmental /Ment 1 1 1 1 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 1 2	•	5	3	6		3	2				1			22
Persons w/ Disabilities (PWD) 1 3 4 4 2 1 2 1 Persons w/ Disabilities (PWD) - Cognitive / Developmental /Ment 1					1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	•													1
Persons w/ Disabilities (PWD) - Diabetes 1 1		-			4				1					17
							1						1	3
Persons w/ Disabilities (PWD) - Ceneral I	Darsons w/ Disabilities (DMD) Disbeter	sl	1	1										2
Persons w/ Disabilities (PWD) - General 1 1														2

Persons w/ Disabilities (PWD) - Medically					•	- FOIA							
Persons w/ Disabilities (PWD) - Medically					02-Feb 03	8-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
				1								1	2
Persons w/ Disabilities (PWD) - Mobility D		Wheelchair	or Scoot	1									1
Persons w/ Disabilities (PWD) - Ostomy/O				1									1
Persons w/ Disabilities (PWD) - Respirator	y and Inha	1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	r/ Scooter/	1	2			1							4
Property - Special Handling	21	22	28	29	19	14	1	3	5	4	8	7	161
Property - Special Handling - Damaged Ite	3	2	3	2					2				12
Property - Special Handling - Damaged Ite	4	8	3	4	1	3	1				2	3	29
Property - Special Handling - Missing Iten	2	3	5	9	2	3		1		2	2	3	32
Property - Special Handling - Missing Item	12	9	17	14	16	8		2	3	2	4	1	88
Screening	9	13	14	8	5	10	1	1	5	4	2	4	76
Screening - Crew Member or Airline Emplo	yee		1										1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines		3			1	1							5
Screening - Procedures/Process	8	9	11	8	3	9	1	1	5	4	2	4	65
Screening - Retrieving Abandoned/Confisc	ated Items	1	2										3
021	30	32	28	31	35	32	71	75	84	95	108	103	724
Additional Information Required/Insufficient Info	ormation							1		1			2
Additional Information Required/Insufficien		- EMAIL ON	LY					1		1			2
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flye	er											1	1
Airline			1				1						2
Airline - Lost Baggage							1						1
Airline - Lost Baggage Airline - Policy/Regulations/Service			1				1						1
Civil Rights		3	1	2	1	2	2	1		3	4	2	21
Civil Rights - Age		<u> </u>	ı		1		1	ı		3	- 4		1
Civil Rights - Age Civil Rights - Hair Patdowns							1						
Ü												1	1
Civil Rights - Race	tion											1	1
Civil Rights - Racial Profiling or Discrimina		1	1	1	1	1	1	1		2	3		12
Civil Rights - Sex/Gender/Gender Identity-		1		1		1					1		4
Civil Rights - Sexual Harassment (TSA Em		1											1
Civil Rights - Sexual Orientation - Not Tran	sgender									1			1
Claims					1				1			2	4
Claims - General									1			1	2
Claims - Status					1							1	2
Customer Service	12	7	7	11	16	8	22	18	24	34	23	26	208
Customer Service - Others		1			1							3	5
Customer Service - TCC			2										2
Customer Service - TSO	12	6	5	11	15	8	22	18	24	34	23	23	201
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program			4	1	2	8	15	27	32	29	43	52	213
Expedited Passenger Screening Program -	TSA Applic	ation Program				1	1	4	6	1	2	4	19
Expedited Passenger Screening Program			4	1	2	7	14	23	25	28	41	48	193
Expedited Passenger Screening Program									1				1
Hazardous Materials Safety		,,	-		1								1
Hazardous Materials Safety - General					1								1
Identification (ID) Requirements			1	1	· · ·		1	1				2	6
Identification (ID) Requirements - Domestic			1				1	1				1	4
Identification (ID) Requirements - ID Match		nd Boarding I		1									1
Identification (ID) Requirements - Internation		id boarding i	ass 155	'								1	1
Locks	mai mavei			1	1		1	1		1			
Locks - General				1									7
Locks - General								- 1				2	7
Looks Missing or Domogod Look				4			1	1		1		2	1
Locks - Missing or Damaged Lock				1	1		1	1		1			1 6
Lost and Found				1			1	1		1	1	2	1 6 2
Lost and Found Lost and Found - Airport/TSA							1				1	2	1 6 2 2
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	3	5		6		2	1	5	1	4	1 3	2	1 6 2 2 34
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	aged/Missii	1		6			1 1 4	5 2		4 3	1 3 1	2 2	1 6 2 2 34 10
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dam	aged/Missii 3	1 4		6		2	1 1 4	5 2 2	1	4	1 3	2	1 6 2 2 34 10 21
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	aged/Missii 3	1 4		6	1		1 1 4	5 2	1	4 3	1 3 1	2 2 1	1 6 2 2 34 10 21 3
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction	aged/Missii 3	1 4	Checked 1	6	1		1 1 4 2 2 3	5 2 2	1	4 3	1 3 1	2 2	1 6 2 2 34 10 21 3
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP	aged/Missii 3	1 4	1	6	2		1 1 4	5 2 2	1	4 3	1 3 1	2 2 1	1 6 2 2 34 10 21 3 8
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	aged/Missii 3	1 4		6	1		1 1 4 2 2 3	5 2 2	1	4 3	1 3 1	2 2 1	1 6 2 2 34 10 21 3
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP	aged/Missii 3	1 4	1	6	2		1 1 4 2 2 2 3 2	5 2 2	1	4 3	1 3 1	1 1	1 6 2 2 34 10 21 3 8
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	aged/Missir 3 rayed Items-	1 4	1	6	2		1 1 4 2 2 2 3 2	5 2 2	1	4 3 1	1 3 1	1 1	1 6 2 2 34 10 21 3 8 4
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	aged/Missir 3 rayed Items-	1 4	1	6	2		1 1 4 2 2 2 3 2	5 2 2	1	4 3 1	1 3 1	1 1	1 6 2 2 34 10 21 3 8 4 4
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1	6 3 3	2		1 1 1 4 2 2 2 3 2 1	5 2 2 1	1 1 1	1 1	1 3 1 2	1 1	1 6 2 2 34 10 21 3 8 4 4 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1	6 3 3	2		1 1 1 4 2 2 2 3 2 1	5 2 2 1	1 1 1	1 1	1 3 1 2	1 1	1 6 2 2 34 10 21 3 8 4 4 4 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1 1	6 3 3 3	2		2 2 3 2 1	5 2 2 1	1 1 1	4 3 1	1 3 1 2 2	1 1	1 6 2 2 34 34 3 8 8 4 4 4 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1 1	6 3 3 3	2		2 2 3 2 1	5 2 2 1	1 1 1	4 3 1 1 1 2	1 3 1 2 2	1 1	1 6 2 2 34 34 3 8 4 4 4 1 1 1 1 1 1 1 1 9
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1 1	6 3 3 3	2	2	1 1 4 2 2 3 3 2 2 1 1	5 2 2 1 1	1 1 1 2 2 2	4 4 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 2	1 1 1	1 6 2 2 34 10 21 3 8 8 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1 1	6 3 3 3	2	2	1 1 1 4 2 2 2 3 3 2 1	5 2 2 1 1	1 1 1 2 2 2	4 4 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 2	2 2 1 1 1 1	1 6 2 2 2 2 3 4 4 10 21 3 3 8 8 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	aged/Missir 3 rayed Items-	1 4 -Carry-on or	1 1	6 3 3 3	2	2	1 1 4 2 2 3 3 2 2 1 1	5 2 2 1	1 1 1 2 2 2	4 4 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 2	2 2 1 1 1 1	1 6 2 2 2 3 3 4 10 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	aged/Missin 3 rayed Items- al 1	1 4 -Carry-on or 1	1 1 1	6 3 3 1	2	2	1 1 1 4 2 2 2 3 3 2 1	5 2 2 1	1 1 1 2 2 2 2	4 4 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 2	2 2 1 1 1 1	1 6 2 2 2 3 3 4 10 0 21 3 3 8 8 4 4 4 11 11 11 11 11 11 17 7 1 1 3 3 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	aged/Missin 3 rayed Items-	1 4 -Carry-on or 1 1	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1	1 1 1 2 2 2 2	4 4 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 2	2 2 1 1 1 1	1 6 2 2 2 3 3 4 4 4 4 1 1 1 1 1 1 1 1 1 7 7 1 3 3 2 2 4 4
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesis	aged/Missin 3 rayed Items- II 1 Necessary No	1 4 -Carry-on or 1 1	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1 1	1 1 1 2 2 2 2 1	4 3 1 1 1 2 1 1 1 2	1 3 1 2	2 2 1 1 1 1	1 6 2 2 2 3 3 4 4 4 4 1 1 1 1 1 1 1 1 1 7 7 1 3 3 2 2 4 4 3 3
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Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items	aged/Missin 3 rayed Items- I 1 Necessary N s/Amputees a ir/ Scooter/ S Warrior Tobacco	1 4 -Carry-on or 1 1 Medication and Casts	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1 1	1 1 2 2 2 1 1 1	1 1 1 2 2 1 1 1 2	1 3 1 2 2 1 1	2 2 1 1 1 1	1 6 2 2 2 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items	aged/Missin 3 rayed Items- al 1 Necessary Nos/Amputees animals ir/ Scooter/ S Warrior Tobacco	1 4 -Carry-on or 1 1 1 Medication an and Casts Segway	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1 1	1 1 1 2 2 2 2	1 1 1 2 2 1 1 1 2	1 3 1 2 2 2 1 1 2	2 2 1 1 1 1	1 6 2 2 2 3 4 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic D Prohibited & Permitted Items - Electronic D	aged/Missin 3 rayed Items- al 1 Necessary N s/Amputees animals ir/ Scooter/ S Warrior Tobacco Devices Is/Razors/Sh	1 4 -Carry-on or 1 1 1 Medication an and Casts Segway	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1 1	1 1 2 2 2 1 1 1	1 1 1 2 1 1 1 2	1 3 1 2 2 1 1 2	2 2 1 1 1 1	1 6 2 2 2 3 4 4 10 21 3 3 8 8 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wedically Persons w/ Disabilities (PWD) - Wedically Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Derohibited & Permitted Items - Electronic Derohibited & Permitted Items - Lighters/Ma	aged/Missin 3 rayed Items- al 1 Necessary N //Amputees a himals ir/ Scooter/ S Warrior Tobacco Devices s/Razors/Sh tches	1 4 -Carry-on or 1 1 1 Medication an and Casts Segway	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1 1	1 1 2 2 2 1 1 1	1 1 1 2 2 1 1 1 2	1 3 1 2 2 1 1 2	2 2 1 1 1 1	1 6 2 2 2 3 4 4 10 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic D Prohibited & Permitted Items - Electronic D	aged/Missin 3 rayed Items- al 1 Necessary N s/Amputees a nimals ir/ Scooter/ S Warrior Tobacco Devices s/Razors/Sh tches s/Aerosols	1 4 -Carry-on or 1 1 1 Medication an and Casts Segway	1 1 1	6 3 3 1	2	2	1 1 4 2 2 1 1 1 1 4 4 2 2	5 2 2 1 1	1 1 2 2 2 1 1 1	1 1 1 2 1 1 1 2	1 3 1 2 2 2 1 1 2	2 2 1 1 1 1	1 6 2 2 2 3 4 4 10 21 3 3 8 8 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

		TSA	Contact	Center (T	CC) Data 1	Tool - FOIA	l .						
Categories	10-Oct	11-Nov 12	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	13	15	2	2	4	3	7	8	12	12	17	8	103
Property - Special Handling - Damaged Ite				1	1		1	1	2	4		2	18
			0			1						1	
Property - Special Handling - Damaged Ite	4	5	2		1		3	3	2	2			25
Property - Special Handling - Missing Item	4	3				1	2	3	4	3		1	31
Property - Special Handling - Missing Item	5	7		1	2	1	1	1	4	3		4	29
Screening	1	1	10	5	7	7	9	10	8	5	7	4	74
Screening - Inconsistency			3	2	4	2	2	1	1			3	18
Screening - International Screening						1							1
Screening - Lengthy Lines			2			2	1	2					7
Screening - Procedures/Process	1	1	5	3	3	2		6	7	5	7	1	46
Screening - Retrieving Abandoned/Confis	cated Items						1	1					2
2022	121	150	112	133	129	302	326	298					1,571
Airline				2	1			1					4
Airline - Policy/Regulations/Service				2	1			1					4
Animals					1		1						2
Animals - Carry-On					1		1						2
Civil Rights	8		4	5	6	3	5	4					35
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin			1	1				3					5
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	1					5
	4		0	4				ļ.					
Civil Rights - Racial Profiling or Discrimina			3	4	3								14
Civil Rights - Screening of Religious Cultu	ral and Cere	emonial Items					1						1
Civil Rights - Sex/Gender/Gender Identity	1				2		1						4
Civil Rights - Sexual Orientation - Not Tra	1				1								2
							1						1
Civil Rights - Transgender Screening							1						
Claims	1		1										2
Claims - Status	1		1										2
Customer Service	29	41	22	17	19	28	26	27					209
	29			17				21					
Customer Service - Others		1	1		1	2							5
Customer Service - TCC		1				1							2
Customer Service - TSO	29	39	21	17	18	25	26	27					202
Duplicate E-mail	3												3
Duplicate E-mail - General	3												3
- · · · · · · · · · · · · · · · · · · ·													
Expedited Passenger Screening Program	56	70	67	70	68	235	253	229					1,048
Expedited Passenger Screening Program	 Active Dut 	ty Military					1						1
Expedited Passenger Screening Program	- DoD					1		2					3
Expedited Passenger Screening Program	4	6	7	5	4	4	3						38
Expedited Passenger Screening Program		64	60	65	63	230	249	221					1,004
Expedited Passenger Screening Program	- TSA/DHS	Employees - C	opt In		1			1					2
Hazardous Materials Safety			2										2
Hazardous Materials Safety - General			2										2
Human Capital				1									1
·													
Human Capital - Prospective Employment	with ISA			1									1
Identification (ID) Requirements		1											1
Identification (ID) Requirements - ID Matc	hina Ticket	1											1
Locks	2				1		1						4
Locks - Missing or Damaged Lock	2				1		1						4
Lost and Found				1		1	1						3
Lost and Found - Airport/TSA				1		1	1						3
Mishandling of Passenger Property	1	7	2	2	3	2	5	7					29
Mishandling of Passenger Property - Dam				1	2		1	5					12
	0												
Mishandling of Passenger Property - Dam		3	2	1	1	2	4						15
Mishandling of Passenger Property - Disa	rrayed Item	1						1					2
No Jurisdiction	1	2	1	2	3	6	2	4					21
No Jurisdiction - No Referral						1	1	1					3
No Jurisdiction - Refer to CBP		1	1	2	1	3		2					
		ı	- 1		- 1	3	- 1						11
No Jurisdiction - Refer to Department of S	tate							1					1
No Jurisdiction - Refer to Other	1	1			2	2							6
No Subject				1									1
No Subject - General				1									1
Patdown		1		7	3	A	4	0					
				- 1		1	4	2					18
Patdown - Children		1			1								2
Patdown - Flyer				6	1	1	4	2					14
Patdown - Flyer as Observer				1									1
Patdown - General					1								1
	4	0	0			2	0	0					
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6						29
Persons w/ Disabilities (PWD) - Autism S	oectrum							1					1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Mental D	isability			1							1
Persons w/ Disabilities (PWD) - Diabetes	·		1				1						2
Persons w/ Disabilities (PWD) - General			1				1	1					3
			- 1				- 1	- 1					
Persons w/ Disabilities (PWD) - Internal M		1				1							2
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	tached to the B	ody	1	1		1						3
Persons w/ Disabilities (PWD) - Medically	Necessarv	Medication and	d Medical	Supplies	1								1
Persons w/ Disabilities (PWD) - Metal Imp					2								2
	. ,												
Persons w/ Disabilities (PWD) - Mobility D		2				1							4
Persons w/ Disabilities (PWD) - Service A	nimals	1											1
Persons w/ Disabilities (PWD) - Touch Av		/trauma)		1									1
Persons w/ Disabilities (PWD) - Visual Im		,		1			1						2
Persons w/ Disabilities (PWD) - Wheelcha				2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and	d Tobacco	1											1
Prohibited & Permitted Items - Chemical/h													1
Prohibited & Permitted Items - Knives/Too				_									1
Property - Special Handling	5	7	4	8	13	12	13	8					70

			OA COIItac	.,	oo, bata	00 0							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	2	2	3	2	6	3	4	2					24
Property - Special Handling - Damaged Ite	2			2	1		1						6
Property - Special Handling - Missing Item	s - Carry-C	4	1	3	2	8	3	5					26
Property - Special Handling - Missing Iten	1	1		1	4	1	5	1					14
Screening	12	14	7	12	7	11	9	13					85
Screening - Children								1					1
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1	2		1	2	1	3	3					13
Screening - International Screening			1										1
Screening - Lengthy Lines	2	4		1		3	1	1					12
Screening - Procedures/Process	8	8	5	10	5	7	5	7					55
Screening - Retrieving Abandoned/Confisc	cated Items		1					1					2
TSA Contact Information								1					1
TSA Contact Information - General								1					1

Categories	10-Oct	11-Nov	12-Dec 01-		•		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ICT	14	12	22	20	22	19	10	27	19	10	13	9	197
2019				2	4	2	2	6	5	6	3	6	36
Civil Rights							1	1					2
Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	otion						1	1					1
Customer Service	allon			1				ı					1
Customer Service - TSO				1									1
Locks							1		1	1	1		4
Locks - Missing or Damaged Lock							1		1	1	1		4
Mishandling of Passenger Property					2			1	1	2		3	9
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa					2			1		2		2	7
Patdown	irrayed items- I	-Carry-on	or Checked			2		3	1	1	1	2	10
Patdown - Flyer						2		3	1		1	2	9
Patdown - Flyer as Observer										1		_	1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheelcha	ir or Scooter)		1								1
Property - Special Handling					1				1	1	1	1	5
Property - Special Handling - Damaged It		d			1				1	1	1	1	3
Property - Special Handling - Missing Iter Screening	is - Checked			1	ı			1	1	1			4
Screening - Procedures/Process				1				1	1	1			4
2020	7	4	5	6	4	1		4	6		2	1	40
Civil Rights	1							1	1				3
Civil Rights - Racial Profiling or Discrimin	1							1	1				3
Customer Service				1					1				2
Customer Service - TSO		4		1	1				1				2
Locks Locks - Missing or Damaged Lock		1 1			1				2				4
Mishandling of Passenger Property	1	2		1	2	1		1	1		1		10
Mishandling of Passenger Property - Dam		1		•		•					1		2
Mishandling of Passenger Property - Dam		1		1	1	1		1	1				7
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked		1								1
Patdown			2										2
Patdown - Flyer			1										1
Patdown - Non-Flyer Persons w/ Disabilities (PWD)			1	1									1
Persons w/ Disabilities (PWD) - Wheelch	 air/ Scooter/ S	Seaway		1									1
Property - Special Handling	2	1	2	1	1				1		1		9
Property - Special Handling - Damaged It		1		•					1		1		3
Property - Special Handling - Missing Iter					1								2
Property - Special Handling - Missing Iter	r 1		2	1									4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening Screening - Procedures/Process	3 2		1 1	1				1				1	8
Screening - Procedures/Frocess Screening - Retrieving Abandoned/Confis			· · · · · · · · · · · · · · · · · · ·	1				1					2
2021	2	2	6	3	4		3	10	8	4	8	2	52
Civil Rights								4			1		5
Civil Rights - Racial Profiling or Discrimin	ation							2			1		3
Civil Rights - Sex/Gender/Gender Identity		nder						2					2
Customer Service	2		1	1	1			1			1		7
Customer Service - Others Customer Service - TSO	2		1	1	1			1			1		1 6
Duplicate E-mail	2		2	1	ı			ı			ı		2
Duplicate E-mail - General			2										2
Expedited Passenger Screening Program								2	4	1	4	1	12
Expedited Passenger Screening Program			ram					1	2			1	4
Expedited Passenger Screening Program	- TSA PreCh	eck						1	2	1	4		8
Identification (ID) Requirements									1	1			2
Identification (ID) Requirements - Domest	iic I				4			4	1	1			2
Locks Locks - General					1			1 1					2
Locks - General Locks - Missing or Damaged Lock					1			ı					1
Mishandling of Passenger Property				1	1			1			1		4
Mishandling of Passenger Property - Dam	। naged/Missing	ItemsCa	arry-on Lug	1							1		2
Mishandling of Passenger Property - Dan	naged/Missing	ItemsCh	necked Baggage		1								1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked					1					1
Patdown				1				1	1				3
Patdown - Flyer		1	2	1				1	1				3
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I	 Disability (Not		1										1
Persons w/ Disabilities (PWD) - Ostomy/0		1	'										1
Persons w/ Disabilities (PWD) - Visual Im			1										1
Prohibited & Permitted Items	ĺ	1					1		1				3
Prohibited & Permitted Items - Electronic		1											1
Prohibited & Permitted Items - Firearm/Ar	mmunition						1						1
Prohibited & Permitted Items - General					4				1				1
Property - Special Handling Property - Special Handling - Damaged It	ems - Chaolin	nd			1		1			2			4
Property - Special Handling - Missing Iter					1								1
Property - Special Handling - Missing Iter										2			2
Screening	_		1				1		1		1	1	5
Screening - Inconsistency							1		1				2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process			1				1		1		1	1	2 1 2

			ISA Conta	ct Center (icc) Data	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	5	6	11	9	10	16	5	7					6
Civil Rights								2					
Civil Rights - Profiling								1					
Civil Rights - Race								1					
Claims								1					
Claims - General								1					
Customer Service			1	2									
Customer Service - TSO			1	2									
Expedited Passenger Screening Program	3	6	7	6	9	13	5	2					5
Expedited Passenger Screening Program	1				2		1						
Expedited Passenger Screening Program	2	6	7	6	7	13	4	2					
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	1							1					
Mishandling of Passenger Property - Dam	1							1					
No Jurisdiction			1										
No Jurisdiction - No Referral			1										
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Check	ked				1							
Screening			1	1	1	2		1					
Screening - Procedures/Process			1	1	1	2		1					

							ΓοοΙ - FΟΙ <i>Α</i>							
ategories	10-Oct	11-Nov	12-De		Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	3	3		4	6	3	1	7	-		5	4	2	42
2019					2	1			1		4			8
Civil Rights					1									1
Civil Rights - Racial Profiling or Discrimin	ation				1									1
Locks						1								1
Locks - Missing or Damaged Lock						1								1
Mishandling of Passenger Property									1		2			3
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked	Baggage					1		2			3
Property - Special Handling											2			2
Property - Special Handling - Damaged It	ems - Carry-	On									1			
Property - Special Handling - Damaged It	ems - Check	ed									1			
Screening					1									
Screening - Classified Materials					1									
2020	1								1				1	3
Mishandling of Passenger Property	1								1					2
Mishandling of Passenger Property - Dam	1								1					
Property - Special Handling													1	
Property - Special Handling - Damaged It	ems - Check	ed											1	
2021	1					1		2			1	4	1	10
Customer Service	_											1		
Customer Service - TSO												1		
Duplicate E-mail												1		
Duplicate E-mail - General												1		
Expedited Passenger Screening Program												2		
Expedited Passenger Screening Program	- TSA PreC	heck										2		
Locks	1	ICOK												
Locks - Missing or Damaged Lock	1													
Patdown	'										1			
Patdown - Flyer											1			
Persons w/ Disabilities (PWD)								4			I			
. ,	1 10/							1						
Persons w/ Disabilities (PWD) - Wounded	i warrior					4		1						
Screening Providence (Providence)						1		1					1	
Screening - Procedures/Process						1		1					1	;
2022	1	3		4	4	1	1	5	2					21
Customer Service				1	1									2
Customer Service - Others				1	1									2
Expedited Passenger Screening Program	1	1		1	2	1		4	2					12
Expedited Passenger Screening Program	1	1		1	2	1		4	2					12
Lost and Found		1												
Lost and Found - Airport/TSA		1												
No Jurisdiction				1										
No Jurisdiction - Refer to Other				1										
Property - Special Handling		1						1						
Property - Special Handling - Damaged It		On						1						
Property - Special Handling - Missing Iter	ns - Carry-C	1												
Screening				1	1		1							
Screening - Procedures/Process				1	1		1							3

			TSA Conta	ct Center (1	ГСС) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	1	1		3	4	2	1	1	1	1	2	1	18
2019				1	2	1		1			2	1	8
Customer Service						1							1
Customer Service - TSO						1							1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage	1							1	2
Persons w/ Disabilities (PWD)				1	1						1		3
Persons w/ Disabilities (PWD) - Hearing	Impairment										1		1
Persons w/ Disabilities (PWD) - Visual Im	npairment				1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Iter	ns - Carry-O	n									1		1
2020				1		1			1	1			4
Mishandling of Passenger Property				1		1				1			3
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	(1		1							2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d						1			1
Request for Assistance									1				1
Request for Assistance - Wounded Warri	or (MSIJSO	C)							1				1
2021	1			1									2
Customer Service				1									1
Customer Service - TSO				1									1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
2022		1			2		1						4
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program	- TSA PreC	heck			2		1						3

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

ories	10-Oct	11-No		Contact -Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Julies	10-001	11-NO	9	-Dec 9	7	02-reb	19	16	17	13	10	11	09-Sep 11	10tai
2019			•	J		4	1	6	3	6	3	6	3	
Civil Rights						1								
Civil Rights - Racial Profiling or Discrimina	ation					1								
Customer Service							1	1	1					
Customer Service - TSO							1	1	1					
Locks								2						
Locks - Missing or Damaged Lock								2						
Mishandling of Passenger Property									1			3	1	
Mishandling of Passenger Property - Dam												1		
Mishandling of Passenger Property - Dam					age							2	1	
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-	on or C	hecked					1					
Patdown												1		
Patdown - Flyer												1		
Property - Special Handling						1		2		1	1	1	1	
Property - Special Handling - Damaged Ite	ems - Checke	ed				1		2		1			1	
Property - Special Handling - Missing Item	ns - Checked										1	1		
Screening						2		1	1	5	2	1	1	
Screening - Inconsistency												1		
Screening - Lengthy Lines								1		3				
Screening - Procedures/Process						2			1	2	2		1	
2020	5		3	2	1	1	2		1			1	3	
Civil Rights													1	
Civil Rights - Hair Patdowns													1	
Customer Service				1										
Customer Service - TSO				1										
Locks	1													
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property	2		1		1								1	
Mishandling of Passenger Property - Dam			1										1	
Mishandling of Passenger Property - Disa		-Carry-	on or C	hecked	1									
Prohibited & Permitted Items									1					
Prohibited & Permitted Items - Lighters/Ma	l atches								1					
Property - Special Handling			1				2					1	1	
Property - Special Handling - Damaged Ite	ı ems - Carrv-C)n	•										1	
Property - Special Handling - Damaged Ite							1					1		
Property - Special Handling - Missing Item		,u	1				1					'		
Screening	2		1	1		1	'							
Screening - Lengthy Lines	1		-	- '		1								
Screening - Procedures/Process	1		1	1		1								
2021	2		1	- 1	1	1	3	1	2	7	7	4	5	
	1		1		1			1		'	1	4	5	
Civil Rights Civil Rights - Racial Profiling or Discriming						1								
	1					4					1			
Civil Rights - Transgender Screening			4		4	1								
Customer Service			1		1				1		1		2	
Customer Service - TSO			1		1				1		1	4	2	
Expedited Passenger Screening Program										4	4	4	3	
Expedited Passenger Screening Program										1			1	
Expedited Passenger Screening Program			rogram							1				
Expedited Passenger Screening Program	- TSA PreCh	eck								2	4	4	2	
Persons w/ Disabilities (PWD)	1									1				
Persons w/ Disabilities (PWD) - Diabetes														
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheel	chair or	r Scoote	r)					1				
Prohibited & Permitted Items										1				
Prohibited & Permitted Items - Breast Milk	d/Baby Formu	la/Brea	st Pum	р						1				
Property - Special Handling							3		1	1	1			
Property - Special Handling - Damaged Ite	ems - Checke	ed					2		1		1			
Property - Special Handling - Missing Item	ns - Carry-On						1			1				
Screening								1						
Screening - Inconsistency								1						
2022	2		5	7	5	5	13	9	11					
Civil Rights								1						
Civil Rights - Race								1						
Customer Service			1	1	1		1	1						
Customer Service - TSO			1	1	1		1	1						
Expedited Passenger Screening Program	1		3	4	4	5	7	7	8					
Expedited Passenger Screening Program		ation P			2			1						
Expedited Passenger Screening Program			3	4	2	5	7	6	8					
Lost and Found	·						•		1					
Lost and Found - Airport/TSA									1					
Patdown									1					
									1					
			1	1					1					
Patdown - Flyer				1										
Patdown - Flyer Prohibited & Permitted Items	olo/Dones /C		4											
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too		/N.A.c2"	1	-										
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Medication		/Medica		1			_							
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Medication Property - Special Handling	/Prescription/			1			2							
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Missing Item	/Prescription/ ns - Carry-On						2							
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Missing Item Screening	/Prescription/			1					1					
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Missing Item	/Prescription/ ns - Carry-On						2		1					

			ISA Cont	act Center (ICC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	1	3		4 2	2	2	1	2	1	3	3		21
2019										1	l		1
Mishandling of Passenger Property											I		1
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked B	aggage						4	1		1
2020	1			1 1						1	l		- 4
Customer Service										1	1		1
Customer Service - TSO										1	1		
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked B	aç 1									
Screening	1			1									- :
Screening - Lengthy Lines				1									
Screening - Procedures/Process	1												
2021		1		1	1				1	1	l		!
Mishandling of Passenger Property											I		
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	arry-on Lu	ıggage						4	1		
Property - Special Handling		1											
Property - Special Handling - Damaged I	tems - Checl	1											
Screening				1	1				1				
Screening - Procedures/Process				1	1				1				
2022		2		3	1	2	1	2					11
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		1		2	1	2	1	1					
Expedited Passenger Screening Program	n - TSA PreC	1		2	1	2	1	1					
Patdown		1											
Patdown - Flyer		1											
Screening								1					
Screening - Procedures/Process								1					

Categories	10-Oct	44 Nov	12-Dec			Tool - FOIA		OF Mov	OC lum	07 11	08-Aug	00 Con	Total
		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul		09-Sep	Total
IND	48	62	2 6				57	85	39	50		41	711
2019				10	1:	2 11	12	19	17	21		15	137
Civil Rights							1	1		2		2	6
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimina								1		1		1	3
Civil Rights - Screening of Religious or Cu	ıltural Garme I	nts					1						1
Civil Rights - Transgender Screening												1	1
Customer Service				2			2	4		7		1	18
Customer Service - TSO				2			2	4		7		1	18
Locks					4			1		2			10
Locks - Missing or Damaged Lock					4			1		2			10
Mishandling of Passenger Property				3	4	5	3	6	7	4	3	3	38
Mishandling of Passenger Property - Dam						1							1
Mishandling of Passenger Property - Dam						3 1	2	4	5	3	3	2	25
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-o	n or Check	e(1			1	2	2	1		1	12
Patdown						3	1	3	1	2			10
Patdown - Flyer						3	1	2	1	2			9
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				1			1		1	2	3		8
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal N	ledical Devic	es		1									1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledicatio	n and Med	cal Supplies	3					1			1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelc	nair or Sco	oter)							1		1
Persons w/ Disabilities (PWD) - Service A	nimals									1			1
Persons w/ Disabilities (PWD) - Touch Av		rauma)					1						1
Persons w/ Disabilities (PWD) - Wheelcha									1				1
Property - Special Handling		,				2 1	4	3	6	1	5	7	33
Property - Special Handling - Damaged It	ı ems - Carrv-0)n							1				1
Property - Special Handling - Damaged It				-		1	2	1	1		1	3	10
Property - Special Handling - Missing Iten								1	1			3	6
Property - Special Handling - Missing Item				3			2	1	3	1	4	1	16
Screening	is - Officered							1	2	1		2	14
Screening - Lengthy Lines								- 1		- 1	2		2
Screening - Procedures/Process						1 2		1	2	1		2	12
2020	8	13	3 1	7 14			2	2	6	5		7	
	8	13) 1	/ 14	1.	11		2	1	5	9	- /	111
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Fly	er								1				1
Civil Rights				1 1					1				5
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimina													2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge			1									1
Customer Service			3	1 3		1		1		1		2	15
Customer Service - Others				1									1
Customer Service - TSO				1 2				1		1		2	14
Locks				3		2							6
Locks - Missing or Damaged Lock				3	- 2	2							6
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	5	2	2	5 1		3 4			1	2	1	2	27
Mishandling of Passenger Property - Dam	aged/Missing	Items	Carry-on Lu	iggage		2			1				4
Mishandling of Passenger Property - Dam	4			ô 1		1				2	1	2	19
Mishandling of Passenger Property - Disa	1					1							4
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		2	2	2 1	2	2			1		2	1	11
Persons w/ Disabilities (PWD) - Diabetes				1									2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledicatio	r	1									1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelc	nair or Sco	oter)					1		1		3
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees												2
Persons w/ Disabilities (PWD) - Touch Av		rauma)									1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		1									1
Property - Special Handling	3		1	2 6	,	5		1	1	2	4	2	31
Property - Special Handling - Damaged It	ems - Carry			1		1					1		4
Property - Special Handling - Damaged It						1		1		1		1	5
Property - Special Handling - Missing Iten				1		. 2							4
Property - Special Handling - Missing Iten			3	1 5		1			1	1	3	1	18
				1 2		1 1	2		1		2		13
Screening									1				1
Screening - Inconsistency													
Screening - Inconsistency									'				1
Screening - Inconsistency Screening - Lengthy Lines				1 1			2		1		2		10
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process				1 1	;	3 1	2		'		2		10
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	Ω	4.		1	;	3 1		15		24		10	10
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	8	12			;	3 1	2	15	16	24		19	10 1 143
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline	8	12		1	;	3 1		15		24		1	10 1 143 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service	8	12		1	;	7 15		15			12	1 1	10 1 143 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights	-	12		1	;	3 1		15		2	12	1	10 1 143 1 1 1 6
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin	ation			1	;	3 1 7 15 3		15		2	12	1 1 1	10 1 143 1 1 6
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin-	ation			1	;	3 1 7 15 3		15		2	12	1 1	10 1 143 1 1 6 1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	ation			1	;	3 1 7 15 3 2 1		15		2	12	1 1 1	10 1 143 1 1 6 1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims	ation			1	;	3 1 7 15 3		15		2	12	1 1 1	10 1 143 1 1 1 6 1 1 4 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status	ation - Not Transge	ender	2	7 2	: :	3 1 7 15 3 3 2 1 1 1	6			2 1 1	12	1 1 1	10 1 143 1 1 6 1 4 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service	ation	ender	2	1	: :	3 1 15 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1		6		2 1 1 1	12	1 1 1	10 143 1 1 1 6 1 4 1 1 1 1 23
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others	ation - Not Transge	ender	2	7 2	: :	3 1 15 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6			2 1 1 3 1	12	1 1 1	10 143 1 1 1 1 6 1 4 1 1 1 1 1 2 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service	ation - Not Transge	ender	2	7 2	: :	3 1 15 3 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	6		2 1 1 1	2 2	1 1 1	10 143 1 1 1 6 1 4 1 1 1 1 23

`atagorias	40.0-4			ct Center (05.14	00 1	07 1-1	00 4	00.0	T-4-*
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program			_					1	2			1	
Expedited Passenger Screening Program	- TSA PreCh	neck	1		1	2	3	5	4	11	7	7	
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										
Mishandling of Passenger Property	2	5		1	1			1	2		1		1
Mishandling of Passenger Property - Dam		2				1			1				
Mishandling of Passenger Property - Dam		2	1	1	1	1		1	1		1		1
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Disa	rrayed Item	1				1							
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown	1	1				1			1			1	
Patdown - Flyer	1	1				1			1			1	
Persons w/ Disabilities (PWD)										1	2		
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	tal Disabilit	У						1			
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - Touch Av	, ersion (pain/	trauma)									1		
Prohibited & Permitted Items		1	1						1	1			
Prohibited & Permitted Items - Food/Beve	erages									1			
Prohibited & Permitted Items - Liquids/Ge	-	1	1						1				
Property - Special Handling	4	1			3	3	2	2	4	4		1	
Property - Special Handling - Damaged It										2			
Property - Special Handling - Damaged It		1				1		2					
Property - Special Handling - Missing Iten					1		1			1			
Property - Special Handling - Missing Iten			1	1		2			4	1		1	
Screening	1	2				1			2	1		2	
Screening - Children						1							
Screening - Inconsistency						- 1				1			
Screening - Procedures/Process		2							2	- 1		2	
2022	32	37			29	64	37	49					32
Airline		31	30	34	29	04	3/	49					34
	1												
Airline - Lost Baggage	1												
Civil Rights	2			1									
Civil Rights - Racial Profiling or Discrimin													
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1									
Civil Rights - Transgender Screening	1												
Customer Service	2	4	. 2	2 1	2			3					
Customer Service - TCC						1							
Customer Service - TSO	2	4					2	3					
Expedited Passenger Screening Program	22	25	33	3 25	21	51	33	37					24
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program		2				2		2					1
Expedited Passenger Screening Program	19	23	30) 21	20	49	32	35					22
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Mishandling of Passenger Property	1			2		1							
Mishandling of Passenger Property - Dam		g ItemsC	Carry-on Lu	g 2									
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	ed		1							
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Patdown	1				2		1	1					
Patdown - Flyer	1				2		1						
Persons w/ Disabilities (PWD)		2		1		3		2					
Persons w/ Disabilities (PWD) - Autism S	nectrum					1							
Persons w/ Disabilities (PWD) - Diapers/0		eeinge/M	aeke			1							
Persons w/ Disabilities (PWD) - General		233111g3/1V10	asks			- 1		1					
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	 Necessary	Medication	n and Madie	c 1		1		1					
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I		viedication 1		υ I		ı							
								4					
Persons w/ Disabilities (PWD) - Wheelch	aii/ ocooter/	1						1					
Drobibited 9 Dermitted Heres	1	1											
Prohibited & Permitted Items	/D-L.,					-		-					
Prohibited & Permitted Items - Breast Mill		1	-			2		3					
Prohibited & Permitted Items - Breast Mill Property - Special Handling	3	3											
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It	3 ems - Carry-	3	1					1					
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	3 ems - Carry-0 2	3 On	1										
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	3 ems - Carry-0 2 ns - Carry-0	3 On 1	1			1		1					
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	3 ems - Carry-0 2 ns - Carry-0	3 On	1			1							
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	3 ems - Carry-0 2 ns - Carry-0	3 On 1	1	1	1	1		1					
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	3 ems - Carry-0 2 ns - Carry-0	3 On 1 2	1	1	1	1		1					
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	3 ems - Carry-0 2 ns - Carry-0	3 On 1 2 2	1	1	1	1	1	1					•
Prohibited & Permitted Items - Breast Mill Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	3 ems - Carry-0 2 ns - Carry-0	3 On 1 2 2	1	1 1	1 2	1 1 5	1	1 1 3					1

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

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

			ISA Conta	ct Center (rcc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT	1			2		2	1		1		1	1	
2019				2		1					1		
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Bag	1									
Property - Special Handling						1							
Property - Special Handling - Missing Iter	ns - Checke	d				1							
Screening				1									
Screening - Procedures/Process				1									
2020	1												
Patdown	1												
Patdown - Flyer as Observer	1												
2021									1			1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	i - TSA Appl	ication Pro	gram									1	
Patdown									1				
Patdown - Flyer									1				
2022						1	1						
Civil Rights							1						
Civil Rights - Race							1						
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program	r - TSA PreC	Check				1							

			SA Contac	i center (i GG) Dala	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IRK			1					3			1		5
2019								1			1		2
Civil Rights											1		1
Civil Rights - Age											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2020			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										1
2022								2					2
DHS TRIP								1					1
DHS TRIP - General								1					1
Patdown								1					1
Patdown - Flyer								1					1

Categories	10-Oct 11		12-Dec			Tool - FOIA	04 4	OE Marr	06 1	07 11	00 A	00 80	Total
		I-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	17	14	13		18	20	19	16	6	13	18	8	183
2019				6	4	4	5	4	1	5	8	3	40
Customer Service				1			1	1			3		6
Customer Service - Others Customer Service - TSO							1	4			2		2
				1		1	1	1		1			4
Locks Locks - General						1				- 1			2
Locks - General Locks - Missing or Damaged Lock						1				1			1
Lost and Found					1					- 1		4	
Lost and Found - Airport/TSA					1							1 1	2
Mishandling of Passenger Property					2	1	2	0		1	0	1	2
	ogod/Missing It	omo C	Shooked Do	2222	2	1	3	2		1	1	I	12 9
Mishandling of Passenger Property - Dam						1				- 1	1		9
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa							1				ı	1	2
Patdown	liayed itemsC	arry-or	TOI CHECKE	u 1		1	1			1		1	3
Patdown - Flyer				1		1				1			3
Property - Special Handling				3	1	- 1		1	1	2	2	1	11
Property - Special Handling - Damaged Ite	eme - Carry-On			3	- 1			1	- 1	1		- 1	1
				1					1		1	1	4
Property - Special Handling - Damaged Ite				2	1			1	1	1	1		6
Property - Special Handling - Missing Item	is - Checked			1	ı	1	1	1		- 1	1		4
Screening Children				1		1	1				ļ		1
Screening - Children Screening - Procedures/Process				1		- 1	1				- 1		3
2020	5	3	6		1	5			1		2		28
	5	1		5	1	1			1				
Civil Rights	-4:	1				1							2
Civil Rights - Racial Profiling or Discrimina	au011 	- '				1							1
Civil Rights - Transgender Screening Customer Service		4	1			1							1
Customer Service - Others		1											2
Customer Service - Otners Customer Service - TSO		1	1										1
Mishandling of Passenger Property	4		1		1				1				<u>1</u>
	l nagad/Missing It	omo (1								5
Mishandling of Passenger Property - Dam		emsc	, 2	1	ı				1				5
Mishandling of Passenger Property - Disa Patdown	1		1			0							
Patdown - Flyer	I		1			2							4
Patdown - Flyer as Observer	4		1			2							3
	1 2										4		
Persons w/ Disabilities (PWD)				1							1		4
Persons w/ Disabilities (PWD) - Internal M				1									
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Respirato											1		
Persons w/ Disabilities (PWD) - Service A Property - Special Handling	Militiais		1	1		0							
Property - Special Handling - Damaged Ite	l l		ı	1		2							5
			1	1		1							1
Property - Special Handling - Missing Item Screening	ı	1	1			1					1		5
Screening - Lengthy Lines		1	- 1								ı		1
Screening - Procedures/Process		- 1	1	1							1		3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	cated Items			1									1
2021	1		2		1	1	5	4	4	8	8	5	41
Civil Rights	•				•	•	1	-	-				1
Civil Rights - Racial Profiling or Discrimina	l ation						1						1
Customer Service				1			2		2		1		6
Customer Service - TSO				1			2		2		1		6
Expedited Passenger Screening Program							2	2		7	4	3	18
Expedited Passenger Screening Program	- TSA PreChec	k					2	2		6	4	3	17
Expedited Passenger Screening Program			s - Opt In							1	-		1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Dam	ı ıaqed/Missing It	emsC											1
Mishandling of Passenger Property - Disa									1				1
No Jurisdiction		,		1									1
No Jurisdiction - Refer to FAA				1									1
Patdown											1	1	2
Patdown - Flyer											1	1	2
Property - Special Handling	1				1	1			1	1	2		7
Property - Special Handling - Damaged Ite	ems - Carry-On					1			1				2
Property - Special Handling - Damaged Ite					1					1	1		3
Property - Special Handling - Missing Item													1
Property - Special Handling - Missing Item											1		1
Screening			1					2				1	4
Screening - Children			1										1
Screening - Inconsistency								1					1
Screening - Procedures/Process								1				1	2
2022	11	11	5	8	12	10	9	8					74
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	der			1								1
Customer Service	1	1	1										3
Customer Service - TSO	1	1											3
Expedited Passenger Screening Program	7	9			10	10	7	8					63
Expedited Passenger Screening Program			,		.0		1	<u> </u>					1
Expedited Passenger Screening Program		2	. 1	1		1	1						6
Expedited Passenger Screening Program		7			10	9	5	8					56
Mishandling of Passenger Property	·			,	.0		1	<u> </u>					1
Mishandling of Passenger Property - Dam	i laged/Missing It	emsC	Carry-on Luc	ggage			1						1
Patdown	Jg 10		, = 45	,, ,,-	1								1
	1				'								-

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Children					1								1
Property - Special Handling	2												2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	1											2
Screening - Procedures/Process	1	1											2

			TSA Conta	ct Center (FCC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH		3		1		2	1	1		3	1	2	14
2019								1		2		1	4
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Patdown										1			1
Patdown - Flyer										1			
2020		2		1							1		4
Civil Rights		1											
Civil Rights - Racial Profiling or Discriming	nation	1											
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property		1									1		
Mishandling of Passenger Property - Dai	maged/Missi	1											
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	hecked Ba	ggage							1		
2021										1		1	2
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	n - TSA PreC	Check										1	
Patdown										1			
Patdown - Flyer										1			
2022		1				2	1						4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discriming	nation	1											
Expedited Passenger Screening Program						2	1						
Expedited Passenger Screening Program	n - TSA PreC	Check				2	1						3

			Contact Ce		•								
gories													Total
	11	4	7	9	10	14	10	11	2	5	11	5	99
2019				4	1	4	3	4	1	1	5	1	24
Customer Service				1		1	1						3
Customer Service - Others Customer Service - TSO				4		4	1						1
				1		1							2
Locks				1		2							3
Locks - Missing or Damaged Lock				11	4	2	0		4	4	4		3
Mishandling of Passenger Property		ObI	and Dannan	1	1		2		1	1	1		7
Mishandling of Passenger Property - Dama					1		2		1	1	1		6
Mishandling of Passenger Property - Disar	rrayed itemsCa	rry-on or C	леске	1		4		0			4		1
Patdown						1		2			1		4
Patdown - Flyer						1		2			1		4
Persons w/ Disabilities (PWD)	\:==b:!!\\:\ /\\=4\\\/\		- Ct\					1			1		2
Persons w/ Disabilities (PWD) - Mobility D	isability (Not Wr	ieeichair o	r Scooler)					1			1		2
Property - Special Handling	one Observat							1			2	1	4
Property - Special Handling - Damaged Ite								4				1	1
Property - Special Handling - Missing Item								1			0		1
Property - Special Handling - Missing Item	is - Checked			4							2		2
Screening				1									1
Screening - Procedures/Process	•	•	•	1		•	4					_	1
2020	2	2	3	2	4	2	1			1	1	2	20
Customer Service			2		2								4
Customer Service - Others					1								1
Customer Service - TSO			2		1								3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	2	2				2					1		7
Mishandling of Passenger Property - Dam	•	1											1
Mishandling of Passenger Property - Dam		1				1					1		5
Mishandling of Passenger Property - Disar	rrayed ItemsCa	rry-on or C	Checked			1							1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Hearing Ir										1			1
Persons w/ Disabilities (PWD) - Internal M	ledical Devices		1										1
Property - Special Handling				1	1		1					1	4
Property - Special Handling - Damaged Ite	ems - Checked			1	1							1	3
Property - Special Handling - Missing Item	ıs - Checked						1						1
Screening				1									1
Screening - Procedures/Process				1									1
2021	3	1				2	3	1	1	3	5	2	21
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Civil Rights - Sexual Orientation - Not Trans	nsgender									1			1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program						2			1	2	3	1	9
Expedited Passenger Screening Program	- TSA PreCheck					2			1	2	3	1	9
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domesti	С						1						1
Patdown											1	1	2
Patdown - Flyer												1	1
Patdown - General											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service A	nimals							1					1
Property - Special Handling	2						1				1		4
Property - Special Handling - Damaged Ite	1										1		2
Property - Special Handling - Missing Item	1						1						2
													1
Screening	1												1
Screening Screening - Procedures/Process													
Screening - Procedures/Process	1 1	1	4	3	5	6	3	6					34
Screening - Procedures/Process	1	1	4	3	5	6	3	6					34 1
Screening - Procedures/Process 2022 Civil Rights	1 1 6	1	4	3	1	6	3	6					1
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	1 1 6	1	4	3			3						1 1
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	1 1 6	1	4	3	1	1	3	1					1 1 2
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	1 1 6 ation				1	1 1		1					1 1 2 2
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 6	1	1	3	1 1 3	1	2	1					1 1 2 2 16
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 6 6 sation	1	1	1	1 1 3 1	1 1 3	2	1 1 2					1 1 2 2 16 2
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 6			1	1 1 3	1 1		1					1 1 2 2 16 2 14
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	1 1 6 6 attion	1	1	1 1 1	1 1 3 1	1 1 3	2	1 1 2					1 1 2 2 16 2 14
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	1 1 6 6 attion	1	1	1	1 1 3 1	1 1 3	2	1 1 2					1 1 2 2 16 2 14 1
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	1 1 6 6 attion	1	1 1 1	1 1 1	1 1 3 1	1 1 3	2	1 1 2					1 1 2 2 16 2 14 1 1
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock	1 1 6 6 attion	1	1 1 1 1	1 1 1	1 1 3 1 2	1 1 3 3 3	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 1 6 sation	1	1 1 1 1 1	1 1 1	1 1 3 1	1 1 3	2	1 1 2 2 2					1 1 2 2 2 16 2 14 1 1 1 1 1 1 4
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Locks	1 1 6 sation	1 1 msC	1 1 1 1 1 1 1	1 1 1	1 1 3 1 2	1 1 3 3 3	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1 1 1 1 1
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama	1 1 6 sation	1 1 msC	1 1 1 1 1 1 1 Checked	1 1 1	1 1 3 1 2	1 1 3 3 3	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1 1 1 1 4 2 2 2 2 2 14 4 14 15 16 16 16 16 16 16 16 16 16 16 16 16 16
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD)	1 1 6 ation 3 1 2 c c aged/Missing Ite	1 1 msC	1 1 1 1 1 1 1 1 Checked 1	1 1 1	1 1 3 1 2	1 1 3 3 3	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1 1 1 1 4 2 2 2 2 2 14 2 2 2 14 15 16 16 16 16 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1 1 6 ation 3 1 2 c c aged/Missing Ite	1 1 msC	1 1 1 1 1 1 1 Checked	1 1 1	1 1 3 1 2	1 1 3 3 3	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1 1 1 1 4 2
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam. Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 1 6 ation 3 1 2 c aged/Missing Ite rrayed Items-Ca	1 1 msC	1 1 1 1 1 1 1 1 Checked 1	1 1 1	1 1 3 1 2	1 1 3 3 3	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1 1 1 1 1 2 2 2 2 14 1 4 2 2 2 1 1 1 1
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling	1 1 6 ation 3 1 2 c c aged/Missing Ite	1 1 msC	1 1 1 1 1 1 1 1 Checked 1	1 1 1	1 1 3 1 2	1 1 3 3 3 1 1 1 1 1 1	2	1 1 2 2 2					1 1 2 2 16 2 14 1 1 1 1 1 4 2 2 2 2 14 2 14
Screening - Procedures/Process 2022 Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam. Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 1 6 ation 3 1 2 c aged/Missing Ite rrayed Items-Ca	1 1 msC	1 1 1 1 1 1 1 1 Checked 1	1 1 1	1 1 3 1 2	1 1 3 3 3 1 1 1 1 1 1	2	1 1 2 2 2 1 1 1					1 1 2 2 16 2 14 1 1 1 1 1 1 2 2 2 2 2 14 14 1 1 1 1
Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling	1 1 6 sation 3 1 2 c c aged/Missing Ite trayed Items—Ca /Developmental 1	1 1 msC	1 1 1 1 1 1 1 1 Checked 1	1 1 1	1 1 3 1 2	1 1 3 3 3 1 1 1 1 1 1	2	1 1 2 2 2 1 1 1					1 1 2 2 16 2 14 1 1 1 1 1 2 2 2 2 14 2 1 1 1 1 1 1

Categories	10.054	11 Na.:		act Center (OE Mess	06 1	07 11	00 A	00 84-	Total
		11-Nov 1	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	10	17	7 1	6 20	19		29	20	16	13		9	217
2019				2			12	9	4	8	6	7	59
Customer Service - TSO					2		6	3	1	1	1		16
Locks							6	1	1	1	1		16
Locks - Missing or Damaged Lock								<u>1</u> 1			1		2
Lost and Found					1		1	ı			1		3
Lost and Found - Airport/TSA					1		1				1		3
Mishandling of Passenger Property					2	2	2	1		1	1	2	11
Mishandling of Passenger Property - Dam	l laged/Missing	Items	Carry-on Lu	nddade			1						1
Mishandling of Passenger Property - Dam					2	1		1		1	1	1	7
Mishandling of Passenger Property - Dam												1	1
Mishandling of Passenger Property - Disa						1	1						2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ntal /Mer	ntal Disabili	ity								1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal N	ledical Device	es								1			1
Property - Special Handling				2			2	1	2	1		2	10
Property - Special Handling - Damaged Ite		d		1						1		1	3
Property - Special Handling - Missing Item				1			1	1	1				4
Property - Special Handling - Missing Item	ns - Checked						1		1			1	3
Screening						1	1	3	1	3	2		13
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1	1	2	1	3	2	1	11
Screening - Security Breach	_							1					1
2020	5	- 4	4	7 8	3	5	1	2	3	1	1	1	41
Civil Rights Pagial Profiling or Discrimina	l otion												1
Civil Rights - Racial Profiling or Discrimina Customer Service	3		2	1	2	1		1		1		1	1
Customer Service - TSO	3		2	4	2			1				1	14
Lost and Found	3	4		1				ı				ı	14
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property	1			2 2	1	2			1				9
Mishandling of Passenger Property - Dam				2 1	1	2			1				8
Mishandling of Passenger Property - Disa		-Carry-o											1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1				1						2
Persons w/ Disabilities (PWD) - Medically	Necessary M	1edicatio	n and Med	lical Supplies			1						1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair		1										1
Property - Special Handling			1	2 1		1			2		1		8
Property - Special Handling - Damaged Ite	ems - Carry-C)n				1							1
Property - Special Handling - Missing Item	ns - Checke		1	2 1					2		1		7
Screening	1			1 1		1		1					5
Screening - Procedures/Process	1			1		1		1					4
Screening - Security Breach	_			1									1
2021	2			1 4	7	8	7	5	9	4	4	1	56
Civil Rights			1					1					2
Civil Rights - Age	mpleyee)		1					1					<u>'</u>
Civil Rights - Sexual Harassment (TSA Er Customer Service	ipioyee)		1 3	2	3	3	1	1	4	3	2		22
Customer Service - TSO			3	2				1	4	3			22
Expedited Passenger Screening Program		,	J	1	3	3		2	1	1	1		6
Expedited Passenger Screening Program	- TSA PreCh	eck		1				2	1	1	1		6
Mishandling of Passenger Property	10/11/00/	00.1		1		1							2
Mishandling of Passenger Property - Dam	ı ıaqed/Missind	Items	Checked B	ac 1		1							2
Patdown		1101110	0.1001104 2	٠,	1		2		1			1	5
Patdown - Children					1								1
Patdown - Flyer							2		1			1	4
Persons w/ Disabilities (PWD)					1	1	1	1					4
Persons w/ Disabilities (PWD) - Autism Sp					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary M	1edicatio	n and Med	lical Supplies		1		1					2
Persons w/ Disabilities (PWD) - Service A	nimals						1						1
Property - Special Handling	1			1		2	2		1				7
Property - Special Handling - Damaged Ite				1		1	1						3
Property - Special Handling - Damaged Ite	ems - Checke	d				1	1						2
Property - Special Handling - Missing Item									1				1
Property - Special Handling - Missing Item													1
Screening	1				2	1	1		2		1		8
Screening - Inconsistency							1		1				2
Screening - Procedures/Process	1		_		2				1		1		6
2022	3			8 6	4		9	4					61
Customer Service				1		4	3	1					11
Customer Service - TSO	-1			1 5	4	4	3	1					11
Expedited Passenger Screening Program	TSA Applie			4 5	4		3	3					35
Expedited Passenger Screening Program Expedited Passenger Screening Program			_	4 5	4	10	3	3					2
Locks	1	,	J	7 5	4	10	3 1	3					33
Locks - Missing or Damaged Lock							1						1
Lost and Found			1	1			1						2
Lost and Found - Airport/TSA				1									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Prohibited & Permitted Items			1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Firearm/Ar	mmunition	1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Carry	-On	1										1
Screening	2	2		1		2	2						9
Screening - Children							1						1
Screening - Procedures/Process	2	2		1		2	1						8

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWD					1	1				1			3
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2022					1	1							2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1

egories	10-Oct	11-Nov	12-Dec	t Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
AC	2	2	10	7	2	12	3	oo may	6	10	15		700
2019	2		10	2		12	3		4	3			
									4			4	
Advanced Imaging Technology (AIT)						1							
Advanced Imaging Technology (AIT) - Fly	er as Observe	er				1							
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service									1	1			
Customer Service - TSO									1	1			
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aned/Missing	ItemsCh	necked Bar										
Patdown	agoannioonig	nomo or	ισοιτοα Βαξ	'					1	1		1	
Patdown - Flyer									1	1		1	
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)									1		
Property - Special Handling												2	
Property - Special Handling - Missing Item	s - Checked											2	
Screening				1					1	1	1	1	
Screening - Inconsistency									1	1			
Screening - Procedures/Process				1						•		1	
	natad Itama			'							1	'	
Screening - Retrieving Abandoned/Confis													
2020	1	1	2	2	1						4		
Customer Service											1		
Customer Service - TSO											1		
Locks				1									
Locks - Missing or Damaged Lock				1									
Patdown					1						1		
Patdown - Flyer					1								
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	1												
` /											1		
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	ir or Scoot								1		
Property - Special Handling		1		1									
Property - Special Handling - Damaged Ite	ems - Checl	1											
Property - Special Handling - Missing Item	s - Checked			1									
Screening			2								1		
Screening - Procedures/Process			2								1		
2021	1		2			2	2		2	7	9	1	
Customer Service			_			_			_	1	2		
Customer Service - TSO										1			
						4					2		
Expedited Passenger Screening Program						1	2		2	5	6		
Expedited Passenger Screening Program	- TSA PreChe	eck				1	2		2	5	6	1	
Lost and Found										1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1										
Property - Special Handling	1										1		
Property - Special Handling - Missing Item	1										1		
Screening	'		1			1					- 1		
ŭ .			I										
Screening - Inconsistency						1							
Screening - Procedures/Process			1										
2022		1	6	3	1	9	1						
Expedited Passenger Screening Program		1	6	3	1	7							
Expedited Passenger Screening Program	- TSA Applica	ation Progr	ram			1							
Expedited Passenger Screening Program		1	6	3	1	6							
Mishandling of Passenger Property	,					1							
Mishandling of Passenger Property - Dam	aned/Missing	ItemsCh	necked Rac	idade		1							
	ageaninoonig	1.0111301	iconcu Dag	gage		- 1	4						
No Jurisdiction							1						
No Jurisdiction - No Referral							1						
Screening						1							
Screening - Procedures/Process						1							

	10.0				C) Data Too				•• •				
tegories	10-Oct 11-N							05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AN 2010	6	8	11	13	15	16	9	22	8	10		8	135
2019 Civil Dights				4	1	2	2	7	4	1	3	3	28
Civil Rights Region Profiling or Discriming	ation												1
Civil Rights - Racial Profiling or Discrimina Customer Service	auon			1				2	1	1		1	1 6
Customer Service - Others				- 1				1	- 1			1	1
Customer Service - TSO				1				2	1			1	5
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property						1	1		1	1	1		5
Mishandling of Passenger Property - Dama	aged/Missing Iten	nsCheck	ed Baggag	9		1	1		1	1	1		5
Patdown	agoa/moomig nom		.ou Duggug	_				1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling				1	1	1			2		2		7
Property - Special Handling - Damaged Ite	ems - Checked			•	1	1					1		3
Property - Special Handling - Missing Item				1									1
Property - Special Handling - Missing Item									2		1		3
Screening				2				2				1	5
Screening - Inconsistency												1	1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1				2					3
2020	3	1	4	2	1	2			2	4	1	2	22
Civil Rights									1			1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimina	ation								1			•	1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1	1	1								1		4
Mishandling of Passenger Property - Dam	1	1	1								1		4
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1		1	1					1	1		1	6
Property - Special Handling - Damaged Ite	1		1						1			1	4
Property - Special Handling - Missing Item				1						1			2
Screening	1		1			1				3			6
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1				3			5
2021		1	1	2	1	5	1		2	4	5	3	25
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service		1	1	1					2	2		1	8
Customer Service - CSM				1									1
Customer Service - TSO		1	1						2	2		1	7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											1	2	3
Expedited Passenger Screening Program	- TSA PreCheck										1	2	3
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Dama	aged/Missing Iten	nsCheck	ced Baç	1							1		2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Segw	ay					1						1
Property - Special Handling						2				1			3
Property - Special Handling - Damaged Ite	ems - Checked					2							2
Property - Special Handling - Missing Item	s - Checked									1			1
Screening						3				1	1		5
Screening - Inconsistency											1		1
Screening - Procedures/Process						2				1			3
	acted Items					1							1
Screening - Retrieving Abandoned/Confisc	cated items	•	6	5	12	7	6	15					60
	3	6				_		0					8
Screening - Retrieving Abandoned/Confisc		2			1	2	1	2					
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO		2			1	2	1	2					8
Screening - Retrieving Abandoned/Confisc 2022 Customer Service		2	2	5									
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO	1	2		5	1	2	1	2					8
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	3 1 - DoD	2 2 3		5	1 10	2	1	2					8 41
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 - DoD	2 2 3	2	5	1 10	2	1 5	2 12					8 41 1
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 - DoD - TSA Application	2 2 3 Proţ	2		1 10 1	3	1 5	2 12 1					8 41 1 3 37 2
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	3 1 - DoD - TSA Application	2 2 3 Proţ	2 1 1		1 10 1	3	1 5	1 11					8 41 1 3 37
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown	3 1 - DoD - TSA Application	2 2 3 Proţ	2 1 1		1 10 1	3	1 5	1 11 11					8 41 1 3 37 2
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer	1 - DoD - TSA Application 1	2 2 3 Proţ 3	2 1 1		1 10 1	3	1 5	1 11 11					8 41 1 3 37 2 2
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling	1 - DoD - TSA Application 1	2 2 3 Proţ 3	2 1 1 1 1 1		1 10 1	3	1 5	1 11 11					8 41 1 3 37 2 2 1
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	1 - DoD - TSA Application 1	2 2 3 Prog 3	2 1 1 1 1 1		1 10 1 9	3	1 5	1 11 11					8 41 1 3 37 2 2 1 1
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked	2 2 3 Prog 3	2 1 1 1 1 1		1 10 1	3	1 5	1 11 11					8 41 1 3 37 2 2 1 1
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 - Carry-C	2 2 3 3 Prot 3 1 to th 1	2 1 1 1 1 1		1 10 1	3	1 5	1 11 11					8 41 1 3 3 37 2 2 1 1 1 4 1
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 - Carry-C	2 2 3 3 Prot 3 1 to th 1	2 1 1 1 1 1		1 10 1	3	1 5	1 11 11					8 41 1 3 37 2 2 1 1 4 4
Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 - Carry-C 1	2 2 3 3 Prot 3 1 to th 1	2 1 1 1 1 1 1		1 10 1	3 3 1	1 5	1 11 11					8 41 1 3 37 2 2 2 1 1 4 4 1

		10/1	Contact Cente	r (TCC) Data T	001 - 1 OIA							
Categories	10-Oct 11	I-Nov 12	2-Dec 01-Ja	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	59	69	52	63 67	116	102	125	47	62	63	51	876
2019				15 11	28	27	26	18	18	18	19	180
Civil Rights				1		1				1		3
Civil Rights - Racial Profiling or Discrimin	ation			1		1						2
Civil Rights - Transgender Screening										1		1
Customer Service				1	3	6	1	3	2	2	4	22
Customer Service - Others							1				-	1
Customer Service - TSO				1	3	6	'	3	2	2	4	
				ı				3				21
Locks					1	2	3		1	2	2	11
Locks - Missing or Damaged Lock					1	2	3		1	2	2	11
Mishandling of Passenger Property				3 1	9	8	10	3	5	5	5	49
Mishandling of Passenger Property - Dan	naged/Missing It	emsCarry	-on Luggage		1		1					2
Mishandling of Passenger Property - Dan	naged/Missing It	emsChec	ked Βaς	3 1	6	6	7	3	4	4	2	36
Mishandling of Passenger Property - Dan	naged/Missing It	emsUnsp	ecified Luggage								1	1
Mishandling of Passenger Property - Disa					2	2	2		1	1	2	10
Patdown		any on or	oniounou	2	3			1				6
								1				
Patdown - Flyer				2	2			1				5
Patdown - Flyer as Observer					1							1
Persons w/ Disabilities (PWD)				1	2		1		1	1	1	7
Persons w/ Disabilities (PWD) - Diabetes					1							1
Persons w/ Disabilities (PWD) - Internal M	Medical Devices			1								1
Persons w/ Disabilities (PWD) - Medically			d Medical Suppl	es	1							1
Persons w/ Disabilities (PWD) - Mobility I				-	•		1				1	2
			or occorer)				'		- 1		- '	1
Persons w/ Disabilities (PWD) - Prosthes		Casis							1			
Persons w/ Disabilities (PWD) - Visual Im	pairment									1		1
Property - Special Handling				6 4	6	6	4	4	6	4	5	45
Property - Special Handling - Damaged It	ems - Carry-On			1 1							1	3
Property - Special Handling - Damaged It				1 1	2	3	1		1	3	2	14
Property - Special Handling - Missing Iter						1		2	3		1	7
Property - Special Handling - Missing Iter				4 2	4	2	3	2	2	1	1	21
	lis - Checked			4 2			3			- 1	- 1	
Request for Assistance					1			1				2
Request for Assistance - Other								1				1
Request for Assistance - Wounded Warri	or (MSIJSOC)				1							1
Screening				4 3	3	4	7	6	3	3	2	35
Screening - Crew Member or Airline Emp	loyee									1		1
Screening - Inconsistency				2								2
Screening - Lengthy Lines				1	1		1	2	1	1		7
Screening - Procedures/Process				2 2	2	4	5	4	2		2	
				2 2		4		4		1	2	24
Screening - Security Breach							1					1
2020	23	19	14	8 11	9	3	4	8	9	21	10	139
Civil Rights		1		1						1		3
Civil Rights - Racial Profiling or Discrimin	ation	1		1						1		3
Customer Service	4	3	2	1	1				1	3	1	16
Customer Service - TSO	4	3	2	1	1				1	3	1	16
					•						•	1
Human Canital	1 1											
Human Capital Prograstive Employmen	1											- 1
Human Capital - Prospective Employmen	1	0									0	1
Human Capital - Prospective Employmen Locks	1 1	2						2		1	3	9
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock	1 1 1	2						2		1	3	9
Human Capital - Prospective Employmen Locks	1 1		4	3 3	2	1	1		1			9
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock	1 1 1 4	2		3 3	2	1	1	2	1	1	3	9
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 4 naged/Missing It	2 3 emsCarry	-on Lug	1				2		1 4	3 2	9 9 29 3
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 1 4 naged/Missing It	2 3 emsCarry 2	r-on Lug 1		2	1	1	2	1	1 4 1 1	3 2 1	9 9 29 3 18
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	1 1 1 4 naged/Missing It	2 3 emsCarry 2 1	-on Lug	1 2 3				2		1 4 1	3 2 1	9 9 29 3 18 8
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 1 4 naged/Missing It	2 3 emsCarry 2 1 1	r-on Lug 1	1 2 3				2		1 4 1 1 2	3 2 1	9 9 29 3 18 8
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 1 1 4 aged/Missing It	2 3 emsCarry 2 1	-on Lug 1 3	1 2 3 1 1	2			1	1	1 4 1 1 2 1	3 2 1	9 9 29 3 18 8 3
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 4 naged/Missing It	2 3 emsCarry 2 1 1	r-on Lug 1	1 2 3				2		1 4 1 1 2	3 2 1	9 9 29 3 18 8
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 1 1 4 agged/Missing It	2 3 emsCarry 2 1 1	3 1	1 2 3 1 1	2			1	1	1 4 1 1 2 1	3 2 1	9 9 29 3 18 8 3
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 4 agged/Missing It	2 3 emsCarry 2 1 1	3 1	1 2 3 1 1 1	2			1	1	1 4 1 1 2 1	3 2 1	9 9 29 3 18 8 3 3
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I	1 1 1 4 Anaged/Missing It 3 1 1	2 3 emsCarry 2 1 1 1	3 1 3 0 1	1 2 3 1 1 1 1 1 1	2			1	1	1 4 1 1 2 1	3 2 1	9 9 29 3 18 8 3 3 11
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 1 1 4 4 naged/Missing It 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1	3 1 3 0 1	1 2 3 1 1 1 1 1 1	2			1	1	1 4 1 1 2 1 1 2	3 2 1	9 9 29 3 18 8 3 3 11 3 11
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 emsCarry 2 1 1 1	3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1	2			1	1	1 4 1 1 2 1 1 2	3 2 1	9 9 29 3 18 8 3 3 11 3 11 1
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalI Persons w/ Disabilities (PWD) - MedicalI Persons w/ Disabilities (PWD) - MedicalIy Persons w/ Disabilities (PWD) - MedicalIy	1 1 1 4 haged/Missing It 3 1 1 Devices - Attach / Necessary Medical (joint) Disability (Not W.	2 3 emsCarry 2 1 1 1 ed to the Bidication and	3 1 3 0 1	1 2 3 1 1 1 1 1 1	2			1	1	1 4 1 1 2 1 1 2	3 2 1	9 9 29 3 18 8 3 11 3 11 1 1
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate	1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 ed to the Bidication and	3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1	2			1	1	1 4 1 1 2 1 1 2	3 2 1	9 9 29 3 18 8 3 3 11 3 1 1 1 2
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate	1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 ed to the Bidication and	3 1 3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1 es	2 1 1	1	1	1	1 1 1	1 4 1 1 2 1 1 2	3 2 1 1 1	9 9 29 3 18 8 3 3 11 1 1 1 1 2 1
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 ed to the Bidication and	3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1	2			1	1	1 4 1 1 2 1 1 2	3 2 1	9 9 29 3 18 8 3 3 11 3 1 1 1 2
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate	1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 ed to the Bidication and	3 1 3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1 es	2 1 1	1	1	1	1 1 1	1 4 1 1 2 1 1 2	3 2 1 1 1	9 9 29 3 18 8 3 3 11 1 1 1 1 2 1
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	1 1 1 4 naged/Missing It 3 1 1 Devices - Attach Necessary Merolants (joint) Disability (Not Wory and Inhaler E	2 3 emsCarry 2 1 1 1 1 ed to the Bidication and	3 1 3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1 es	2 1 1 3	1	1	1	1 1 1	1 4 1 1 2 1 1 2 2	3 2 1 1 1	9 9 29 3 18 8 3 3 11 1 1 1 2 1 2 47
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	1 1 1 4 naged/Missing It 3 1 1 Devices - Attach / Necessary Medical Me	2 3 emsCarry 2 1 1 1 1 eed to the Bedication and	3 1 ody d Medical Suppl	1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 3 3 1	1	2	1 1 3	1 1 1	1 4 1 1 2 1 1 2 1 1 2	3 2 1 1 1	9 9 29 3 18 8 3 3 11 1 1 1 2 1 2 47 47
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Weelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 ed to the Bidication and //heelch Equipment 6 3 1	3 1 ody d Medical Suppl	1	2 1 1 3	1	2	1 1 3 1	1 1 1 5 5 2	1 4 1 1 2 1 1 2 2	3 2 1 1 1	9 9 29 3 18 8 3 11 3 1 1 1 2 47 4 45 15
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Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	1 1 1 4 naged/Missing It 3 1 1 1 Oevices - Attach 7 Necessary Medical	2 3 emsCarry 2 1 1 1 1 ed to the Bidication and /heelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 3 1 ody d Medical Suppl 2 4 2 2 1 1 3	1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 5 5 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3	2 1 1 1 1 3 1 2 1 1 2 1 1	1 1 1 1 1 1 3 3 5 1 1 1 1 6 6 6 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1 4 4 1 1 2 2 2	9 9 9 3 18 8 3 111 3 1 1 1 2 47 4 15 11 17 20 1 16 1 2 196 1 1 1 1 2 7 2 2 26 26
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficier In Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 1 4 naged/Missing It 3 1 1 Devices - Attach Necessary Merolants (joint) Disability (Not Wory and Inhaler E 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 1 eed to the Bidication and //neelch Equipment 6 3 1 2 12 EMAIL ONL	3 3 1 ody d Medical Suppl 2 4 2 2 1 1 3	1	2 1 1 2 1 1 5 5 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 1 2 2 6 1 1 1 1 3	2 1 1 1 1 3 1 2 1 2 1	1 1 1 1 1 35 1 1 1 1 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 4	3 2 1 1 1	9 9 9 29 3 18 8 3 11 1 1 1 2 1 1 2 47 4 15 11 17 20 1 16 1 12 196 1 1 11 2 7 2 26 26 26 77
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficier In Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	1 1 1 4 naged/Missing It 3 1 1 Devices - Attach Necessary Merolants (joint) Disability (Not Wory and Inhaler E 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 1 eed to the Bidication and //neelch Equipment 6 3 1 2 12 EMAIL ONL	3 3 1 ody d Medical Suppl 2 4 2 2 1 1 3	1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 5 5 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3	2 1 1 1 1 3 1 2 1 1 2 1 1	1 1 1 1 1 1 3 3 5 1 1 1 1 6 6 6 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1	9 9 9 3 18 8 3 111 3 1 1 1 2 47 4 15 11 17 20 1 16 1 2 196 1 1 1 1 2 7 2 2 26 26
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficier In Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 1 4 anaged/Missing It 4 anaged/Missing It 3 1 1 Devices - Attach 7 Necessary Mereplants (joint) Disability (Not Worry and Inhaler E 4 1 8 1 1 4 4 4 1 1 10 formation nt Information - Not Transgence - Active Duty M	2 3 emsCarry 2 1 1 1 1 1 eed to the Bidication and //neelch Equipment 6 3 1 2 12 EMAIL ONL	3 3 1 ody d Medical Suppl 2 4 2 2 1 1 3	1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 5 5 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3	2 1 1 1 1 3 1 2 1 1 2 1 1	1 1 1 1 1 1 3 3 5 1 1 1 1 6 6 6 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1	9 9 9 29 3 18 8 3 11 1 1 1 2 1 1 2 47 4 15 11 17 20 1 16 1 12 196 1 1 11 2 7 2 26 26 26 77
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 1 ed to the Bidication and /heelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 3 1 ody d Medical Suppl 2 4 2 2 1 1 3	1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 5 5 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3 10	2 1 1 1 1 3 1 2 1 1 2 1 1	1 1 1 1 1 35 1 1 1 6 6 6 17	1 4 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1	3 2 1 1 1 4 4 1 1 2 2 2 1	9 9 9 29 3 18 8 3 11 3 11 1 1 2 1 2 47 4 15 11 17 20 16 1 1 12 196 1 11 11 2 7 2 26 26 26 77 1 2
Human Capital - Prospective Employmen Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 emsCarry 2 1 1 1 1 ed to the Bidication and formula for the Bidication and formula for the Bidication and formula for the Bidication and for the Bidicatio	and a second sec	1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 5 5 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3 10	2 1 1 1 1 3 1 2 1 1 2 1 1	1 1 1 1 1 1 3 3 5 1 1 1 1 6 6 6 6 6	1 4 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1	3 2 1 1 1	9 9 9 29 3 18 8 3 11 3 11 1 2 1 2 47 4 15 11 17 20 16 1 16 1 2 196 1 11 11 2 7 2 26 26 77 1

ries	10-Oct 1	1-Nov 12	2-Dec 01	1-Jan 0:	2-Feb 0	8-Mar	04-Apr 0	5-May 0	3-Jun	07-Jul	08-Aug	09-Sep	To
		1			1	1	5	7	3	15	14	14	
Expedited Passenger Screening Program Expedited Passenger Screening Program		nnlovees O	int In				J	1	1	1	14	14	
	- TOA/DHS EI	ripioyees - O	pulli					ı	- '				
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domesti	С		1										
Locks	1				1				1	1			
Locks - Missing or Damaged Lock	1				1				1	1			
					- '				'				
Lost and Found					1						1		
Lost and Found - Airport/TSA					1						1		
Mishandling of Passenger Property	3	3		2	1	1	1	4		3			
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCarry	on Lug	1	1								
Mishandling of Passenger Property - Dam		3	on Lug	1		1		4		2			
				- 1		- 1		4		2			
Mishandling of Passenger Property - Disar	rayed Items0	Carry-on or C	Checked				1			1			
No Jurisdiction									2			1	
No Jurisdiction - Refer to Other									2			1	
Patdown		1	1		1			1	2	3		1	
Patdown - Flyer		1	1		1			1	2	2		1	
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)									3		1		
Persons w/ Disabilities (PWD) - Diapers/G	armente/Dres	einne/Maeke									1		
									- 4		'		
Persons w/ Disabilities (PWD) - Medical D		hed to the Bo	ody						1				
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	egway							1				
Prohibited & Permitted Items		,			1				1		1		
	/Poby Former 1	/Procet Dece	nn.		1				- 1				
Prohibited & Permitted Items - Breast Milk		a/Breast Pum	ıþ		7								
Prohibited & Permitted Items - Liquids/Gel	s/Aerosols								1		1		
Property - Special Handling	4	2	1	2		1	2	3	2	3	1	1	
Property - Special Handling - Damaged Ite									2		1	1	
				4			4	4					
Property - Special Handling - Damaged Ite		1		1			1	1		1			
Property - Special Handling - Missing Item				1			1	1		1			
Property - Special Handling - Missing Item	1	1	1			1		1		1			
Screening	2	3			1		1	4	1	1		1	
Screening - Inconsistency					1			2	1				
	0	2			- '					- 1		4	
Screening - Procedures/Process	2	3					1	2		1		1	
022	26	38	35	29	34	74	56	69					
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights		1	2		1	1	1						
9		ı			- 1	- 1							
Civil Rights - Headwear							1						
Civil Rights - Race						1							
Civil Rights - Racial Profiling or Discrimina	ation	1	1		1								
Civil Rights - Sex/Gender/Gender Identity-			1										
	Not Transger	iuei	ı										
Claims								1					
Claims - General								1					
		3	2	1	2	7	7						
Customer Service		3	2	1	2	7		2					
Customer Service - TSO	0.4	3	2	1	2	7	7	2					
Customer Service Customer Service - TSO Expedited Passenger Screening Program	21	3 28			2 24	7 55		2 2 59					
Customer Service Customer Service - TSO	21	3	2	1	2	7	7	2					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2	3 28 2	2 28 1	1 19	2 24	7 55	7	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1	3 28 2 3	2 28 1 3	1 19 2	2 24 1	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 17	3 28 2 3 22	2 28 1	1 19	2 24	7 55	7	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1	3 28 2 3	2 28 1 3	1 19 2	2 24 1	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 17	3 28 2 3 22	2 28 1 3	1 19 2	2 24 1	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements	2 1 17 1	3 28 2 3 22	2 28 1 3	1 19 2	2 24 1	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	2 1 17 1	3 28 2 3 22	2 28 1 3 24	1 19 2	2 24 1 23	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic	2 1 17 1	3 28 2 3 22	2 28 1 3 24	1 19 2	2 24 1 23	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock	2 1 17 1	3 28 2 3 22	2 28 1 3 24	1 19 2	2 24 1 23	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic	2 1 17 1	3 28 2 3 22	2 28 1 3 24	1 19 2	2 24 1 23	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found	2 1 17 1	3 28 2 3 22	2 28 1 3 24	1 19 2 17	2 24 1 23	7 55 1	7 44	2 2 59 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	2 1 17 1	3 28 2 3 22	2 28 1 3 24	1 19 2 17	2 24 1 23 1 1 1	7 55 1	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 1 17 1	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damagen	2 1 17 1 c	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 1 17 1 c	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damagen	2 1 17 1 c	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction	2 1 17 1 c	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Possenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other	2 1 17 1 c c	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1 54	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown	2 1 17 1 c	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1 54	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other	2 1 17 1 c c	3 28 2 3 22 1	2 28 1 3 24 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1 54	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown	2 1 17 1 c c	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1 54	7 44	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Disar Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General	2 1 17 1 cc aged/Missing l rrayed Item 1 1	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1	7 55 1 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	2 1 17 1 c c aged/Missing l rayed Item 1 1	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1	7 55 1 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	2 1 17 1 c c aged/Missing l rayed Item 1 1	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1	7 55 1 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	2 1 17 1 c c aged/Missing l rayed Item 1 1	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1	7 55 1 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes	2 1 17 1 1 c agged/Missing trayed Item 1 1 1 cectrum	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1	7 55 1 54 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In	2 1 17 1 1 c agged/Missing rrayed Item 1 1 1 npairment	3 28 2 3 22 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1 1	7 55 1 54 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M	2 1 17 1 1 c agged/Missing Irrayed Item 1 1 1 neectrum mpairment ledical Devices	3 28 2 3 22 1 1 1 1 1temsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1 1	7 55 1 54 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In	2 1 17 1 1 c agged/Missing Irrayed Item 1 1 1 neectrum mpairment ledical Devices	3 28 2 3 22 1 1 1 1 1temsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1 1	7 55 1 54 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Disar Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	2 1 17 1 1 c agged/Missing Irrayed Item 1 1 1 neectrum mpairment ledical Devices	3 28 2 3 22 1 1 1 1 1temsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17	2 24 1 23 1 1 1 1 1	7 55 1 54 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Disar Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Inabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	2 1 17 17 1 c aged/Missing I rayed Item 1 1 1 1 pectrum I I Necessary Me 2	3 28 2 3 22 1 1 ItemsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 1 2	7 55 1 54 54 1 1 1 2 2	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	2 1 17 17 1 c aged/Missing I rayed Item 1 1 1 1 pectrum I I Necessary Me 2	3 28 2 3 22 1 1 ItemsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 1	7 55 1 54 54	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite	2 1 17 17 1 c aged/Missing I rrayed Item 1 1 1 bectrum I I Necetrum I I I I I I I I I I I I I I I I I I I	3 28 2 3 22 1 1 ItemsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 1 2	7 55 1 54 54 1 1 1 2 2	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	2 1 17 17 1 c aged/Missing I rrayed Item 1 1 1 bectrum I I Necetrum I I I I I I I I I I I I I I I I I I I	3 28 2 3 22 1 1 ItemsCheck 1	2 28 1 3 24 1 1 1	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 1 2	7 55 1 54 54 1 1 1 2 2	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 1 17 17 1 c aged/Missing frayed Item 1 1 1 1 pectrum mpairment ledical Device: Necessary Me 2 ems - Carry-Or 1 1	3 28 2 3 22 1 1 ItemsCheck 1 sedication and 2 1 1	2 28 1 3 24 1 1 1 1 xeed Baggag	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 1 1 2 1	7 55 1 54 54 1 1 2 1 1	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 17 1 1 c aged/Missing trayed Item 1 1 1 1 cectrum mpairment ledical Devices Necessary Me 2 ems - Carry-Or 1 1 1s - Checke	3 28 2 3 22 1 1 ItemsCheck 1 sedication and 2 1 1	2 28 1 3 24 1 1 1	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 2 1 1	7 55 1 54 54 1 1 1 2 2 1	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 1 17 17 1 c aged/Missing I rrayed Item 1 1 1 1 1 cectrum mpairment ledical Device: Necessary Me 2 ems - Carry-Or 1 1 s - Checke 1	3 28 2 3 22 1 1 ItemsCheck 1 sedication and 2 1 1	2 28 1 3 24 1 1 1 1 xeed Baggag	1 19 2 17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 24 1 23 1 1 1 1 1 1 2 1	7 55 1 54 54 1 1 2 1 1	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 17 17 1 c aged/Missing I rrayed Item 1 1 1 1 1 cectrum mpairment ledical Device: Necessary Me 2 ems - Carry-Or 1 1 s - Checke 1	3 28 2 3 22 1 1 ItemsCheck 1 sedication and 2 1 1	2 28 1 3 24 1 1 1 1 xeed Baggag	1 19 2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19	2 24 1 23 1 1 1 1 2 1 1	7 55 1 54 54 1 1 1 2 2 1	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 1 17 17 1 c aged/Missing I rrayed Item 1 1 1 1 1 cectrum mpairment ledical Device: Necessary Me 2 ems - Carry-Or 1 1 s - Checke 1	3 28 2 3 22 1 1 ItemsCheck 1 sedication and 2 1 1	2 28 1 3 24 1 1 1 1 xeed Baggag	1 19 2 17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 24 1 23 1 1 1 1 2 1 1	7 55 1 54 54 1 1 1 2 2 1	7 44 43 1	2 2 59 3 1 55					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employers	2 1 17 17 1 c aged/Missing I rrayed Item 1 1 1 1 1 cectrum mpairment ledical Device: Necessary Me 2 ems - Carry-Or 1 1 s - Checke 1	3 28 2 3 22 1 1 ItemsCheck 1 sedication and 2 1 1 3	2 28 1 3 24 1 1 1 1 xeed Baggag	1 19 2 17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 24 1 23 1 1 1 1 1 2 1 1 1	7 55 1 54 54 1 1 1 2 2 1	7 44 43 1	2 2 59 3 1 55					

Categories	40.0-4		TSA Contac		-		04 4	OF Mass	00 1	07 11	00 4	00.0	Tatal
ŭ		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	465	440	572	713	634	665	641	740	381	435	481	438	6,605
2019				168	149	190	228	270	244	243	255		1,977
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flye Advanced Imaging Technology (AIT) - Gen											1		<u>1</u>
Civil Rights	ciai			4	3	2	11	5	11	6	7	9	58
Civil Rights - Age				1	3	1	1	3	1	0	- 1	1	5
Civil Rights - Constitutional Rights				'		'					1		1
Civil Rights - Hair Patdowns										1	'		1
Civil Rights - National Origin							1	1	2				4
Civil Rights - Perceived Religion							1	1	1		1		4
Civil Rights - Racial Profiling or Discriminat	ion			3	2	1	5	2	2	5	3	7	30
Civil Rights - Screening of Religious Cultura		monial Ite	ms				1						1
Civil Rights - Screening of Religious or Cult	tural Garme	nts									1		1
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender			1		2		4		1		8
Civil Rights - Sexual Orientation - Not Trans	sgender											1	1
Civil Rights - Transgender Screening								1	1				2
Customer Service				30	31	32	54	67	49	41	48	61	413
Customer Service - Others					2	3	4	4	1	3	4	3	24
Customer Service - TSO				30	29	29	50	63	48	38	44	58	389
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				16	15	22	13	16	16	20	18		153
Locks - Missing or Damaged Lock				16	15	22	13	16	16	20	18		153
Lost and Found				13	2	7	3	4		7	4		45
Lost and Found - Airport/TSA				13	2	7	3	4	10	7	4		45
Mishandling of Passenger Property		. 11		44	42	37	57	55	49	70	72		485
Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama				2	1	2	2	3	2	4	5		27
Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama		,		36	41	32	50	45	40	56	59		404
	0	,		00 0		1 2	1 4	1	7	2	2		7
Mishandling of Passenger Property - Disarr Notice of Violation/Civil Penalties	ayeu items	Carry-or	TOT CHECKET	6			4	6	7	8	6	8	47
Notice of Violation/Civil Penalties - General	1											1	1
Patdown					2	5	4	8	6	6	5		38
Patdown - Flyer					1	5	4	7	4	6	4		33
Patdown - Flyer as Observer					1		-	,	1		1		3
Patdown - General								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				4	9	9	6	14	7	4	8	4	65
Persons w/ Disabilities (PWD) - Autism Spe	ectrum						2	2					4
Persons w/ Disabilities (PWD) - Cancer (ge	neral) Not E	Breast Ca	ncer			1							1
Persons w/ Disabilities (PWD) - Cognitive /	Developme	ntal /Men	tal Disability		1	2		1	1	1			6
Persons w/ Disabilities (PWD) - Diabetes								2	1		1		4
Persons w/ Disabilities (PWD) - Diapers/Ga	arments/Dre	ssings/M	asks							1			1
Persons w/ Disabilities (PWD) - General					2		1	1					4
Persons w/ Disabilities (PWD) - Hearing Im				1					2				3
Persons w/ Disabilities (PWD) - Internal Me						1					1		2
Persons w/ Disabilities (PWD) - Medical De					1					1		1	3
Persons w/ Disabilities (PWD) - Medically N		/ledication	n and Medic	1			1				1	1	4
Persons w/ Disabilities (PWD) - Metal Impla					1			1			1		3
Persons w/ Disabilities (PWD) - Mobility Dis		Wheelch	nair or Scoot	2	1	4		4			1		8
Persons w/ Disabilities (PWD) - Ostomy/Os						1							1
Persons w/ Disabilities (PWD) - Prosthesis						1		4					1
Persons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Service An		: Equipin	ent		1			1					1
Persons w/ Disabilities (PWD) - Touch Ave		rauma)			2	1		1			1		5
Persons w/ Disabilities (PWD) - Visual Impa		i auma)				'					1		1
Persons w/ Disabilities (PWD) - Wheelchai		Seaway				2	2	1	3	1	1	2	12
Prohibited & Permitted Items	17 00001017 0	Jogway						'	1	1	'		2
Prohibited & Permitted Items - General									1	1			2
Property - Special Handling				42	31	54	52	78	74	72	65	49	517
Property - Special Handling - Damaged Iter	ns - Carry-0	On		5	5	6	7	8	8	3	5		53
Property - Special Handling - Damaged Iter				7	8	15	6	13	21	20	19		115
Property - Special Handling - Missing Items	- Carry-On			10	8	12	16	13	13	11	8	12	103
Property - Special Handling - Missing Items	- Checked			20	10	21	23	44	32	38	33	25	246
Request for Assistance				1			1	1	1	2			6
Request for Assistance - Other				1					1	2			4
Request for Assistance - Wounded Warrior	(MSIJSOC)					1	1					2
Screening				13	13	22	27	22	30	14	26	23	190
Screening - Crew Member or Airline Emplo	yee									1			1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines				1	4	5	4	6	1	3	3		27
Screening - Procedures/Process				10	9	15	23	15	25	8	17		144
Screening - Retrieving Abandoned/Confisca	ated Items			1					2	1	4		8
Screening - Security Breach				1		2		1	2		1	1	8
TSA Contact Information					1								1
TSA Contact Information - General	00				1				•				1
2020 Advanced Imaging Technology (AIT)	249	180	261	268	176	117	13	11	24	40	52	51	1,442
Advanced Imaging Technology (AIT)	r	1											1
Advanced Imaging Technology (AIT) - Flye		1 7		E	10	0	2	1	0	4	1	0	1
Civil Rights Civil Rights - Age	9	/	15	5	10	2	2	1	2	1	1	2	57 1
Civil Rights - Age Civil Rights - Constitutional Rights			1		1								2
Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns			1	1	I								1
Civil Rights - National Origin		2			1								3
Civil Rights - National Origin Civil Rights - Perceived Religion			2						2				4
Sivii Nigilio - i Grocived Neligiori													4

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

			Т	SA Contact										
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram		1		4	3	4	1	3	2	18
	Expedited Passenger Screening Program	- TSA PreCl	heck		7	1	8	18	25	22	53	77	78	289
Fly	ring Armed							1						1
	Flying Armed - General							1						1
Ha	zardous Materials Safety				1	3	2	3	2			3	1	15
110.	Hazardous Materials Safety - General				1	3	2	3	2			3		15
Loc	-	3		1	3	2	1	2	1	2		3		15
LOC	Locks - General	3			3		- 1			1				15
				4			4		4					
	Locks - Missing or Damaged Lock	3		1	3	2	1	2	1	1				14
Los	st and Found	2	1	1	1		1	1	1	1	1	1		12
	Lost and Found - Airport/TSA	2	1	1	1		1	1	1	1	1			12
Mis	shandling of Passenger Property	16	9	14	7	3	1	5	8	5	5	3	5	81
	Mishandling of Passenger Property - Dam													1
	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	2				1	2		1	1		7
	Mishandling of Passenger Property - Dam	12	9	12	7	2	1	4	4	3	4	. 1	5	64
	Mishandling of Passenger Property - Dam	1							1					2
	Mishandling of Passenger Property - Disa	2				1			1	2		1		7
No	Jurisdiction				3	1	1		1		1		2	9
	No Jurisdiction - Refer to CBP				1		1		1				1	4
	No Jurisdiction - Refer to Department of S	tate			1									1
	No Jurisdiction - Refer to Other	lato			1	1					1		1	4
No	Subject				1	1								1
INU	•				1									1
NI.	No Subject - General				1									
NO	tice of Violation/Civil Penalties	-1			1						1			2
	Notice of Violation/Civil Penalties - General				1						1			2
Pat	tdown	1		1		4		1	1	4	5			27
	Patdown - Children							1				1		2
	Patdown - Flyer	1		1		2			1	4	5			21
	Patdown - Flyer as Observer											2		2
	Patdown - General					2								2
Per	rsons w/ Disabilities (PWD)	1	6	2		1	2		4	8	11	5	3	43
	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	1								1		2
	Persons w/ Disabilities (PWD) - Diabetes									1	1			2
	Persons w/ Disabilities (PWD) - General										3	1		4
	Persons w/ Disabilities (PWD) - Internal M	ledical Devic	res							1		'		1
	Persons w/ Disabilities (PWD) - Medical D			e Body					1	'				1
	Persons w/ Disabilities (PWD) - Medically		acried to the	e body		1			2	2	2	. 2	2	
			2			1								12
	Persons w/ Disabilities (PWD) - Mobility D		3								3	1		7
	Persons w/ Disabilities (PWD) - Ostomy/C						1							1
	Persons w/ Disabilities (PWD) - Prosthesis									2				2
	Persons w/ Disabilities (PWD) - Respirato									2				2
	Persons w/ Disabilities (PWD) - Service A		2				1		1		1			5
	Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	1	1							1		1	4
Pro	phibited & Permitted Items			1		1			1		2	!	1	6
	Prohibited & Permitted Items - Breast Milk	/Baby Form	ula/Breast F	Pump					1					1
	Prohibited & Permitted Items - Food/Beve	rages				1							1	2
	Prohibited & Permitted Items - Ice/Gel Page	cks		1										1
	Prohibited & Permitted Items - Liquids/Gel	ls/Aerosols									1			1
	Prohibited & Permitted Items - Sporting G	oods									1			1
Pro	operty - Special Handling	9	17	5	6	5	19	21	19	25	18	25	22	191
	Property - Special Handling - Damaged Ite	1	1			1	1	1		2				24
	Property - Special Handling - Damaged Ite	1	3	1	5	1	4	6	8	1	2			39
	Property - Special Handling - Missing Item	2	3	•		2	6	5	3	6				40
	Property - Special Handling - Missing Item	5	10	4	1	1	8	9	8	16				88
C	reening													
30	S .	10	8	7	1	11	5	10	10	11	10	8	8	99
	Screening - Children					1								1
	Screening - Inconsistency			1		4		2	2	2	3	1		15
	Screening - International Screening			1										1
	Screening - Lengthy Lines					2		2		1	2	! 1	2	10
	Screening - Military								1					1
	Screening - Procedures/Process	9	6	5	1	4	4	5	7	8	4	. 6	5	64
	Screening - Retrieving Abandoned/Confis	1	2								1		1	5
	Screening - Traveling with Cash						1	1						2
2022		163	210	263	228	260	302	310	356					2,092
Ade	ditional Information Required/Insufficient Inf						1							1
	Additional Information Required/Insufficier		n - EMAIL (ONLY			1							1
Air	· · · · · · · · · · · · · · · · · · ·	1		1	1			1	3					7
7 (11)	Airline - Lost Baggage	'							2					2
	Airline - Lost baggage Airline - Policy/Regulations/Service	1			1			1	1					4
	Airline - Policy/Regulations/Service Airline - Wheelchair Assistance	1		1	1			- 1	- 1					1
O:-	vil Rights	1	5	4	4	4	4	6	10					38
CIV	<u> </u>	1	1	4	4	4	4	0	10					
	Civil Rights - Age	moderne : \	1											1
	Civil Rights - Civil Rights Violation (TSA E	піріоуее)						1						1
	Civil Rights - National Origin				1									1
	Civil Rights - Not Specified						1							1
	Civil Rights - Perceived Religion					1	2							3
	Civil Rights - Profiling						1							1
	Civil Rights - Race							2	6					8
	Civil Rights - Racial Profiling or Discrimina	1	4	4	2	1								12
	Civil Rights - Sex/Gender/Gender Identity-		ender		1	1		2	1					5
	Civil Rights - Sexual Orientation - Not Train							1						1
	Civil Rights - Transgender Screening	J				1			3					4
	aims		1			1			3					1
Cla														1
Cla														
	Claims - General	00	1	20	20	0.5	20	0.4	07					
		26 1	31	29	22	25	39	34	37					243

			7	SA Contac	t Center (T	CC) Data 1	ool - FOIA							
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Customer Service - TSO	25	31	29	22	25	39	34	37					24
DH	S TRIP		1						1					
	DHS TRIP - General		1						1					
Exp	pedited Passenger Screening Program	89	114	163	140	185	210	210	246					1,35
	Expedited Passenger Screening Program						1							
	Expedited Passenger Screening Program		10	7	5	8	4	8	7					5
	Expedited Passenger Screening Program		103	156	135	175	204	202	239					1,29
	Expedited Passenger Screening Program	- ISA/DHS	1			2	1							
Fre	edom of Information Act (FOIA)			1										
	Freedom of Information Act (FOIA) - Gene zardous Materials Safety	rai I	2	1	1	4	2	4	2					1
Пад	Hazardous Materials Safety - General		2	1	1 1	4	2	4	2					1 1
Ido	ntification (ID) Requirements			1	2	2	2	4						I
luei	Identification (ID) Requirements - Domest			1	2	2	2							
	Identification (ID) Requirements - Real ID	l		1										
Intr	anet/Internet Inquiries			1				1						
1110	Intranet/Internet Inquiries - General							1						
Loc	·	1	1		1		1	1	1					
	Locks - Missing or Damaged Lock	1	1		1		1	1	1					
Los	st and Found			1	2	1	3	ı	ı					
Los	Lost and Found - Airport/TSA			1	2	1	3							
Mie	shandling of Passenger Property	6	7	5	9	2	3	7	2					4
IVIIS	Mishandling of Passenger Property - Dam		7	3	1		1	3	2					1
	Mishandling of Passenger Property - Dam		,	2	6	2	2	4						2
	Mishandling of Passenger Property - Dam		a ItemsI I		1									
	Mishandling of Passenger Property - Disa				1									
No	Jurisdiction	,	4	5	2	5	6	2	5					2
- 110	No Jurisdiction - No Referral					1			1					_
	No Jurisdiction - Refer to CBP		2	1		2	5	2	1					1
	No Jurisdiction - Refer to FAA			1										
	No Jurisdiction - Refer to Other		2	3	2	2	1		3					1
Pat	down	2	4	4	2	3	4	5	10					3
	Patdown - Children	_	1					1						
	Patdown - Flyer	2	3	3	2	3	3	4	9					2
	Patdown - Flyer as Observer						1							
	Patdown - General								1					
	Patdown - Non-Flyer			1										
Per	rsons w/ Disabilities (PWD)	6	6	8	6	7	5	3	5					4
	Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1										
	Persons w/ Disabilities (PWD) - Breast Ca	ancer		1										
	Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	1					1					
	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	al Disability	1	1		1						
	Persons w/ Disabilities (PWD) - Diabetes				1		1	1						
	Persons w/ Disabilities (PWD) - Diapers/C	Garments/Dr	essings/Ma	isks			1							
	Persons w/ Disabilities (PWD) - General	1				2	1		1					
	Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1		1									
	Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to th	1	1		1							
	Persons w/ Disabilities (PWD) - Medically		2											
	Persons w/ Disabilities (PWD) - Metal Imp								1					
	Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	3	1	1		1	1					
	Persons w/ Disabilities (PWD) - Prosthesi		1			2								
	Persons w/ Disabilities (PWD) - Touch Av		/trauma)			1								
	Persons w/ Disabilities (PWD) - Visual Im				1									
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2	1			1		1					
Pro	hibited & Permitted Items	3	3	5										1
	Prohibited & Permitted Items - Alcohol and		1	3										
	Prohibited & Permitted Items - Breast Milk		ula/Breast	1										
	Prohibited & Permitted Items - Electronic			1										
	Prohibited & Permitted Items - Food/Beve		1											
	Prohibited & Permitted Items - Sporting G		1											
Pro	perty - Special Handling	15	18	17	19	13	11	17	18					12
	Property - Special Handling - Damaged Ite	5	4	2	7	1	2	5	8					3
	Property - Special Handling - Damaged Ite	5	1	3	3	1		3	1					1
	Property - Special Handling - Missing Item		9	9	4	7	4	7	3					4
	Property - Special Handling - Missing Item		4	3	5	4	5	2	6					3
Scr	reening	12	13	18	17	9	11	19	16					11
	Screening - Crew Member or Airline Empl	oyee	1	1										
	Screening - Inconsistency		3	6				5	4					1
						0		1	3					
	Screening - Lengthy Lines	1		1	1	2								
	Screening - Lengthy Lines Screening - Procedures/Process	11	8	9	14	6	10	12	9					7
	Screening - Lengthy Lines	11	8				10 1							

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JHM				3			2		1				6
2019				3			1		1				5
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				2			1						3
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	2			1						3
Property - Special Handling				1									1
Property - Special Handling - Damaged It	ems - Chec	ked		1									1
2022							1						1
Customer Service							1						1
Customer Service - TSO							1						1

			TSA Conta	ct Center (TCC) Data 1	ΓοοΙ - FΟΙΑ							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JLN	3	1	2	2	1	1	2			1	3	1	1
2019						1				1	3	1	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage		1						1	
Property - Special Handling											3		
Property - Special Handling - Damaged It	ems - Check	red									1		
Property - Special Handling - Missing Iten											2		
2020	2		2	2									
Customer Service				1									
Customer Service - TSO				1									
Property - Special Handling	2		2										
Property - Special Handling - Damaged It	1												
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iten	ns - Checked	d	2										
Screening				1									
Screening - Procedures/Process				1									
2021							1						
Customer Service							1						
Customer Service - TSO							1						
2022	1	1			1		1						
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	heck			1								
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
No Jurisdiction							1						
No Jurisdiction - Refer to Other							1						

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

					C) Data Tool				_				
Categories							1-Apr 05-N			07-Jul	08-Aug	09-Sep	Total
JNU	7	3	4	11	6	2	6	11	11	10	14	4	8
2019				2	1			5	4	4	5	4	2
Advanced Imaging Technology (AIT)					1			1					
Advanced Imaging Technology (AIT) - Fly	er				1			1					
Civil Rights				1									
Civil Rights - Constitutional Rights				1									
Customer Service									2				
Customer Service - TSO									2				
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property										2	3		
Mishandling of Passenger Property - Dam				age						2	2		
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on o	r Checked								1		
Patdown								1	1		1	1	
Patdown - Flyer								1	1		1	1	
Persons w/ Disabilities (PWD)								1				1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	/heelchaiı	or Scooter)				1					
Property - Special Handling				1									
Property - Special Handling - Missing Item	ns - Carry-On			1									
Screening								1	1	2	1	2	
Screening - Inconsistency										1			
Screening - Procedures/Process								1	1	1	1	1	
Screening - Security Breach											· ·	1	
2020	2	1		3	2	1				3	6		1
Customer Service		1		•	_	•							
Customer Service - TSO		1											
Mishandling of Passenger Property	 	1		1	2	1				1	2		
Mishandling of Passenger Property - Dam	l gaged/Missing It	ems. Car	rv-on Lua	1		1							
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					2	1				1	2		
	aged/iviissing iti	emsche	ckeu bagga			1							
Patdown	1			1									
Patdown - Flyer	1			1									
Persons w/ Disabilities (PWD)	N. A. D.										1		
Persons w/ Disabilities (PWD) - Cancer (g	jenerai) Not Bre	east Canc	er								1		
Property - Special Handling				1						2	3		
Property - Special Handling - Damaged Ite				1						2			
Property - Special Handling - Missing Item	ıs - Checked										3		
Screening	1												
Screening - Procedures/Process	1												
2021	2	1	1	4	2			3	7	3	3		2
Civil Rights								1	1				
Civil Rights - Racial Profiling or Discrimina	ation							1	1				
Customer Service			1	1				1		1	1		
Customer Service - TSO			1	1				1		1	1		
Expedited Passenger Screening Program									3	1	1		
Expedited Passenger Screening Program	- TSA Applicati	on Progra	am						1				
Expedited Passenger Screening Program	- TSA PreChec	k							2	1	1		
Patdown				1	1								
Patdown - Flyer				1									
Patdown - General													
					1								
Persons w/ Disabilities (PWD)					1					1			
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	plants (ioint)				1					1			
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	1			1						1		
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items					1						1		
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An	mmunition	1			1						1		
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc	mmunition	1		1				1	1				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling	mmunition ols/Razors/Sharp	1 p Objects		1	1			1	1				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite	mmunition ols/Razors/Sharp 2 ems - Carry-On	1 p Objects			1			1	1				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	mmunition pls/Razors/Sharp 2 ems - Carry-On ems - Checked	1 p Objects						1	1				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	nmunition pls/Razors/Shary 2 ems - Carry-On ems - Checked 2	1 p Objects			1								
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	nmunition pls/Razors/Shary 2 ems - Carry-On ems - Checked 2	1 p Objects		1	1			1	1				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	nmunition pls/Razors/Shary 2 ems - Carry-On ems - Checked 2	1 p Objects			1				1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency	nmunition pls/Razors/Shary 2 ems - Carry-On ems - Checked 2	1 p Objects		1	1				1				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked	1 p Objects		1	1			1	1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022	nmunition pls/Razors/Shary 2 ems - Carry-On ems - Checked 2	1 p Objects	3	1	1	1	6		1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked	1 p Objects		1	1	1	6	1	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked	1 p Objects		1	1	1	1 1	1	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked	1 p Objects		1	1	1	1 1 1	1	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked	1 p Objects	3	1 1 2	1		1 1 1	3	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3	1 p Objects		1	1	1	1 1 1	1 3	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	mmunition pls/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3	1 p Objects	3	1 1 2 1	1	1	1 1 1 1 2	1 3 3 2 1	1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	mmunition pls/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3	1 p Objects	3	1 1 2 2 1 1 1 1	1		1 1 1	1 3	1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2	1 p Objects 1	3 3	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1 1 1 1 2	1 3 3 2 1	1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2	1 p Objects 1	3 3	1 1 2 2 1 1 1 1	1	1	1 1 1 1 2	1 3 3 2 1	1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2	1 p Objects 1	3 3	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1 1 1 1 2	1 3 3 2 1	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property	mmunition ols/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2 agged/Missing It	1 p Objects 1	3 3	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1 1 1 1 2	1 3 3 2 1	1 2				2
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	mmunition nls/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2 haged/Missing It	1 p Objects 1	3 3	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1 1 1 1 2	1 3 3 2 1	1 2				1
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Screening	mmunition nls/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2 haged/Missing It	1 p Objects 1	3 3	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1	1 1 1 1 2 2 2	1 3 2 1 1 1	1 2				
Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	mmunition nls/Razors/Sharp 2 ems - Carry-On ems - Checked 2 ns - Checked 3 3 - TSA Appl 2 haged/Missing It	1 p Objects 1	3 3	1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1	1 1 1 1 2 2 2 2	1 3 2 1 1 1	1 2				2

stogorios	40.0-4				_		ool - FOIA		OF Mari	00 1	07 1	00 4	00 0	Tata'
ntegories	10-Oct	11-Nov 2	12-De	ec 01-J	an 2	02-Feb	03-Mar 2	04-Apr 2	05-May 2	06-Jun 2	07-Jul	08-Aug	09-Sep	Total
JQF	3	2		2	2	1	2	2	_	_	2		3	2
2019									2			1	1	
Mishandling of Passenger Property				_								1		
Mishandling of Passenger Property - Dam	naged/Missin I	g ItemsC	hecked	Baggage								1		
Persons w/ Disabilities (PWD)									1					
Persons w/ Disabilities (PWD) - Diabetes									1					
Property - Special Handling									1				1	
Property - Special Handling - Damaged It									1					
Property - Special Handling - Missing Iten													1	
2020	1	1		1	1							1	1	
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimin	ation												1	
Locks	1													
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property					1							1		
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked	Baggage								1		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Che	cke	1									
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Autism S	pectrum			1										
Property - Special Handling		1												
Property - Special Handling - Damaged It	ems - Checl	1												
2021	1					1				2	2	2	1	
Call Disconnect/Dropped/Wrong Number						1								
Call Disconnect/Dropped/Wrong Number	- General					1								
Civil Rights										1	1	1		
Civil Rights - Sex/Gender/Gender Identity	- Not Transq	ender								1	1	1		
Customer Service	l	011401									1			
Customer Service - TSO											1			
Mishandling of Passenger Property	1													
Mishandling of Passenger Property - Dam														
Property - Special Handling	'									1				
Property - Special Handling - Missing Iten	l ns - Chackad									1				
Screening	lis - Checked									'		1	1	
Screening - Procedures/Process												1	1	
2022	4	1		1	1		2	2				1	1	
DHS TRIP	1	1		1	1									
DHS TRIP - General	1													
	1	-		4			4							
Expedited Passenger Screening Program	TCA Day C	1		1			1							
Expedited Passenger Screening Program	- ISA PreC	1		1	4		1							
Property - Special Handling		_			1									
Property - Special Handling - Damaged It	ems - Carry-	Jn			1									
Screening							1	2						
Screening - Procedures/Process							1	1						
Screening - Retrieving Abandoned/Confis	cated Items							1						

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

Categories	40.004	44 N		act Center (1	•			0E M.	06 1	07 1:1	00 4	00.00	Tatal
		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	16	3	5 3		44	47	46	43	28	31			424
2019				11	9	7	9	8	15	16			96
Civil Rights Civil Rights - Age					1		2	1		1	1		6
Civil Rights - Age Civil Rights - Racial Profiling or Discrimin	nation						2	1		1			4
Civil Rights - Racial Froming of Discrimin		nder			1			1		- 1			1
Customer Service	y- Not Transger	ildei		1	3	1	1	4	6	3	1		20
Customer Service - Others				- 1	1			4	0	3			1
Customer Service - TSO				1		1	1	4	6	3	1		19
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property				3	4	5	3	2	5	2	4	4	32
Mishandling of Passenger Property - Dar	naged/Missing	Items	Carry-on Lu	ig 1									1
Mishandling of Passenger Property - Dar	naged/Missing	Items	Checked Ba	aç 2	4	2	3	2	5	2	3	3	26
Mishandling of Passenger Property - Dar	naged/Missing	Items	Unspecified	Luggage		1							1
Mishandling of Passenger Property - Dis	arrayed Items-	Carry-c	on or Check	ed		2					1	1	4
Patdown				2							1		3
Patdown - Flyer				2							1		3
Persons w/ Disabilities (PWD)					1				1	3	1		6
Persons w/ Disabilities (PWD) - Autism S	3pectrum								1				1
Persons w/ Disabilities (PWD) - Medical	Devices - Attac	ched to	the Body								1		1
Persons w/ Disabilities (PWD) - Medicall		edication	on and Med	ical Supplies						1			1
Persons w/ Disabilities (PWD) - Metal Im					1								1
Persons w/ Disabilities (PWD) - Ostomy/										1			1
Persons w/ Disabilities (PWD) - Touch A	version (pain/tr	auma)								1			1
Property - Special Handling				3					2	7			18
Property - Special Handling - Damaged I		d							1	3		1	5
Property - Special Handling - Missing Ite										2		1	3
Property - Special Handling - Missing Ite	ms - Checked			3					1	2			10
Screening				2			3	1	1		1	1	9
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							3	1			1	1	6
Screening - Retrieving Abandoned/Confit 2020				2	47	40			1	1			97
Civil Rights	8		7 1 1	8 15 1 2	17	12 1	3 1		1	1	2	3	8
Civil Rights - Constitutional Rights	1		1	1 2		1	1				1		1
Civil Rights - Racial Profiling or Discrimin	-		1	2							1		4
Civil Rights - Nacial Froming of Discrimin			1			1	1						2
Civil Rights - Sexual Orientation - Not Tra		iluci		1			'						1
Customer Service	2			2 1	2	1							11
Customer Service - Others	-		1										1
Customer Service - TSO	2			2 1	2	1							10
Locks				2 3	2	1							8
Locks - Missing or Damaged Lock				2 3	2	1							8
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	4		3	5 2	5	5	1		1		1	1	28
Mishandling of Passenger Property - Dar	naged/Missing	Items	Carry-on Lu	ig 1									1
Mishandling of Passenger Property - Dar	m 4		2	4 1	4	5	1		1		1	1	24
Mishandling of Passenger Property - Dis	arrayed Item		1	1	1								3
Patdown			1	1	2							1	5
Patdown - Children												1	1
Patdown - Flyer			1		2								3
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				1 3	2	1							7
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal				1									1
Persons w/ Disabilities (PWD) - Medical				1									1
Persons w/ Disabilities (PWD) - Mobility			h	1	2								3
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/ S	0 ,				1							1
Property - Special Handling	1			4 2			1						18
Property - Special Handling - Damaged I			1		2								3
Property - Special Handling - Damaged I				3 1		1							7
Property - Special Handling - Missing Ite	n 1			1 1	1	1	1						8
Screening				1 2	1	1				1		1	11
Screening - Inconsistency				1									1
Screening - Lengthy Lines			4		1	4				4			1
Screening - Procedures/Process			4	2	•	1	_		40	1		1	9
2021 Civil Rights	1		1	1 3	2	3	6	4	12	14 1		11	70
Civil Rights - Hair Patdowns					1				ı	ı			1
Civil Rights - Racial Profiling or Discrimin	nation									1		1	2
Civil Rights - Racial Froming of Discrimin		nonial It	ems						1				1
Claims Claims	urar and Ceren	ioriiai ii		1									1
Claims - General				1									1
Customer Service				2		2	1	1	3		1		10
Customer Service - TSO				2		2	1	1	3		1		10
Expedited Passenger Screening Program							2	1	4	8			25
	TO 4 4 11	ation Pr	ogram						-т	1			1
Expedited Passenger Screening Program	n - TSA Applica		_				2	-	4	7			24
		eck						1	-		4	6	
Expedited Passenger Screening Progran		eck						1		,	4	6	1
Expedited Passenger Screening Program Expedited Passenger Screening Program	n - TSA PreChe	eck						1	4	,		6	
Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks	m - TSA PreChe	eck					2	1	4	,	1	6	1
Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock	m - TSA PreChe	eck					2	1	4	,			1
Expedited Passenger Screening Progran Expedited Passenger Screening Progran Locks Locks - Missing or Damaged Lock Lost and Found	m - TSA PreChe	eck			1		1	1	1	1	1		1 1 1

		TS	A Contact	Center (TC	CC) Data T	ool - FOIA							
egories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Mishandling of Passenger Property - Dam	aged/Missing It	temsChe	cked Bagga	age	1			1	1				
Mishandling of Passenger Property - Dam	aged/Missing It	temsUns	pecified Lu	ggage						1			
No Jurisdiction				1									
No Jurisdiction - Refer to CBP				1									
Patdown									1				
Patdown - Flyer as Observer									1				
Persons w/ Disabilities (PWD)							1	1			1	2	
Persons w/ Disabilities (PWD) - Diabetes								1					
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Medically												1	
Persons w/ Disabilities (PWD) - Mobility [Vheelchair	or Scooter)								1	
Persons w/ Disabilities (PWD) - Service A	nimals										1		
Property - Special Handling		1				1	1		1	2		2	
Property - Special Handling - Damaged It										1	1	2	
Property - Special Handling - Damaged It									1				
Property - Special Handling - Missing Iten		1											
Property - Special Handling - Missing Iten	ns - Checked					1	1			1			
Screening									1	2	4		
Screening - Lengthy Lines									1				
Screening - Procedures/Process										2	4		
2022	7	17	19	18	16	25	28	31					
Civil Rights		1	2			2	1						
Civil Rights - Race						1	1						
Civil Rights - Racial Profiling or Discrimina			2										
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1				1							
Claims		1											
Claims - General		1											
Customer Service	2	1	4	3	2	3	3						
Customer Service - TSO	2	1	4	3	2	3	3	4					
Expedited Passenger Screening Program	4	10	10	10	10	16	21	19					
Expedited Passenger Screening Program	1	1											
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19					
Locks			1										
Locks - Missing or Damaged Lock			1										
Lost and Found		1						1					
Lost and Found - Airport/TSA		1						1					
Mishandling of Passenger Property	1/2 4: 1				1			1					
Mishandling of Passenger Property - Dam				age				1					
Mishandling of Passenger Property - Disa	rrayed ItemsC	carry-on or	r Checked		1								
Patdown				3	1		1						
Patdown - Flyer				3	1		1						
Persons w/ Disabilities (PWD)	/D t	1	1	1		1	1						
Persons w/ Disabilities (PWD) - Cognitive			Disability				1						
Persons w/ Disabilities (PWD) - Internal N				1									
Persons w/ Disabilities (PWD) - Medically			1			4							
Persons w/ Disabilities (PWD) - Prosthesi						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1											
Property - Special Handling	011	1			1			1					
Property - Special Handling - Damaged It								4					
Property - Special Handling - Missing Item		4			1			1					
Property - Special Handling - Missing Iten		1	4	A			4	-					
Screening	1		1	1		3	1	5					
Screening - Inconsistency						1		1					
Screening - Lengthy Lines						1		1					
Screening - Procedures/Process	1		1	1		1	1	2					
Screening - Shoe Screening								1					
Transfer to Security Specialist		1											
Transfer to Security Specialist - Reportab	e Commun	1											

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TN	3	4		1	1 2	5	2	4	4	5	6	2	3
2019						1	1	2	1	2	1	1	
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property							1	1		1			
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked B	aggage			1	1		1			
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling						1			1				
Property - Special Handling - Damaged Ite	ems - Checke	ed							1				
Property - Special Handling - Missing Item						1							
Screening								1			1		
Screening - Lengthy Lines								1					
Screening - Procedures/Process											1		
2020		3								1		1	
Mishandling of Passenger Property		1								1		1	
Mishandling of Passenger Property - Dam	aged/Missir	1								1		1	
Patdown	ageamine	1											
Patdown - Flyer		1											
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ms - Checl	1											
2021	2	'				2	1	1	3	2	5		
Civil Rights							•	1	1		1		
Civil Rights - Age											1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transac	ender						1	1		'		
Customer Service	2	ridei				1	1		1				
Customer Service - TSO	2					1	1		1				
Expedited Passenger Screening Program						1	- 1		- 1	2			
Expedited Passenger Screening Program	TSA DroCk	nack				1				2			
Mishandling of Passenger Property	- TOAT TECT	ICCK				- 1					1		
Mishandling of Passenger Property - Dam	agod/Missin	a Itomo C	hookod P	000000							1		
Persons w/ Disabilities (PWD)	ageu/iviissii i	J ILEITISC	Heckeu B	ayyaye							1		
Persons w/ Disabilities (PWD) - Prosthesi	o/A monuto oo	and Coata									1		
` '	s/Ampulees	and Casis							1				
Screening Inconsistancy									1		2		
Screening - Inconsistency									1				
Screening - Procedures/Process 2022				_							1		
Customer Service	1	1		1	1 2	2		1					
-		1			1								
Customer Service - TSO		1		4		4							
Expedited Passenger Screening Program	TCA Applie	otion De		1	1								
Expedited Passenger Screening Program		auon Pro	_	4		1							
Expedited Passenger Screening Program	1			1	1								
Patdown						1							
Patdown - Flyer						1							
Screening					1			1					
Screening - Inconsistency								1					
Screening - Procedures/Process					1								

tegories	10-Oct 11			01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
.AN	3	3	12-Dec 4		02-reb		· · · · · · · · · · · · · · · · · · ·			07-Jui 6		•	101
	3	3	4	4									
2019				1	2	2	1	1	1	5	2		
Advanced Imaging Technology (AIT)					1								
Advanced Imaging Technology (AIT) - Fly	/er				1								
Civil Rights								1					
Civil Rights - Perceived Religion								1					
Customer Service				1		1				1	1		
Customer Service - TSO				1		1				1	1		
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property					1					2			
Mishandling of Passenger Property - Dan	naged/Missing It	emsChe	cked Bagg	age	1					1			
Mishandling of Passenger Property - Disa				-90						1			
Patdown		arry-orr or	Officoncu				1			· ·			
Patdown - Flyer							1						
Property - Special Handling						1				1			
Property - Special Handling - Damaged II										1			
Property - Special Handling - Missing Iter	ns - Checked					1							
Screening									1	1			
Screening - Procedures/Process									1	1			
2020		1	2	1	1		1				3		
Civil Rights				1									
Civil Rights - Screening of Religious or C	า ultural Garments	3		1									
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property											1		
	 	ome Che	akad Daga	200							1		
Mishandling of Passenger Property - Dan	laged/Missing II			age							ı		
Patdown		1	1										
Patdown - Flyer		1	1										
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medically	y Necessary Me	dication a	nd Medical	Supplies							1		
Property - Special Handling			1								1		
Property - Special Handling - Damaged It			1										
Property - Special Handling - Damaged It	tems - Checked										1		
Screening					1								
Screening - Procedures/Process					1								
2021	2	1								1	1	2	
Customer Service										1		1	
Customer Service - TSO										1		1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Persons w/ Disabilities (PWD)	1											1	
` '											1		
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Mobility			or Scooter)							1		
Screening	1	1											
Screening - Procedures/Process	1	1											
2022	1	1	2	2	1		2	1					
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimin	ation		1										
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program	· ·	1		1	1		2	1					
Expedited Passenger Screening Program	ı ı - TSA Annlicati		m	•	1								
Expedited Passenger Screening Program		on rogia		1			2	1					
No Jurisdiction	I - TOA I-TEC	ı		1				1					
No Jurisdiction - Refer to Other				1									
Patdown			1										
Patdown - Flyer			1										

			I SA CUIILA	ot Genter (ICC) Data	1001 - 1 012							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR	1		1			1		2			1		6
2019											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2020	1		1										2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	1										1
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	hecked Bag	gage				1					1
2022						1		1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checked	d		1							1
Patdown								1					1
Patdown - Flyer								1					1

		TSA	A Contact	Center (TCC	C) Data Too	I - FOIA							
Categories	10-Oct 1	1-Nov 1	12-Dec	01-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	416	379	380	446	472	517	407	454	266	319	326	345	4,727
2019				107	116	141	152	146	111	126	158	136	1,193
				107	110	141	132	140			130	130	1,133
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Fly	er									1			1
Civil Rights				3	3	1	4	9	4	9	8	7	48
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights					1							1	
					1							1	2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin				1				3					4
Civil Rights - Racial Profiling or Discrimin	ation			1		1	3	4	1	6	2	2	20
		onial Itama		- '		'	0		- '	0	1		
Civil Rights - Screening of Religious Cultu													1
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	ider		1	1		1	2	2	1	4	4	16
Civil Rights - Sexual Orientation - Not Tra	nsgender									2			2
Civil Rights - Transgender Screening											1		1
Customer Service				22	26	22	24	20	24	20	32	26	
				22	26	33	34	28	24	29	32	26	254
Customer Service - CSM						1							1
Customer Service - Others					1	2	7	2	2	5	2	3	24
Customer Service - TSO				22	25	30	27	26	22	24	30	23	229
Locks				3	6	7	6	11	4	4	8	5	54
Locks - Missing or Damaged Lock				3	6	7	6	11	4	4	8	5	54
Lost and Found				2	1	1	1	2		1	2	1	11
Lost and Found - Airport/TSA				2	1	1	1	2		1	2	1	11
Mishandling of Passenger Property				36	27	39	35	41	25	30	40	32	305
Mishandling of Passenger Property - Dam	naged/Missing	temsCarr	y-on Lug	7	6	8	9	5	4	6	3	6	54
Mishandling of Passenger Property - Dam				24	18	28	18	34	19	18	32	21	212
					10	20	10	1	13	2	02	21	
Mishandling of Passenger Property - Dam							_						3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked	5	3	3	8	1	2	4	5	5	36
Patdown					7	6	6	3		5	4	6	37
Patdown - Flyer					7	6	6	3		5	3	6	36
•					- 1	0	0	3		3		0	
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				7	12	6	7	5	7	6	10	6	66
Persons w/ Disabilities (PWD) - Autism S	pectrum			1									1
Persons w/ Disabilities (PWD) - Cancer (g		roact Canaa	Nr.					1					1
								- 1					
Persons w/ Disabilities (PWD) - Cognitive	Development	al /Mental L	Disability	1							1		2
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/0	arments/Dres	sings/Mask	'S			1					1		2
		on igo/iviaor	.5								<u>'</u>		
Persons w/ Disabilities (PWD) - General				1	1	1		1	1			1	6
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1		1		1					3
Persons w/ Disabilities (PWD) - Internal M	Medical Device	S		1					1	1			3
Persons w/ Disabilities (PWD) - Medical [Pody	•			1						1
Persons w/ Disabilities (PWD) - Medically		edication ar	nd Medical	Supplies	1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1					1		2
Persons w/ Disabilities (PWD) - Mobility [Disability (Not)	Wheelchair	or Scoot	1	4		3	2	2		2	3	17
				'		4				-		0	
Persons w/ Disabilities (PWD) - Respirato						1	1		1	1	1		5
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)		1	1				1	1			4
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway			3	1	1		1	1	4	1	12
Prohibited & Permitted Items		3)										1	
													1
Prohibited & Permitted Items - Beauty & C	Grooming Items	3										1	1
Property - Special Handling				29	30	33	37	30	35	25	33	40	292
Property - Special Handling - Damaged It	ems - Carry-Oi	1		8	5	4	5	3	4	3	5	3	40
Property - Special Handling - Damaged It					4								
				5		10	8	6	7	4	8	11	63
Property - Special Handling - Missing Iten				2	15	3	6	3	6	5	7	8	55
Property - Special Handling - Missing Iten	ns - Checked			14	6	16	18	18	18	13	13	18	134
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening				5	4	15	21	17	11	16	21	12	122
Screening - Crew Member or Airline Emp	lovee											1	1
	1								1				
Screening - Inconsistency							_		1			2	3
Screening - Lengthy Lines						1	2		1	1	1	1	7
Screening - Procedures/Process				4	4	12	17	16	9	11	15	6	94
Screening - Retrieving Abandoned/Confis	cated Items			1			1				3	1	6
Screening - Security Breach						2		1		4	2	1	10
								- 1		4		- 1	
Screening - Traveling with Cash							1						1
2020	165	138	180	164	157	80	11	12	37	60	54	77	1,135
Civil Rights	5	4	11	2	6	1	1	1	4	1	2	1	39
	J				U	- 1	1	<u> </u>	4	- 1		1	
Civil Rights - Age		1	1										2
Civil Rights - National Origin		1	2		1								4
Civil Rights - Racial Profiling or Discrimin	5	1	6	1	3	1	1	1	4	1	2	1	27
Civil Rights - Sex/Gender/Gender Identity		1	2	1	1								5
		- 1		1									
Civil Rights - Sexual Orientation - Not Tra					1								1
Customer Service	34	42	49	37	33	24	2	3	8	9	11	21	273
Customer Service - Others	4	13	17	8	6	1	1		1	1	2	3	57
								0					
Customer Service - TSO	30	29	32	29	27	23	1	3	7	8	9	18	216
Locks	3	5	12	10	7	1			1		1	2	42
Locks - General				1									1
Locks - Missing or Damaged Lock	3	5	12	9	7	1			1		1	2	41
	3								- 1				
Lost and Found		1	2	1	2	2				1	1	2	12
Lost and Found - Airport/TSA		1	2	1	2	2				1	1	2	12
Mishandling of Passenger Property	36	25	38	36	38	19	4	1	10	9	11	9	236
								- '				9	
Mishandling of Passenger Property - Dam		6	9	8	9	7	2		3	3	3		54
Mishandling of Passenger Property - Dam	22	15	25	26	27	11	2	1	6	6	7	7	155
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disa		3	4	2	2	1			1		1	2	25
									- 1		- 1		
Patdown	3	2	4	5	2	1				1		3	21
Patdown - Flyer	2	2	4	5	1	1				1		2	18
Patdown - Flyer as Observer	1				1							1	3
,													

Persone w/ Dischilities (DWD)) Data Too								
							4-Apr 0	5-May 0	6-Jun		08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD)	12	5	6	10	14	1				4	2	6	
Persons w/ Disabilities (PWD) - Autism Sp												2	
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1			1								
Persons w/ Disabilities (PWD) - Diabetes		1			1								
Persons w/ Disabilities (PWD) - Hearing I	1			1	1								
Persons w/ Disabilities (PWD) - Internal M				1									
Persons w/ Disabilities (PWD) - Medical D		1											
Persons w/ Disabilities (PWD) - Medically	3	1		1	5					1	1		
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		1										
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1	2	4	3							1	
Persons w/ Disabilities (PWD) - Ostomy/0													
Persons w/ Disabilities (PWD) - Prosthesi		d Casts		1									
Persons w/ Disabilities (PWD) - Respirato				1		1						1	
. , , ,	,	_quipinent		ı		1				4		ı	
Persons w/ Disabilities (PWD) - Service A					4					1	-		
Persons w/ Disabilities (PWD) - Touch Av			1		1						1	1	
Persons w/ Disabilities (PWD) - Wheelcha			2	1	2					2		1	
Property - Special Handling	50	42	34	44	40	19	2	2	9	25	15	26	
Property - Special Handling - Damaged Ite	7	8	10	14	9	7				2	1	3	
Property - Special Handling - Damaged Ite	9	6	5	9	4	1	1	1	3	8	1	4	
Property - Special Handling - Missing Item	20	13	11	3	13	4	1	1	2	9	2	9	
Property - Special Handling - Missing Item		15	8	18	14	7			4	6	11	10	
Screening	22	12	24	19	15	12	2	5	5	10	11	7	
<u> </u>	1	1	24	1	15	12		3	J	10	- 11	,	
Screening - Crew Member or Airline Empl		ı		1									
Screening - Inconsistency	1		1		1	1					2	1	
Screening - Lengthy Lines	4	2	2	2	1	2		1					
Screening - Procedures/Process	14	7	21	14	11	9	2	4	5	9	9	5	
Screening - Retrieving Abandoned/Confis	cated Items	2											
Screening - Security Breach	2			2	2					1		1	
1	83	63	37	45	41	74	78	79	118	133	114	132	
		03	31	40		/4	70		110	133	114	132	
Additional Information Required/Insufficient Inf					1			1					
Additional Information Required/Insufficier	nt Information -	EMAIL ONI	LY		1			1					
Airline										1		1	
Airline - Policy/Regulations/Service										1		1	
Civil Rights	3	3	2		1	3	5	1	3	7	3	2	
Civil Rights - Age						1						1	
Civil Rights - Constitutional Rights									1	1			
								4	- 1				
Civil Rights - Perceived Religion								1					
Civil Rights - Racial Profiling or Discrimina		3	2			1	3		2	6	3		
Civil Rights - Sex/Gender/Gender Identity-	 Not Transgene 	der			1	1	1					1	
Civil Rights - Transgender Screening	2						1						
Claims			3	1			1			1		1	
Claims - General			3	1			1			1			
Claims - Status				•								1	
												· ·	
Current Topic					2								
Current Topic - Current Topic					2								
Customer Service	26	20	11	12	13	18	15	20	32	23	27	24	
Customer Service - CSM							1						
Customer Service - Others	2	- 4	1	1									
Customer Service - Others	3	4											
					13	18	14	20	32	23	27	24	
Customer Service - TSO	23	16	10	11	13	18	14	20	32	23	27	24	
Customer Service - TSO Duplicate E-mail					13	18	14	20	32	23	1	24	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General			10	11							1		
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	23	16			13	18	20	19	36	50	1	24	
Customer Service - TSO Duplicate E-mail	23	16	10	11							1		
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	23 - Active Duty M	16	10	11					36		1		
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty M	16 Nilitary	3	5		11	20	19	36 1	50	1 1 35	63	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty M - DoD - TSA Applicati	16 filitary ion Program	3	5	5	11	20	19	36 1	50	1 1 35 1	63 1 7	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	- Active Duty M - DoD - TSA Applicati - TSA PreChec	16 filitary ion Program	3	5		11 2 8	20	19	36 1	50	1 1 35	63 1 7 54	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	- Active Duty M - DoD - TSA Applicati - TSA PreChec	16 filitary ion Program	3 n 3 Opt In	5	5	11	20	19	36 1	50 2 48	1 1 35 1 1 33	63 1 7	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements	- Active Duty M - DoD - TSA Applicati - TSA/DHS Err 1	16 filitary ion Program	3	5	5	11 2 8	20	19	36 1	50	1 1 35 1 1 33	63 1 7 54	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	- Active Duty M - DoD - TSA Applicati - TSA/DHS Em 1	16 filitary ion Program ck aployees - C	3 Opt In 1	5	5	11 2 8	20	19	36 1	50 2 48	1 1 35 1 1 33	63 1 7 54	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Matci	- Active Duty M - DoD - TSA Applicati - TSA/DHS Em 1 1 hing Ticket and	16 filitary ion Program ck aployees - C	3 n 3 Opt In	5	5	11 2 8	20	19	36 1	50 2 48	1 1 35 1 1 33	63 1 7 54	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	- Active Duty M - DoD - TSA Applicati - TSA/DHS Em 1 1 hing Ticket and	16 filitary ion Program ck aployees - C	3 Opt In 1	5	5	11 2 8	20	19	36 1	50 2 48	1 1 35 1 1 33	63 1 7 54	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Matci	- Active Duty M - DoD - TSA Applicati - TSA/DHS Em 1 1 hing Ticket and	16 filitary ion Program ck aployees - C	3 Opt In 1	5	5	11 2 8	20	19	36 1	50 2 48 1	1 1 35 1 1 33	63 1 7 54	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Matco Identification (ID) Requirements - Minors II Locks	- Active Duty M - DoD - TSA Applicati - TSA PreCheci - TSA/DHS Em 1 1 hing Ticket and	16 filitary ion Program ck aployees - C	3 Opt In 1	5	5	11 2 8 1	20	19 2 17	36 1 2 33	50 2 48 1	1 1 35 1 1 33	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Match Identification (ID) Requirements - Minors II Locks Locks - General	- Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em 1 1 hing Ticket and	16 filitary fion Program k nployees - C Boardii	3 Opt In 1	5	5	11 2 8 1	20	19 2 17	36 1 2 33	50 2 48 1	1 1 35 1 1 33	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Minors II Locks Locks - General Locks - Missing or Damaged Lock	- Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em 1 1 hing Ticket and Domestic 1	16 filitary ion Program ck aployees - C Boardii 2	3 Opt In 1	11 5 1 4	5	11 2 8 1	20	19 2 17	36 1 2 33	50 2 48 1	1 1 35 1 1 33	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Matc Identification (ID) Requirements - Minors II Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	- Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em 1 1 hing Ticket and Domestic 1 1	16 filitary ion Program ck nployees - C Boardii 2 1	10 3 Dpt In 1	11 5 1 4	5	11 2 8 1	20	19 2 17	36 1 2 33	50 2 48 1	1 1 35 1 1 33	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - ID Mato Identification (ID) Requirements - ID Mato Identification (ID) Requirements - Minors I Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Active Duty M - DoD - TSA Applicati - TSA/DHS Err 1 1 hing Ticket and Domestic 1 1 1	16 filitary fion Program ck sployees - C Boardii 2 1 1	3 Opt In 1	11 5 1 4	5	11 2 8 1	20 5 15	19 2 17 3 3	36 1 2 33	50 2 48 1 1	1 1 35 1 1 33 33	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Mato Identification (ID) Requirements - Minors II Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property	23 - Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em 1 1 hing Ticket and Domestic 1 1 1 1 10	16 filitary fion Program sk inployees - C Boardii 2 1 1 1	10 3 Dpt In 1	11 5 1 4	5	11 2 8 1	20 5 15	19 2 17	36 1 2 33	50 2 48 1 1	1 1 35 1 1 1 33 1 1	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - ID Mato Identification (ID) Requirements - ID Mato Identification (ID) Requirements - Minors I Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	16 filitary fion Program ck sployees - C Boardii 2 1 1	3 Opt In 1	11 5 1 4 1 1 1 9 6	5	11 2 8 1	20 5 15	19 2 17 3 3	36 1 2 33	50 2 48 1 1	1 1 35 1 1 33 33	63 1 7 54 1	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements - Domest Identification (ID) Requirements - ID Mato Identification (ID) Requirements - Minors II Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	16 filitary fion Program sk inployees - C Boardii 2 1 1 1	3 Opt In 1	11 5 1 4	5	11 2 8 1	20 5 15	19 2 17 3 3	36 1 2 33	50 2 48 1 1	1 1 35 1 1 1 33 1 1	63 1 7 54 1	
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Persons w/ Disabilities (PWD) - Internal M					C) Data Too								
			2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	То
									1				
Persons w/ Disabilities (PWD) - Medical D		ned to the B	lody			1							
Persons w/ Disabilities (PWD) - Medically		1					2		1			3	
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				
Persons w/ Disabilities (PWD) - Mobility [2					1							
Persons w/ Disabilities (PWD) - Prosthesis		d Casts					1			1			
Persons w/ Disabilities (PWD) - Respirato												1	
		Equipment											
Persons w/ Disabilities (PWD) - Service A							1	1	1				
Persons w/ Disabilities (PWD) - Visual Im	pairment	1											
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1			1		1	1				
Prohibited & Permitted Items		2					1		3		1		
Prohibited & Permitted Items - Electronic I	Devices	1											
Prohibited & Permitted Items - Firearm/Am		1							1				
	IIIIuIIIIUII	ı							- 1				
Prohibited & Permitted Items - General							1						
Prohibited & Permitted Items - Lighters/Ma	atches								1		1		
Prohibited & Permitted Items - Liquids/Gel	s/Aerosols								1				
Property - Special Handling	22	13	3	7	6	14	8	17	25	24	25	19	
Property - Special Handling - Damaged Ite	3	3	1	2	1	6	3	5	10	8	8	6	
Property - Special Handling - Damaged Ite	3	1	1	1	2		2	7	4	4	4	6	
Property - Special Handling - Missing Item	4	4	1	2		3		3	6	6	8	1	
Property - Special Handling - Missing Item	12	5		2	3	5	3	2	5	6	5	6	
Screening	13	3	6	9	8	12	9	7	10	14	8	7	
Screening - Inconsistency				2	5	1	1	1	1	1		1	
Screening - Lengthy Lines	1		2	3	1	1	1	1	2	1		2	
Screening - Procedures/Process	12	3	4	4	2	9	7	4	7	12	6	4	
-	14	J	7	7		3	- 1	7	- 1	12		7	
Screening - Rail											1		
Screening - Retrieving Abandoned/Confisc	cated Items										1		
Screening - Traveling with Cash						1		1					
2022	168	178	163	130	158	222	166	217					
Additional Information Required/Insufficient Inf		170	.00	.00	.00		. 30	-11					
Additional Information Required/Insufficier	it Informatic	1											
Airline			2	2		1							
Airline - Policy/Regulations/Service			2	2		1							
Animals					1	•							
Animals - Carry-On					1								
Civil Rights	6	5	5	2	1	5	4	3					
Civil Rights - Constitutional Rights				1									
Civil Rights - National Origin	2												
ŭ ü													
Civil Rights - Not Specified								1					
Civil Rights - Race	1					3	1	2					
Civil Rights - Racial Profiling or Discrimina	3	3	4	1	1								
Civil Rights - Screening of Religious or Cu		1				1							
Civil Rights - Sex/Gender/Gender Identity-		aer	1			1	1						
Civil Rights - Sexual Orientation - Not Tran	nsgender						1						
Civil Rights - Transgender Screening		1					1						
Claims		3		1	1			2					
					'								
Claims - General		2		1									
		1			1			2					
Claims - Status			31			24	20	34					
Claims - Status Customer Service	28	36		23	27	31							
Customer Service	28	36		23	27	31							
Customer Service Customer Service - Others		1											
Customer Service Customer Service - Others Customer Service - TSO	28		31	23	27	31	20	34					
Customer Service Customer Service - Others		1											
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail	28	1	31	23									
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General	28 1 1	1 35	31 1 1	23 1 1	27	31	20	34					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	28 1 1 76	1 35 85	31 1 1 84	23 1 1 68	27	31	20	34 123					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program	28 1 1 76	1 35	31 1 1	23 1 1	27	31	20	34 123 1					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	28 1 1 76	1 35 85	31 1 1 84	23 1 1 68	27	31	20	34 123					
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Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	28 1 1 76 - DoD	1 35 85 1	31 1 1 84 1 9	23 1 1 68 1	86 1 4 81	31 138 2 2 134	20 108 1	34 123 1					
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Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found	28 1 1 76 - DoD 3 73 c	1 35 85 1 15 69	31 1 1 84 1 9 74 1 1	23 1 1 68 1 3	27 86 1 4 81	31 138 2 2 134 1 1 2 2	108 1 3 104	123 1 9					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	28 1 1 76 - DoD 3 73 c	1 35 85 1 15 69	31 1 1 84 1 9 74 1 1 1	23 1 1 68 1 3 64	27 86 1 4 81	31 138 2 2 2 134 1 1 2 2 2	108 1 3 104	123 1 9 113					
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Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Cognetive Persons w/ Disabilities (PWD) - Cognetive Persons w/ Disabilities (PWD) - Ceneral Persons w/ Disabilities (PWD) - General	28 1 76 - DoD 3 73 c 1 1 1 4 2 2 rrayed Items(5 5 1 eneral) Not Bri/Development carments/Dress fampairment ledical Dev	1 35 85 1 15 69 2 2 2 3 3 3 Carry-on or 0 1 1 1 1 9 east Cancer al /Ment sings/Masks	31 1 1 84 1 9 74 1 1 1 1 1 5 2 3 Checked 3	23 1 1 68 1 3 64 7 7 2 5 4 4 2 2	27 86 1 4 81 1 1 1 2 2 2 2 7	31 138 2 2 134 1 1 2 2 1 1 3 2 1 1 3 3 3 8 1 1 1	20 108 1 3 104 2 2 2 1 1 1 1 1 4	123 1 9 113 10 7 3 3 2 1 1 5 1					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal M	28 1 1 76 - DoD 3 73 c 1 1 1 4 2 2 rrayed Items0 5 5 1 eneral) Not Bri //Development farments/Dress 1 mpairment ledical Dev 1	1 35 85 1 15 69 2 2 2 3 3 3 Carry-on or 0 1 1 1 1 9 east Cancer al /Ment sings/Masks	31 1 1 84 1 9 74 1 1 1 1 1 5 2 3 Checked 3	23 1 1 68 1 3 64 7 7 2 5 4 4 2 2	27 86 1 4 81 1 1 1 2 2 2 7	31 138 2 2 134 1 1 2 2 1 1 3 2 1 1 3 3 3 8 1 1 1	20 108 1 3 104 2 2 2 1 1 1 1 1 4	123 1 9 113 10 7 3 3 2 1 1 5 1					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical [28 1 1 76 - DoD 3 73 c 1 1 1 1 4 2 2 rrayed Items-(5 5 1 eneral) Not Bri /Development barments/Dress 1 mpairment ledical Dev 1 Necessary	1 35 85 1 15 69 2 2 2 3 3 3 Carry-on or (1 1 1 1 9 east Cancer al /Ment sings/Masks 1 1 1	31 1 1 84 1 9 74 1 1 1 1 1 5 2 3 Checked 3	23 1 1 68 1 3 64 7 2 5 4 4 2 2	27 86 1 4 81 1 1 1 2 2 2 7	31 138 2 2 134 1 1 1 2 1 1 3 2 1 1 1 1 1 1 1	20 108 1 3 104 2 2 1 6 3 2 1 1 1 4	34 123 1 9 113 10 7 3 3 2 1 5 1					
Customer Service Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Internal M	28 1 1 76 - DoD 3 73 c 1 1 1 1 4 2 2 rrayed Items(5 5 1 eneral) Not Br //Development farments/Dress 1 mpairment ledical Dev 1 Necessary lants (joint)	1 35 85 1 15 69 2 2 2 3 3 3 Carry-on or 1 1 1 1 9 east Cancer al /Ment sings/Masks 1 1 3	31 1 1 84 1 9 74 1 1 1 1 1 5 2 3 Checked 3	23 1 1 68 1 3 64 7 7 2 5 4 4 2 2	27 86 1 4 81 1 1 1 2 2 2 7	31 138 2 2 134 1 1 1 2 1 1 3 2 1 1 1 1 1 1 1	20 108 1 3 104 2 2 1 6 3 2 1 1 1 4	34 123 1 9 113 10 7 3 3 2 1 5 1					

		7	SA Conta	ct Center (TCC) Data	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	ler Equipme	ent			1							
Persons w/ Disabilities (PWD) - Service A	Animals	1			1								
Persons w/ Disabilities (PWD) - Wheelch	2	2		1	1	1		2					
Prohibited & Permitted Items	2	2	2	1									
Prohibited & Permitted Items - Breast Mill	k/Baby Form	1											
Prohibited & Permitted Items - Food/Beve	erages		2										
Prohibited & Permitted Items - General	1	1											
Prohibited & Permitted Items - Knives/Too	1												
Prohibited & Permitted Items - Medication	n/Prescriptio	n/Medically	Necessary	/ 1									
Property - Special Handling	25	9	18	7	14	16	7	12					10
Property - Special Handling - Damaged It	13	4	9	6	6	10	1	10					5
Property - Special Handling - Damaged It	2	1	1	1	1	3							
Property - Special Handling - Missing Iten	4	2	4		5	3	3						2
Property - Special Handling - Missing Iten	6	2	4		2		3	2					1
Screening	14	21	7	8	15	13	14	25					11
Screening - Crew Member or Airline Emp	loyee	1											
Screening - Inconsistency	5	3	1	1			3	6					1
Screening - International Screening								1					
Screening - Lengthy Lines	3	3		2			2	4					1-
Screening - Procedures/Process	6	13	6	5	14	13	9	13					7
Screening - Retrieving Abandoned/Confis	cated Items				1			1					
Screening - Security Breach		1											

			TSA Contac	t Center (TCC) Data	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	1		2	1	1	1	2	4		1		1	14
2019								1		1			2
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked					1					4
Screening										1			
Screening - Retrieving Abandoned/Confis	cated Items									1			1
2020					1		1	1					3
Customer Service								1					
Customer Service - TSO								1					4
Mishandling of Passenger Property							1						4
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked				1						
Screening					1								
Screening - Procedures/Process					1								1
2021			1	1			1					1	4
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender	1										1
Customer Service				1			1						2
Customer Service - TCC				1									
Customer Service - TSO							1						
Screening												1	
Screening - Procedures/Process												1	
2022	1		1			1		2					
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimin	1												
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program			1			1							- :
Expedited Passenger Screening Program	- TSA PreC	Check	1			1							
Screening								1					
Screening - Procedures/Process								1					

		TSA	Contact (Center (TC	C) Data Too	ol - FOIA							
Categories	10-Oct 1	1-Nov 1	2-Dec (01-Jan 0	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	474	466	565	589	561	757	748	733	414	413	457	382	6,559
2019				165	131	229	213	175	221	200	208	154	1,696
Advanced Imaging Technology (AIT)								2					2
Advanced Imaging Technology (AIT) - Fly	er							1					1
Advanced Imaging Technology (AIT) - No								1					1
Civil Rights	l lyci			7	1	7	-	6	4	2	8	5	
					4		5	0	4		8	5	48
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1				1	1				3
Civil Rights - Perceived Religion						1	1		1				3
Civil Rights - Racial Profiling or Discrimina	ation			4	3	4	2	3	1		5	1	23
Civil Rights - Screening of Religious Cultu	ral and Cerem	onial Items									1		1
Civil Rights - Sex/Gender/Gender Identity-				2	1	1	1	2	1	1	1	4	14
Civil Rights - Sexual Orientation - Not Trai							1						1
Civil Rights - Transgender Screening	l						- '			1	- 1		
				4.5		07	0.4	0.4	0.5		1		2
Customer Service				15	15	37	34	24	25	26	21	23	220
Customer Service - Others					2	2	3	1		2			10
Customer Service - TSO				15	13	35	31	23	25	24	21	23	210
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domesti	ic											1	1
Locks				9	9	14	16	13	17	13	20	13	124
Locks - General									2				2
				0	0	1.1	16	10		12	20	12	
Locks - Missing or Damaged Lock				9	9	14	16	13	15	13	20	13	122
Lost and Found				13	10	14	16	6	13	22	13	9	116
Lost and Found - Airport/TSA				13	10	14	16	6	13	22	13	9	116
Mishandling of Passenger Property				58	36	62	54	40	58	51	48	39	446
Mishandling of Passenger Property - Dam	iaged/Missina I	temsCarry	y-on Lug	4	4	5	6	4	7	3	3	5	41
Mishandling of Passenger Property - Dam				47	27	45	40	29	42	43	39	30	342
Mishandling of Passenger Property - Dam						2	1	2	-12	-10			5
									^	-		A	
Mishandling of Passenger Property - Disa	nayed nems(Jany-on of	CHECKE	7	5	10	7	5	9	5	6	4	58
Patdown				4	8	7	6	3	5	9	11	3	56
Patdown - Flyer				4	8	5	6	3	4	8	11	3	52
Patdown - General									1				1
Patdown - Non-Flyer						2				1			3
Persons w/ Disabilities (PWD)				5	3	7	10	4	18	9	8	6	70
Persons w/ Disabilities (PWD) - Autism Sp	l nectrum						1		1				2
Persons w/ Disabilities (PWD) - Breast Ca												1	1
Persons w/ Disabilities (PWD) - Cancer (g						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive		al /Mental L	Disability			1	1		1	1	3		7
Persons w/ Disabilities (PWD) - Diabetes					1				2	1	1	1	6
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing In	mpairment								1				1
Persons w/ Disabilities (PWD) - Internal M		S					1						1
Persons w/ Disabilities (PWD) - Medically			d Medical	Supplies		1	1		5	3		2	12
		odiodilon di	a modioai	Саррисс		'			1	0			1
Persons w/ Disabilities (PWD) - Metal Imp		A71 I . I !		4							-		
Persons w/ Disabilities (PWD) - Mobility D			or Scoot	4			2	1	1		1	2	11
Persons w/ Disabilities (PWD) - Respirato		Equipment								1			1
Persons w/ Disabilities (PWD) - Service A	nimals			1									1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)			1	1	1	1	1	1			6
Persons w/ Disabilities (PWD) - Visual Im	pairment					1							1
Persons w/ Disabilities (PWD) - Wheelcha		edway			1	2	3	1	5	1	2		15
Prohibited & Permitted Items		3)										1	1
Prohibited & Permitted Items - General												1	1
				40									
Property - Special Handling				40	30	53	53	56	57	51	52	44	436
Property - Special Handling - Damaged Ite				3	2	5		2	6	5	4	5	32
Property - Special Handling - Damaged Ite	ems - Checked			10	9	6	14	8	13	11	19	14	104
Property - Special Handling - Missing Item	ns - Carry-On			10	3	12	14	15	8	9	13	5	89
Property - Special Handling - Missing Item				17	16	30	25	31	30	26	16	20	211
Request for Assistance						1	1	1					3
Request for Assistance - Other						- '	1	1					2
	I (MCLICOO)					4	I	I					
Request for Assistance - Wounded Warrio	DI (INIDIJZOC)					1							1
Screening				14	16	27	18	20	24	17	27	10	173
Screening - Crew Member or Airline Empl	oyee											1	1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines						1		2		1		1	5
Screening - Procedures/Process				12	16	24	16	14	21	13	22	6	144
Screening - Retrieving Abandoned/Confise	rated Items			14	10	27	10	2	2	1	2	1	8
	Cated Hellis			^									
Screening - Security Breach				2		2	2	2	1	1	2	1	13
2020	194	141	239	201	165	101	21	26	42	64	66	46	1,306
Civil Rights	6	5	8	7	6	2		1			6	1	42
Civil Rights - Age	1	1	1	1		1		1					6
Civil Rights - National Origin			2	1									3
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimina		•	1	2	4	1					4		15
		4	1		+	- 1					4		
Civil Rights - Screening of Religious or Cu		1	_								-		1
Civil Rights - Sex/Gender/Gender Identity		1	3	3	2						2	1	13
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										1
Civil Rights - Transgender Screening		1											1
Customer Service	27	18	32	29	25	14	4	5	4	9	8	6	181
Customer Service - Others	1		2		1	2		1	1	2			10
Customer Service - TSO	26	18	30	29	24	12	4	4	3	7	8	6	171
	20	ΙÓ	30	29	24	12	4	4	3			Ö	
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domest										1	1		2
Locks	9	16	21	13	14	9			2		2	5	91
Locks - General					1								1
Locks - Missing or Damaged Lock	9	16	21	13	13	9			2		2	5	90
Lost and Found	12	6	6	7	12	4			1	2	3		53
	14	J		'	14				- '		J		00

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

			TSA Contac	ct Center	(TCC) Data	a Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dan	naged/Missing	ItemsI	Jnspecified L	uggage		1							1
Mishandling of Passenger Property - Disa			2	00 0		1		2	1				8
No Jurisdiction						1	1		2	2		1	7
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other						1	1		1	2			5
No Subject						1	- '		- 1				
•													
No Subject - General						1							1
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - Gener					1								1
Patdown	1		2 2			3	5	1	4	4	. 4	1	27
Patdown - Children						1			1		1		3
Patdown - Flyer	1	2	2 2			2	5	1	3	2	3	1	22
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	7	- 2	2 1		3	4	7	4	7	7	7	3	52
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			2
Persons w/ Disabilities (PWD) - Cognitive	1		1 1				1				· ·		4
Persons w/ Disabilities (PWD) - Diabetes					1			1	2				4
· , ,					1	1		2		1			4
Persons w/ Disabilities (PWD) - General	A. Frank Barrier					- 1							
Persons w/ Disabilities (PWD) - Internal M										1			1
Persons w/ Disabilities (PWD) - Medically			1			1	1						6
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility I	3				1		1			2			7
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	and Cast	S		1		1						2
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	r Equipn	nent				1						1
Persons w/ Disabilities (PWD) - Service A	Animals							1	1			2	4
Persons w/ Disabilities (PWD) - Touch Av		rauma)					2					1	3
Persons w/ Disabilities (PWD) - Wheelch						2			3	2	! 6		13
Prohibited & Permitted Items	I		1 1			1	0	1	1		. 0	0	
	d Tabassa					ı	2	ı	1			2	11
Prohibited & Permitted Items - Alcohol an			1										1
Prohibited & Permitted Items - Breast Mill			1										1
Prohibited & Permitted Items - Food/Beve						1							1
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sh	arp Obje	cts				1						1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols										1	1	2
Prohibited & Permitted Items - Marijuana							1						1
Prohibited & Permitted Items - Medication	/Prescription/	Medicall	y Necessary	Items				1				1	2
Prohibited & Permitted Items - Remains									1		1		2
Property - Special Handling	29	18	3 2		4	6 14	12	25	39	20		22	205
Property - Special Handling - Damaged It	4		2		1	0 11	1	4	5	3		3	27
Property - Special Handling - Damaged It						3 5	3	5	13	4		8	53
Property - Special Handling - Missing Iter			3		1	2	4	6	12	5		8	53
Property - Special Handling - Missing Iter		12				3 7	4	10	9	8		3	72
Screening	13		5 3		2	6 10	14	15	7	8	5	10	98
Screening - Crew Member or Airline Emp	loyee					1							1
Screening - Inconsistency			1 1		1	3	1	2		2		3	14
Screening - Lengthy Lines						1	1	3	1			1	7
Screening - Procedures/Process	12	4	1 2		1	5 6	11	10	6	6	5	6	74
Screening - Retrieving Abandoned/Confis	cated Items						1						1
Screening - Security Breach	1												1
2022	206	260	276	18	7 22	4 355	424	395					2,333
Airline	1		3			1	1	1					8
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service	1		3		1		1	1					7
Civil Rights						4 4							36
<u>_</u>	3	,	5 5			4 4	6	9					
Civil Rights - Age							1						1
Civil Rights - Headwear	1						1	1					3
Civil Rights - Profiling								1					1
Civil Rights - Race						1 3	3	4					11
Civil Rights - Racial Profiling or Discrimin	1	4	1 2			1							8
Civil Rights - Sex/Gender/Gender Identity	1		1 1			1 1							5
Civil Rights - Sexual Orientation - Not Tra	nsgender		2			1		1					4
Civil Rights - Transgender Screening							1	2					3
Claims								1					1
Claims - Status								1					1
Customer Service	25	26	3 20	1	2 1	2 17	16	24					152
Customer Service - TSO	25	26		- 1	2 1	2 17	16	24					152
DHS TRIP													1
DHS TRIP - General			1										1
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	19 ⁻	1 197	12	9 16	8 289	347	301					1,744
Expedited Passenger Screening Program	- Active Duty	Military				2							2
Expedited Passenger Screening Program			1 1		1	1 4		2					15
Expedited Passenger Screening Program		3	1 10	1	2 1	0 9	10	9					96
Expedited Passenger Screening Program		156		11			337	289					1,628
Expedited Passenger Screening Program Expedited Passenger Screening Program				- 11	J 13	. 214	331	209					3
	- 1 <i>3A</i> /DH3 E												
Hazardous Materials Safety								1					2
Hazardous Materials Safety - General			1					1					2
Identification (ID) Requirements	2				3								5
Identification (ID) Requirements - Domest	2				3								5
Locks	2				1	2 3	1	2					11
Locks - Missing or Damaged Lock	2					2 3	1	2					11
Lost and Found	2		1			1 2		3					14
Lost and Found - Airport/TSA	2		1			1 2		3					14
Mishandling of Passenger Property	2		3 5			2 3	9	9					36
g or r dooongor r roporty		,	, 0		~	_ 3	J	J					50

Categories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dan		2			1	1	3						1
Mishandling of Passenger Property - Dan						1	6	5					1
Mishandling of Passenger Property - Disa					1	1		1					
No Jurisdiction	1	1	2		2	'	6	4					1
No Jurisdiction - No Referral							1	1					'
No Jurisdiction - Refer to CBP			1		1		3	3					
No Jurisdiction - Refer to FAA			1		- 1		3	3					
No Jurisdiction - Refer to Other		1			1		2						
Patdown	3			8	2	5	9	6					
Patdown - Children	3	5	4	1		5		О					
					0		1						
Patdown - Flyer	3				2	5	8	5					3
Patdown - Flyer as Observer		2		2									
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)	8			4	4	8	3	9					4
Persons w/ Disabilities (PWD) - Autism S		1											
Persons w/ Disabilities (PWD) - Cancer (
Persons w/ Disabilities (PWD) - Cognitive		1			1	1							
Persons w/ Disabilities (PWD) - Diabetes	5				1		1						
Persons w/ Disabilities (PWD) - General	1	1			1	1							
Persons w/ Disabilities (PWD) - Hearing	1					1							
Persons w/ Disabilities (PWD) - Internal I	۷ 1	1		1		1							
Persons w/ Disabilities (PWD) - Medical	Devices - At	tached to th	ne Body					1					
Persons w/ Disabilities (PWD) - Medicall	y 1	1	1	1	1	3	1	4					
Persons w/ Disabilities (PWD) - Metal Im	plants (joint))	1					1					
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1	1					1					
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates	2					1						
Persons w/ Disabilities (PWD) - Prosthes	i 1			1									
Persons w/ Disabilities (PWD) - Service	Animals		1	1		1		1					
Persons w/ Disabilities (PWD) - Visual In	1												
Persons w/ Disabilities (PWD) - Wheelch								1					
Prohibited & Permitted Items	1	2	1										
Prohibited & Permitted Items - Breast Mil	k/Baby Forn												
Prohibited & Permitted Items - Electronic		1											
Property - Special Handling	17				18	13	10	11					11
Property - Special Handling - Damaged I			6		6	4	2	2					
Property - Special Handling - Damaged II			3		1	2	1	1					1
Property - Special Handling - Missing Iter					7	5	5	1					
Property - Special Handling - Missing Iter			2		4	2	2	7					
Screening	8				8	10	16	14					
Screening - Children	1		15	0	8	10	10	14					
				4									
Screening - Inconsistency	1	2				2	2	2					•
Screening - International Screening			1										
Screening - Lengthy Lines	1				1			2					
Screening - Procedures/Process	5		9	5	7	8	13	8					(
Screening - Retrieving Abandoned/Confis	scated Items						1	2					
Screening - Shoe Screening		2											
TWIC						1							
TWIC - General	1					1							

As a suite	10.5						ool - FOIA		A.		<u> </u>	•	•••	
ategories		11-Nov	12-De			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB 2019	11	9		12	13 3	7	5	7	15 5	10 2	8 5		14 8	120
Customer Service					1			1	3	1	1		4	29 11
Customer Service - Others					- 1			1	2	1			4	2
Customer Service - TSO					1			1	1	1	1		4	9
Mishandling of Passenger Property									2		1		1	4
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCl	hecked E	Baggage							1			1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Chec	ked					2				1	3
Patdown											2			2
Patdown - Flyer											1			1
Patdown - Non-Flyer											1			1
Property - Special Handling	01				1			2				1	1	5
Property - Special Handling - Damaged It								2						2
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten					1							1	1	1
Screening	is - Checked				1			1		1	1	1	2	7
Screening - Lengthy Lines					1							1		1
Screening - Procedures/Process					1			1		1	1		2	6
2020	4	4		4	2	2			3			2	3	24
Advanced Imaging Technology (AIT)		•		1	_							_		
Advanced Imaging Technology (AIT) - Fly	er			1										
Civil Rights												1	1	2
Civil Rights - Racial Profiling or Discrimina	ation											1	1	2
Customer Service	2	2			1				1				2	3
Customer Service - TSO	2	2			1				1				2	8
Mishandling of Passenger Property	1	1							1			1		4
Mishandling of Passenger Property - Dam		ItemsC	arry-on L	uggage					1					
Mishandling of Passenger Property - Dam		1										1		
Mishandling of Passenger Property - Disa	1													
Patdown		1			1									
Patdown - Flyer		4			1									
Patdown - Non-Flyer		1		0										
Property - Special Handling Property - Special Handling - Damaged It	ems - Checke	nd .		2										
Property - Special Handling - Missing Iten		u		1										
Screening	1			1		2			1					į
Screening - Procedures/Process	1			1		2			1					į
2021	2			2	1	1			2	8	3	5	3	27
Civil Rights					1								1	2
Civil Rights - Racial Profiling or Discrimina	ation				1								1	2
Customer Service	1									3	1	3		
Customer Service - CSM										1				
Customer Service - TSO	1									2	1			
Expedited Passenger Screening Program	TO 4 D O					1				1		2		
Expedited Passenger Screening Program		eck				1				1		2		
Locks	1													
Locks - Missing or Damaged Lock Patdown	1									- 1				
Patdown - Flyer										1				
Persons w/ Disabilities (PWD)									2	'	1			
Persons w/ Disabilities (PWD) - Prosthesi	l is/Amputees a	and Casts							1					
Persons w/ Disabilities (PWD) - Service A		0000									1			
Persons w/ Disabilities (PWD) - Wheelcha		Segway							1					
Screening				2						3	1		2	
Screening - Lengthy Lines				1										
Screening - Procedures/Process				1						3	1		2	7
2022	5	5		6	7	4	5	3	5					40
Civil Rights							1							1
Civil Rights - Race							1							
Customer Service	2	1			1	1	1	1	1					
Customer Service - TSO	2	1		4	1	1	1	1	1					3
Expedited Passenger Screening Program	2 TCA A==1	3		4	5	2	3	2	3					24
Expedited Passenger Screening Program		1		4	_									0
Expedited Passenger Screening Program Mishandling of Passenger Property	2	2		4	5	2	3	2	3					2
Mishandling of Passenger Property - Dam	l naded/Missing	Items_C		1										
Patdown	1	, itemsC		1										
Patdown - Flyer	1			1										
Persons w/ Disabilities (PWD)	'					1								
Persons w/ Disabilities (PWD) - Medically	I / Necessary N	/ledication	and Me	dical Sunn	lies	1								
Property - Special Handling		1		our oupp	1									
	I .													
	ns - Carry-On				1									
Property - Special Handling - Missing Iten		1			1									
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten					1				1					1
Property - Special Handling - Missing Iten					1				1 1					1

			ISA Conta	ct Center (ГСС) Data 1	001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE		2	2	1	4	3	1	5	4	:	2		24
2019					1	2					1		4
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimina	ation										1		1
Customer Service						1							1
Customer Service - TSO						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening					1								1
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2020				1	1				1				3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	hecked Ba	ggage	1								
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ems - Check	red							1				1
Screening				1									1
Screening - Procedures/Process				1									1
2021								1	3	•	1		Ę
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program	- TSA PreC	heck						1	2				3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d					1				1
2022		2	2		2	1	1	4					12
Expedited Passenger Screening Program		2	2		2	1		4					11
Expedited Passenger Screening Program	- TSA PreC	2	2		2	1		4					11
Patdown							1						1
Patdown - Children							1						1

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

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

				ct Center (1	CC) Data	Tool - FOI	A						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	3			3	2	1	2	7	1	3	1	1	2
2019							2	4		2			
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage			1						
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Respirato	ry and Inha	er Equipm	ent				1						
Property - Special Handling								2					
Property - Special Handling - Missing Item	s - Checke	d						2					
Screening								2		2			
Screening - Lengthy Lines								1		1			
Screening - Procedures/Process								1		1			
2020								1		1			
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Screening								1					
Screening - Procedures/Process								1					
2021	2			2	1				1		1	1	1
Customer Service				1							1	1	
Customer Service - TSO				1							1	1	
Prohibited & Permitted Items				1									
Prohibited & Permitted Items - Food/Beve	rages			1									
Property - Special Handling	1								1				
Property - Special Handling - Missing Item	1								1				
Screening	1				1								
Screening - Lengthy Lines					1								
Screening - Procedures/Process	1												
2022	1			1	1	1		2					
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	1				1	1		1					
Expedited Passenger Screening Program	1				1	1		1					
Screening								1					
Screening - Procedures/Process								1					-

		1		tact Center (TCC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK		1		1 3	1	5	4	6	2	3	2	3	3
2019							1	3	1	2	1	1	
Civil Rights								1	1				
Civil Rights - Racial Profiling or Discrimin	ation							1					
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender							1				
Customer Service								1		1			
Customer Service - TSO								1		1			
Mishandling of Passenger Property											1	1	
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on L	uggage								1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked E	Baggage							1		
Property - Special Handling							1	1		1			
Property - Special Handling - Damaged It	ems - Carry	-On						1					
Property - Special Handling - Missing Iten	ns - Carry-O	n								1			
Property - Special Handling - Missing Iten	ns - Checke	d					1						
2020		1		1 1		1						1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	ı naged/Missiı	ng ItemsC	hecked E	Baggage								1	
Property - Special Handling	l	1		1		1							
Property - Special Handling - Damaged It	ems - Carry	-On				1							
Property - Special Handling - Missing Iten				1									
Screening				1									
Screening - Procedures/Process				1									
2021				1	1	1			1	1	1	1	
Customer Service					1	•			•	1	•	•	
Customer Service - TSO					1					1			
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	I - TSA PreC	:heck							1				
Mishandling of Passenger Property	1	ricoit		1									
Mishandling of Passenger Property - Dam	T naded/Missir	na ItemsC	hecked F	lar 1									
Patdown	lagoa/wilcon	ig itomo o	TIOOROG E	, cię							1	1	
Patdown - Flyer											1	1	
Persons w/ Disabilities (PWD)						1					'	'	
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							
2022				1		3	3	3					1
Civil Rights				'			2	,					
Civil Rights - Transgender Screening							2						
Expedited Passenger Screening Program				1		2	1	3					
Expedited Passenger Screening Program	I TSA Appl	ication Proc	ram	1				3					
Expedited Passenger Screening Program			ji dili			2	1	3					
Persons w/ Disabilities (PWD)	TOATIEC	/ IOOK				1		3					
Persons w/ Disabilities (PWD) - Prosthesi	L.,												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEB			2			1		1					4
2020			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										1
2022			1			1		1					3
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Beauty & 0	Grooming Ite	ems	1										1

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOI <i>A</i> 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
(2	7		5 8						6		•	100
2019		- 1	•	, 2						3			
						1	•	٠			٠	,	
Civil Rights				1									
Civil Rights - Constitutional Rights				1									
Customer Service					1		4	1	2		1	2	
Customer Service - Others							1		1				
Customer Service - TSO					1		3	1	1		1	2	
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property							1		2			3	
Mishandling of Passenger Property - Dam	i naged/Missing	ItemsCh	ecked Ba	nggage			1		2			3	
Patdown			oonoa Be	.99494					1		1	2	
Patdown - Flyer									1		1	2	
							4	-	ı	0			
Property - Special Handling	0						1	1		2			
Property - Special Handling - Missing Iter							1						
Property - Special Handling - Missing Iter	ns - Checked							1		2			
Request for Assistance						1							
Request for Assistance - Wounded Warri	or (MSIJSOC)					1							
Screening							2	1	1	1	1		
Screening - Inconsistency							1						
Screening - Procedures/Process							1	1	1	1	1		
2020		3		1 3	1				1		3		
Customer Service		2			•				-		2		
Customer Service - TSO		2									2		
				1									
Mishandling of Passenger Property	10.41	11											
Mishandling of Passenger Property - Dan	naged/Missing	itemsC		1									
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)							1				
Property - Special Handling		1											
Property - Special Handling - Missing Iter	ns - Checke	1											
Screening				2	. 1						1		
Screening - Procedures/Process				2	. 1						1		
2021	1						1	1	1	3		6	
Customer Service	·						1		-	1			
Customer Service - TSO							1			1			
Expedited Passenger Screening Program							- '	1		2		_	
	TCA Applies	des Deserve						ı				5	
Expedited Passenger Screening Program			am									1	
Expedited Passenger Screening Program	- TSA PreChe	eck						1		2		4	
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Internal M	/ledical Device	es							1				
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Checke	d										1	
Screening	1												
Screening - Procedures/Process	1												
2022	1	4	-	1 3	5	6	8	4					
Claims					1			-					
Claims - General					1								
Customer Service				1									
				1									
Customer Service - TSO		2					^	4					
Expedited Passenger Screening Program	TOAR	3		1 2		5							
Expedited Passenger Screening Program	- TSA PreC	3	4	1 2	4	5							
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening		1				1	1						
Screening - Inconsistency						1							
Screening - Inconsistency Screening - Lengthy Lines							1						
Screening - Procedures/Process		1					ı						
	The second secon	1											

Outomotive							ool - FOIA							
Categories		1-Nov	12-De			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	4	7		4	1	9	8	9	5	7	9		4	72
2019						3	1	2	1	3	2	1	2	15
Customer Service							1	1		1	1			4
Customer Service - TSO							1	1		1	1			4
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Dam	naged/Missing I	temsC	hecked	Baggage						1				1
Patdown													1	1
Patdown - Flyer													1	1
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)									1			1
Property - Special Handling													1	1
Property - Special Handling - Missing Iten	ns - Checked												1	1
Screening						3		1	1	1		1		7
Screening - Inconsistency						1								1
Screening - Lengthy Lines						2			1	1				4
Screening - Procedures/Process								1				1		2
2020		4		1		1								(
Customer Service		2				1								3
Customer Service - TSO		2				1								3
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Dam	naged/Missing I	temsC		1										1
Property - Special Handling		1												
Property - Special Handling - Missing Iten	ns - Checke	1												1
Screening		1												1
Screening - Procedures/Process		1												1
2021				1		1	1	1	1	4	7	4	2	22
Airline												1		1
Airline - Policy/Regulations/Service												1		
Customer Service				1		1				1				
Customer Service - Others						1								
Customer Service - TSO				1						1				
Expedited Passenger Screening Program										1	4	3	2	1
Expedited Passenger Screening Program	- TSA Applicat	ion Prog	ıram									1		
Expedited Passenger Screening Program	- TSA PreChe	ck								1	4	2	2	
Mishandling of Passenger Property									1					
Mishandling of Passenger Property - Disa	rrayed Items(Carry-on	or Chec	cked					1					
No Jurisdiction											1			
No Jurisdiction - Refer to Other											1			
Patdown										1				
Patdown - Flyer										1				
Prohibited & Permitted Items								1						
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sha	p Objec	ts					1						
Property - Special Handling							1							
Property - Special Handling - Damaged It	ems - Checked						1							
Screening										1	2			:
Screening - Procedures/Process										1	2			3
2022	4	3		2	1	4	6	6	3					29
Airline							1							
Airline - Lost Baggage							1							
Civil Rights	1													
Civil Rights - Sex/Gender/Gender Identity	1													
Customer Service								1						
Customer Service - TSO								1						
Expedited Passenger Screening Program	3	3		2	1	4	4	5	3					2
Expedited Passenger Screening Program	1	- 3		1	- '	- 4	4	3	3					
Expedited Passenger Screening Program		3		1	1	4	4	5	3					23
Property - Special Handling		3		-	- 1	4	1	5	3					23
Property - Special Handling - Missing Iten	ns - Chacked						1							
r roperty - opedial manding - wissing iten	is - Oliecked						- 1							

Catagorias	40.0-4		SA Contac				04 4	05.14	00 1	07 1	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	204	228	241	228	231	348	352	347	202	196	223	186	2,986
2019				52	52	75	95	89	97	97	97	86	740
Civil Rights				2	4	3	1	2	3	5	7	6	33
Civil Rights - Constitutional Rights				4	1	0		1		0	1	0	3
Civil Rights - Racial Profiling or Discrimi				1	2	3	1	1	0	3	5	3	19
Civil Rights - Sex/Gender/Gender Identit		ender		1	1				3	1	1	3	10
Civil Rights - Sexual Orientation - Not Tr	ansgender			- 44	40	0.4				1			1
Customer Service				14	10	21	28	23	28	32	30	26	212
Customer Service - Others				1		2		2	1	4	4	3	17
Customer Service - TSO				13	10	19	28	21	27	28	26	23	195
Locks				5	1	2	7	3	3	2	5	5	33
Locks - Missing or Damaged Lock				5	1	2	7	3	3	2	5	5	33
Lost and Found				4	5	6	10	3	7	7	8	9	59
Lost and Found - Airport/TSA				4	5	6	10	3	7	7	8	9	59
Mishandling of Passenger Property				5	6	10	11	11	14	13	8	14	92
Mishandling of Passenger Property - Da				1	3	3	1		1	2		2	13
Mishandling of Passenger Property - Da		-		3	2	6	9	8	10	10	8	8	64
Mishandling of Passenger Property - Dis	arrayed Items	Carry-on	or Checked	1	1	1	1	3	3	1		4	15
Patdown				1	2	7	6	4	5	5	5	2	37
Patdown - Children					1				1	1			3
Patdown - Flyer				1		6	6	4	3	4	5	2	31
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)				3	3	5	7	7	8	8	8	5	54
Persons w/ Disabilities (PWD) - Autism	Spectrum								2			1	3
Persons w/ Disabilities (PWD) - Breast (1			1
Persons w/ Disabilities (PWD) - Cognitiv		ental /Ment	al Disability				1						1
Persons w/ Disabilities (PWD) - Diabete		intai / World	ar Dioability						1				<u>.</u>
Persons w/ Disabilities (PWD) - Diapers		essings/Ma	ieke				1						1
Persons w/ Disabilities (PWD) - General		cooningo/ivid	iono		1		1			1			3
Persons w/ Disabilities (PWD) - General					1		1	1	1	- 1			
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal					ı			1	1	1	4		3
,			- Dadu			4	4			1	- 1		2
Persons w/ Disabilities (PWD) - Medical				1.0		1	1						2
Persons w/ Disabilities (PWD) - Medical		Medication	and Medica		1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal In				1			2				1		4
Persons w/ Disabilities (PWD) - Mobility		t Wheelch	air or Scoot	1		2	1		1	3	3		11
Persons w/ Disabilities (PWD) - Ostomy						1							1
Persons w/ Disabilities (PWD) - Prosthe		and Casts		1									1
Persons w/ Disabilities (PWD) - Service								1					1
Persons w/ Disabilities (PWD) - Visual In										1			1
Persons w/ Disabilities (PWD) - Wheeld	hair/ Scooter/	Segway						4	2	1	1	1	9
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Chemical	/Household Pr	roducts										1	1
Property - Special Handling				12	9	10	16	20	11	9	15	12	114
Property - Special Handling - Damaged	Items - Carry-	On		1	1	2	4	3	2	2		1	16
Property - Special Handling - Damaged					2	4	2	4	4	2	3	2	23
Property - Special Handling - Missing Ite				6	2	2	7	5	3	3	8	6	42
Property - Special Handling - Missing Ite				5	4	2	3	8	2	2	4	3	33
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				6	12	11	9	16	18	15	11	6	104
Screening - Crew Member or Airline Em	nlovee				12			10	10	10	1	1	2
Screening - Inconsistency	l			1		1			1			1	4
Screening - Inconsistency Screening - Lengthy Lines				1	1	1	2	3	2	3	3	1	
Screening - Lengthy Lines Screening - Procedures/Process					10		7				7	3	16
<u>~</u>	acatad Itama			5	10	8	- /	13	14	10	/	3	77
Screening - Retrieving Abandoned/Confi	scaled items				4	4			1	0			1
Screening - Security Breach					1	1		_		2			4
2020	76	76	82	51	60	34	2	5	22	28	28	28	492
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - F	-	1											1
Civil Rights	4	3	4	3	1	4			2	1	1	1	24
Civil Rights - Headwear	1												1
Civil Rights - National Origin		1				1							2
Civil Rights - Perceived Religion			1							1			2
Civil Rights - Racial Profiling or Discrimi		1	1	1		3			1		1		9
Civil Rights - Screening of Religious Cul			me	1									1
Civil Rights - Sex/Gender/Gender Identit	tural and Cere	monial Ite	110										7
Civil Rights - Sexual Orientation - Not Tr	tural and Cere	emonial Iter 1	1	1	1				1			1	
Civil Rights - Transgender Screening	tural and Cere			1	1				1			1	1
	tural and Cere		1	1	1				1			1	1
Customer Service	tural and Cere y 1 ansgender		1	10	18	9	2	3	1	3	9	6	
	tural and Cere y 1 ansgender 1	1	1			9	2	3		3	9		1
Customer Service	tural and Cere y 1 ansgender 1 26	24	1 1 25 4		18	9	2	3		3	9		1 136 11
Customer Service Customer Service - Others Customer Service - TSO	tural and Cere y 1 ansgender 1 26 5	24	1 1 25	10	18 1				1			6	1 136
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	tural and Cere y 1 ansgender 1 26 5 21	24	1 1 25 4	10	18 1				1			6 6 1	1 136 11 125 1
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes	tural and Cere y 1 ansgender 1 26 5 21	1 24 1 23	1 1 25 4 21	10	18 1			3	1			6	1 136 11 125 1
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks	tural and Cere y 1 ansgender 1 26 5 21	1 24 1 23	1 1 25 4 21	10	18 1	9		3	1 1	3		6 6 1	1 136 11 125 1 1 20
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock	tural and Cere y 1 ansgender 1 26 5 21 stic 6 6	1 24 1 23 2	1 1 25 4 21	10	18 1 17	9		3	1	1 1	9	6 1 1	1 136 11 125 1 1 20 20
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found	tural and Cere y 1 ansgender 1 26 5 21 stic 6 6 2	24 1 23 2 2 2 4	1 1 25 4 21 8 8 8	10	18 1 17	9		3	1 1	1 1 2	9	6 1 1	1 136 11 125 1 1 20 20
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found	tural and Cere y 1 ansgender	24 1 23 2 2 2 4 4	1 1 25 4 21 8 8 8 4 4	10 10 3 3 3	18 1 17	9		3	1 1 1	1 1 2 2	2 2	6 1 1 1	1 136 11 125 1 1 20 20 20
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	tural and Cere y	1 24 1 23 2 2 2 4 4 17	1 1 25 4 21 8 8 8 4 4 4	10	18 1 17 2 2 2 16	9		3	1 1	1 1 2 2 7	2 2 5	6 1 1 1 1 1 6	1 136 11 125 1 1 20 20 20 20 20
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da	tural and Cere y	24 1 23 2 2 2 2 4 4 17 2	1 1 25 4 21 8 8 8 4 4 4 11	10 10 3 3 5	18 1 17 2 2 2 16	9		3	1 1 1 1 4	1 1 2 2 7	9 2 2 2 5 1	6 6 1 1 1 1 6 3	1 136 11 125 1 1 20 20 20 20 20 78
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dal	tural and Cere y 1 ansgender 1 26 5 21 stic 6 6 2 2 7 maged/Missii	24 1 23 2 2 2 2 4 4 4 177 2 2	1 1 25 4 21 8 8 8 4 4 11 1	10 10 3 3 5	18 1 17 2 2 2 16 1	9		3	1 1 1	1 1 2 2 7	2 2 5	6 1 1 1 1 1 6	1 136 11 125 1 1 20 20 20 20 20 78 9
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai	tural and Cere y 1 ansgender 1 26 5 21 stic 6 6 6 2 7 maged/Missin 4 maged/Missin	24 1 23 2 2 2 4 4 17 2 13 g ItemsU	1 1 25 4 21 8 8 8 4 4 11 1	10 10 3 3 5 4 uggage	18 1 17 2 2 2 2 16 6 1 1 13 1 13 1	9		3	1 1 1 1 4	1 1 2 2 7 1 3	9 2 2 5 1 3	6 6 1 1 1 1 6 3	1 136 11 125 1 1 20 20 20 20 20 78 9 56
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai	tural and Cere y 1 ansgender 1 26 5 21 stic 6 6 2 7 maged/Missin 4 maged/Missin a 3	1 24 1 23 2 2 4 4 4 17 2 2 13 g ItemsU 2	1 1 25 4 21 8 8 4 4 4 11 1 9 nspecified L	10 10 3 3 5 4 uggage	18 1 17 2 2 2 16 1 1 1 3 1	9 1 1		3	1 1 1 1 4	1 1 2 2 7	9 2 2 2 5 1	6 6 1 1 1 1 6 3	1 136 11 125 1 1 20 20 20 20 20 78 9 56 1
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis	tural and Cere y 1 ansgender 26 5 21 stic 6 6 2 2 7 maged/Missin 4 maged/Missin a 3 2	1 24 1 23 2 2 4 4 4 17 2 133 g ItemsU	1 1 25 4 21 8 8 4 4 4 11 1 9 nspecified L	10 10 3 3 5 4 uggage 1 3	18 1 17 2 2 2 16 1 1 13 1 1	9 1 1 1		3	1 1 1 1 4	1 1 2 2 7 1 3	9 2 2 5 1 3	6 6 1 1 1 1 6 3	1 136 111 125 1 1 20 20 20 20 78 9 56 1 12
Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai	tural and Cere y 1 ansgender 1 26 5 21 stic 6 6 2 7 maged/Missin 4 maged/Missin a 3	1 24 1 23 2 2 4 4 4 17 2 2 13 g ItemsU 2	1 1 25 4 21 8 8 4 4 4 11 1 9 nspecified L	10 10 3 3 5 4 uggage	18 1 17 2 2 2 16 1 1 1 3 1	9 1 1		3	1 1 1 1 4	1 1 2 2 7 1 3	9 2 2 5 1 3	6 6 1 1 1 1 6 3	1 136 11 125 1 1 20 20 20 20 20 78 9 56 1

egories		107	Contact Center	(ICC) Data		•						
	10-Oct 1	1-Nov 1	2-Dec 01-Jan	02-Feb	03-Mar	04-Apr (05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	6	6	4	5	8 3				2		2	36
Persons w/ Disabilities (PWD) - Autism S	pectrum			1	1							2
Persons w/ Disabilities (PWD) - Cancer (g	1			1								2
Persons w/ Disabilities (PWD) - Cognitive	1				1							2
Persons w/ Disabilities (PWD) - Diabetes		1										1
Persons w/ Disabilities (PWD) - Diapers/0	1				1							2
Persons w/ Disabilities (PWD) - General			2						1			3
Persons w/ Disabilities (PWD) - Internal M			1									1
Persons w/ Disabilities (PWD) - Medical D				1								1
Persons w/ Disabilities (PWD) - Medically		dication an	d Medical Suppli		1							1
Persons w/ Disabilities (PWD) - Metal Imp					1							3
Persons w/ Disabilities (PWD) - Mobility [or Scooter)		4 1				1			6
Persons w/ Disabilities (PWD) - Ostomy/0		1										1
Persons w/ Disabilities (PWD) - Respirato	,	1		1								2
Persons w/ Disabilities (PWD) - Service A		1									2	3
Persons w/ Disabilities (PWD) - Visual Im		1										1
Persons w/ Disabilities (PWD) - Wheelcha		1	1		1							5
Property - Special Handling	12	10			5 6			5	6	9		86
Property - Special Handling - Damaged Ite		1	4		2						1	10
Property - Special Handling - Damaged Ite	3		3	1				2	2		1	19
Property - Special Handling - Missing Item		6	3		1 3			1	1		1	23
Property - Special Handling - Missing Item	5	3	3	6	1 3			2	3	2	6	34
Request for Assistance				1								1
Request for Assistance - Other				1								1
Screening	11	7	12 1	10	8 9		1	9	6	2	2	77
Screening - Crew Member or Airline Empl	oyee								1			1
Screening - Inconsistency					1 1							2
Screening - Lengthy Lines	1	1		1	1							4
Screening - Procedures/Process	9	6	10	7	5 8		1	9	5	2	2	64
Screening - Retrieving Abandoned/Confis	cated Items		1									1
Screening - Security Breach	1		1	2	1							5
2021	35	16	28 2	21 2	1 24	31	53	83	71	98	72	553
Additional Information Required/Insufficient Inf	ormation			1								1
Additional Information Required/Insufficier	nt Information -	EMAIL ON	LY	1								1
Civil Rights		1	1		1 4	2	1	1	1		2	14
Civil Rights - Civil Rights Violation (TSA E	mployee)				1							1
Civil Rights - Constitutional Rights	, , ,					1						1
Civil Rights - Racial Profiling or Discrimina	ation		1		2	1	1	1	1		2	9
Civil Rights - Sex/Gender/Gender Identity		1			2							3
Customer Service	9	3	12	6	3	4	10	19	15	20	7	108
Customer Service - CSM	-		1		_				1			3
Customer Service - Others	2		1							1		4
Customer Service - TSO	7	3	10	6	3	4	10	19	14		7	101
DHS TRIP			.0			•			1			1
DHS TRIP - General									1			1
Duplicate E-mail										1		1
Duplicate E-mail - General										1		1
Expedited Passenger Screening Program			5		1 7	6	19	38	32		44	201
Expedited Passenger Screening Program	- TSA Annlicati	ion Program					1	1	02	3		11
Expedited Passenger Screening Program			5		1 7	6	18			0		190
		·k						37	32	46		
General Aviation		k	5	1	1 7		10	37	32	46		190
General Aviation - General		CK .	5	1	1 7		10	37	32	46		190
General Aviation - General		ck .	5	1	1 /		10	37	32	46		1 1
General Aviation - General Hazardous Materials Safety		SK .	5	1 1 1	1 7		10	37	32	46	1	1 1 2
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General		:K	5	1	1 7		10		32	46		1 1 2 2
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements		:K	5	1 1 1	1 /		10	1	32	46	1	1 1 2 2 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest		:K	5	1 1 1	1 7			1 1	32	46	1	1 1 2 2 1 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks		:K	5	1 1 1	1 7	1	1	1 1 1	32	46	1	1 1 2 2 1 1 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock			5	1 1 1 1		1 1		1 1 1 1			1	1 1 2 2 2 1 1 3 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found		1	5	1 1 1 1 1	1		1	1 1 1 1	2	2	1 1	1 1 2 2 2 1 1 3 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ic	1 1		1 1 1 1 1 1	1 1	1	1	1 1 1 1 1		2 2	1 1	1 1 2 2 2 1 1 3 3 8 8
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	c 11	1 1 2	1	1 1 1 1 1 1	1		1	1 1 1 1	2	2 2 2	1 1 2	1 1 2 2 1 1 3 3 8 8
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	11 2	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2	2	2 2	1 1 2 2 1	1 1 2 2 1 1 1 3 3 8 8 8 25
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	11 2 8	1 1 2	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1	1	1 1 1 1 1	2	2 2 2 1	2 1 1	1 1 2 2 1 1 1 3 3 8 8 8 2 5 6
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2	2 2	2 2 2 1	2 1 1	11 12 22 21 11 13 33 88 88 25 66
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2 2	2	2 2 2 1	2 1 1	1 1 2 2 2 1 1 1 3 3 8 8 8 8 25 6 6 16 16 3 3 5 5 6
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2	2 2	2 2 2 1 1	2 1 1	1 1 1 2 2 2 1 1 1 3 3 3 8 8 8 8 8 6 6 16 16 16 16 16 16 16 16 16 16 16 16
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1 1	1 1 1 1 1 1 2 2	2 2 1	2 2 2 1 1 1 2	2 1 1	1 1 1 2 2 2 1 1 1 3 3 3 8 8 8 8 6 6 16 16 16 17 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2 2	2 2	2 2 2 1 1 1 2	2 1 1	1 1 2 2 2 1 1 1 3 3 8 8 8 2 5 6 6 16 3 5 5 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	11 2 8 1 1 /Developmenta Garments/Dress Devices - Attach Necessary Mes/Amputees an 1 pairment air/ Scooter/ Se	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 2 Disability	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2 2 1 1 1	1 1 1	1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1 3 1	1 1 1 2 1 1 4	130 1 1 1 1 1 2 2 2 2 1 1 1 1 3 3 8 8 8 8 8 2 5 6 6 1 6 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6
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		TSA	Contact C	enter (TCC	C) Data Too	I - FOIA							
ategories	10-Oct 11-N	lov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Liquids/G	iels/Aerosols										1		
Prohibited & Permitted Items - Medication	n/Prescription/Medi	ically Ne	ecessary	1									
Prohibited & Permitted Items - Remains							1	1					
Prohibited & Permitted Items - Sporting	Goods										1		
Property - Special Handling	13	7	1	2	8	7	9	8	9	8	10) 4	8
Property - Special Handling - Damaged	Items - Carry-On				1			1	2	2	2	2	
Property - Special Handling - Damaged	lte 5	2		1	4	2	1	2	1		1		1
Property - Special Handling - Missing Ite	en 3	2			1	3	8	3	5	5	6	3	3
Property - Special Handling - Missing Ite	en 5	3	1	1	2	2		2	1	1	1	1	2
Screening	1	2	4	4	4	4	4	12	5	9	6	3 4	5
Screening - Inconsistency					2			1	1				
Screening - Lengthy Lines		1	1		1			1			2)	
Screening - Procedures/Process	1	1	2	4	1	4	4	10	4	9			4
Screening - Retrieving Abandoned/Confi		'	1				-	10	-				
2022		136	131	104	98	215	224	200					1,20
Additional Information Required/Insufficient I			.01	1									.,
Additional Information Required/Insuffici		IAII ON	IY	1									
Airline	The initial of the control of the co	# (IL O14		1			1						
				1			1						
Airline - Policy/Regulations/Service	1	2	4	1	2	6	7	1					2
Civil Rights	1		4				- /	1					
Civil Rights - Age						1							
Civil Rights - Hair Patdowns						1							
Civil Rights - Perceived Religion	1						2	1					
Civil Rights - Profiling							1						
Civil Rights - Race	1				1	2	1						
Civil Rights - Racial Profiling or Discrimi		2	2										
Civil Rights - Sex/Gender/Gender Identit			2		1	2	1						
Civil Rights - Sexual Orientation - Not Tr	ansgender						1						
Civil Rights - Transgender Screening							1						
Claims				1									
Claims - Status				1									
CSM/Stakeholder Follow-up						1							
CSM/Stakeholder Follow-up - General						1							
Customer Service	15	17	19	11	6	22	12	11					11
Customer Service - Others			1				1						
Customer Service - TSO	15	17	18	11	6	22	11	11					11
Expedited Passenger Screening Program	61	91	90	71	73	151	173	158					86
Expedited Passenger Screening Program		0.						100					
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program		8	5	2	3	4	4	8					3
Expedited Passenger Screening Program		83	85	68	70	146	168	149					82
Expedited Passenger Screening Program				1	70	140	100	149					02
Locks	ii - 13A/DH3 Ellipid	yees - C	Эрг III 1		1		ļ	'					
			1										
Locks - Missing or Damaged Lock					1	0	4						
Lost and Found			1		1	2	1	1					
Lost and Found - Airport/TSA			1		1	2	1	1					
Mishandling of Passenger Property	1	2	1		1	3	3	4					1
Mishandling of Passenger Property - Da		2	1				1	1					
Mishandling of Passenger Property - Da		isChec	ked Baggag	ge		2	2	2					
Mishandling of Passenger Property - Da													
Mishandling of Passenger Property - Dis	arrayed ItemsCarr	ry-on or	Checked		1	1		1					
No Jurisdiction		1		1	1	1							
No Jurisdiction - No Referral				1									
No Jurisdiction - Refer to CBP					1	1							
No Jurisdiction - Refer to Other		1											
Notice of Violation/Civil Penalties				1									
Notice of Violation/Civil Penalties - Gene	eral			1									
Patdown	1	1			1	6		6					
Patdown - Children						1		1					
Patdown - Flyer	1	1			1	4		5					
Patdown - Flyer as Observer					-	1							
Persons w/ Disabilities (PWD)	2	6	1	5	4	4	10	2					
Persons w/ Disabilities (PWD) - Cognitiv		U		1	7	7	10						
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabete		1		1	2		1						
Persons w/ Disabilities (PWD) - Diabete		1					2						
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing				1									
		2		1									
Persons w/ Disabilities (PWD) - Internal		3	d Medic										
Persons w/ Disabilities (PWD) - Medical	-		u iviedic	1	1		1						
Persons w/ Disabilities (PWD) - Metal In		1						_					
Persons w/ Disabilities (PWD) - Mobility		1	1			-	1	2					
Persons w/ Disabilities (PWD) - Ostomy						1							
Persons w/ Disabilities (PWD) - Prosthe				1			1						
Persons w/ Disabilities (PWD) - Respira						2							
Persons w/ Disabilities (PWD) - Wheelc		ay		1	1	1	4						
Prohibited & Permitted Items	2		1										
Prohibited & Permitted Items - Food/Bev	/e 1												
Prohibited & Permitted Items - General			1										
Prohibited & Permitted Items - Knives/To	od 1												
Property - Special Handling	3	4	4	3	5	12	6	6					
Property - Special Handling - Damaged		2	1	2	1	3	3	1					
Property - Special Handling - Damaged		1		_	1	3	1	1					
Property - Special Handling - Missing Ite		1	1	1	2	2	1	3					
		- 1		1	1	4	2	1					
	me - Chacked					4		1					
Property - Special Handling - Missing Ite		10	2	0									
Property - Special Handling - Missing Ite Screening	7	12	9	9	3	7	11	11					(
Property - Special Handling - Missing Ite		12		9									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening		1											1
Screening - Lengthy Lines	1	1	2	1	2	1	3	3					14
Screening - Procedures/Process	4	6	6	6		5	4	6					37
Screening - Retrieving Abandoned/Cor	fiscated Items	5					1	1					2
Screening - Traveling with Cash				1									1

		Т	SA Contact Co	enter (T	CC) Data Tool	- FOIA							
Categories	10-Oct 1	1-Nov	12-Dec 01	l-Jan	02-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB	12	24	21	23	25	24	29	26	6	17	12	11	230
2019				3	5	6	5	6	3	6	5	6	45
Civil Rights				1			1			1	2	2	7
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimina	ation			1			1				1	1	4
Civil Rights - Sex/Gender/Gender Identity		nder										1	1
Customer Service	J				2		1		1	3	2		9
Customer Service - TSO					2		1		1	3	2		9
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found								1				2	3
Lost and Found - Airport/TSA								1				2	3
Mishandling of Passenger Property				1	2		1	1		1			6
Mishandling of Passenger Property - Dam	agad/Missing I	Itama Ch	nocked Par	1	2		1	- '		1			5
Mishandling of Passenger Property - Disa				- 1			ı	1		- 1			1
Patdown	rrayed itemst	Carry-Orr	or Checked		1	4							2
						1							
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)	/D .	1.75.4	1 D: 1 ::::					3				1	4
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Menta	al Disability					1					1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Service A												1	1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)						1					1
Property - Special Handling				1		2		1			1	1	6
Property - Special Handling - Damaged Ite	ems - Checked			1									1
Property - Special Handling - Missing Item	ns - Carry-On							1			1		2
Property - Special Handling - Missing Item	s - Checked					2						1	3
Screening						3	2		2				7
Screening - Inconsistency							1						1
Screening - Procedures/Process						3	1		1				5
Screening - Retrieving Abandoned/Confise	cated Items								1				1
2020	2	7	9	4	5	4				2	1	1	35
Customer Service	1	2	4	2		•				1	•	1	11
Customer Service - TSO	1	2	4	2						1		1	11
Locks			-		1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1	2	'					1			4
Mishandling of Passenger Property - Dam	aged/Missing I	Itame C	1	2						1			4
Patdown	aged/iviissiiig i		<u> </u>			1				- 1			4
		3				1							
Patdown - Flyer		3											4
Persons w/ Disabilities (PWD)	1	1	2		1	1							6
Persons w/ Disabilities (PWD) - Autism Sp			1										1
Persons w/ Disabilities (PWD) - Hearing In		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/C					1								1
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts				1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling		1	1		2	1					1		6
Property - Special Handling - Damaged Ite					1						1		2
Property - Special Handling - Missing Item			1										1
Property - Special Handling - Missing Item	is - Checke	1			1	1							3
Screening			1		1	1							3
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1							1
2021		1	2		3	3	5	5	3	9	6	4	41
Civil Rights							2				1	1	4
Civil Rights - Racial Profiling or Discrimina	ation						2				1	1	4
Customer Service			1		2	1		1	1	1	'		7
Customer Service - TSO			1		2	1		1	1	1			7
Duplicate E-mail			1			- 1		- 1	1	I	1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program							1	1		7	2	2	17
	TQA DraCh-	ck					1 1	4		7		3	
Expedited Passenger Screening Program	- ISA FIECTIO						1	4		/	2	3	17
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
No Subject			1										1
No Subject - General			1										1
Patdown										1	1		2
Patdown - Children											1		1
Patdown - Flyer										1			1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Firearm/An	nmunition				1								1
Property - Special Handling						1	2				1		4
Property - Special Handling - Damaged Ite	ems - Carry-Or	ı					1				1		2
Property - Special Handling - Damaged Ite						1	1						2
Screening						1			2				3
Screening - Procedures/Process						1			2				3
2022	10	16	10	16	12	11	19	15	_				109
Civil Rights			. •	1	1								2
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Civil Rights - Screening of Religious or Cu		ts		1	1								1
Customer Service		2		3	1		3	4					15
Customer Service - TSO	2	2		3	1 1		3	4					
			0			0							15
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4					65
Expedited Passenger Screening Program	1	3	1 7	_		_							5
Expedited Passenger Screening Program	7	8	7	8	7	8	11	4					60

			ISA Conta	ct Center (1	CC) Data	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found				1				1					
Lost and Found - Airport/TSA				1				1					
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	arry-on Luç	ggage	1								
Patdown				1			1						
Patdown - Flyer				1			1						
Persons w/ Disabilities (PWD)						1	2	4					
Persons w/ Disabilities (PWD) - Cognitiv	e /Developm	ental /Ment	tal Disability	/			1						
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	n and Medic	cal Supplies		1	1	1					
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees	and Casts	5					3					
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Firearm/A	mmunition	1											
Property - Special Handling		1			1	1		1					
Property - Special Handling - Damaged I	tems - Carry	1											
Property - Special Handling - Damaged I	tems - Chec	ked				1							
Property - Special Handling - Missing Ite	ms - Carry-C	n			1								
Property - Special Handling - Missing Ite	ms - Checke	d						1					
Screening			2	2	1	1	2	1					
Screening - Crew Member or Airline Emp	loyee			1									
Screening - Inconsistency				1									
Screening - Procedures/Process			2		1	1	2	1					

Charge 10-00 11-00 12-00 13-				Contact Cente										
Cold Right	Categories							04-Apr						
Cost Rights		26	31	21										
Col Figlia - Countinition Highlis On Verget - Income Printing or Decembration On Security - Income Printing or Decembration On Security - Income Printing or Decembration On Security - Income Printing or Decembration Income Security - Income Printing or Decembration Local Security - Income Printing or Decembration Meanuring or Decembration - Decembration or Decembration Meanuring or Decembration - Decembration or Decembration Meanuring or Decembration - Decembration or Decembration - Dece					7	10	11	10	12	9	17	6	10	92
Coal logists: facear Profiting of Decemberson 1 1 1 1 1 1 1 1 3 2 3 3 18 1	Civil Rights				1	1			1		1		1	5
Coll Rights - Result Profiting or Description on 1 1 2 2 3 3 3 3 2 2 2 2 3 1 3 3 2 2 2 2	Civil Rights - Constitutional Rights								1		1			2
Costerner Service Others Minimating Processor Processor Developed Developed Service Others Minimating Processor Processor Developed Others Minimating Processor Processor Developed Others Minimating Processor Processor Developed Others Minimating Processor Others Minimating Processor Others Minimating Processor Others Processor	Civil Rights - Racial Profiling or Discrimina	ation			1	1							1	3
Customer Servoce 150	Customer Service					3	4	1		3	2	2	3	18
Constraint Service 7:50	Customer Service - Others					1	1						1	
Lecies Lissarg or Damaged Lance Lecies Lissarg or Damaged Lance Lecies Lissarg or Damaged Lance Miscarding of Prospect Properly - Damaged Missarg Iroms Carey on Luggage Miscarding of Prospect Properly - Damaged Missarg Iroms Carey on Luggage Miscarding of Prospect Properly - Damaged Missarg Iroms Carey on a Checked But 4 2 2 2 2 2 2 4 4 7 18 6 18 6 18 6 18 6 18 6 18 6 18 6 18	Customer Service - TSO					2	3	1		3	2	2	2	
Locks - Meeting to Pennager Looks 1					1				4					
Melawarding of Descript Physics Melawarding of Suppose Description Melawarding of Suppose Description 1 2 2 3 5 5 5 5 5 5 5 5 5														
Mishanding of Possegre Proposity - Dampsed Missrag Herro- Carry or Luggage Mishanding of Possegre Proposity - Dampsed Missrag Herro- Carry or a Checood Pattorner - Proposition - Carry or a Checood Pattorner - Carry or a Checood Proposity - Sepositi Individual American Discontinuous - Carry or a Checood Proposity - Sepositi Individual Carry or						3	3			2			3	
Methanding of Passagrop Proparty - Damayor Enternacy Charlos Risk 4 2 2 2 2 4 2 5 Methanding of Passagrop Proparty - Damayor Enternacy - Charlos 1 1 1 2 2 3 Passagrop Proparty - Damayor Enternacy - 1 1 1 2 2 3 Passagrop Proparty - Damayor Enternacy - 1 1 1 2 3 Passagrop Proparty - Damayor Enternacy - 1 1 1 2 3 Passagrop Proparty - Damayor Enternacy - 1 1 1 2 3 Passagrop Proparty - Damayor Enternacy - 1 1 2 3 Passagrop Proparty - Damayor Enternacy - 1 1 3 3 3 Passagrop Proparty - Damayor Enternacy - 1 3 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 2 3 1 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 2 3 1 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 2 3 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 3 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 3 3 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 3 3 3 3 3 3 3 Proparty - Special Funding - Marinag Renacy - Carpy Can 3 3 3 3 3 3 3 3 3		l aned/Missing Ite	msCarry-c	on Luggage	7	0	0							
Mishandring of Peasage Property - Disarrayork Browns-Carry-on or Chacked					1	2	2		2	2	1			
Peterson					4			1			4			
Patients - Piper and Characterist - Piper and Patients - Piper and		liayed itemsCa	iry-orr or Ci	Heckeu		1					4			
Person of December 1							- 1				1			
Persons of Discollines (PMO) - Cancer (general) Not Breast Cancer Persons of Discollines (PMO) - Cancer (general) Not Breast Cancer Persons of Discollines (PMO) - Machany Mac								1	1					
Persons of Charbitise (PWO) - Cancer (general) Net Riceas Carcer 1	•						1							
Persons w Disabilities (PWD) - Medicality Society Medication and Medical Supplies 1 1 3 3 1 1 1 1 1 1	` '									1	2			
Persons w Disabilities (PWD) - Whorlowed Sequency 1 1 3 3 1 4 4 4 7 5 5 5 5 5 5 5 5 5											1			
Proporty - Special Hardwilling - Demagaged Items - Checked				Medical Suppli	es						1			
Property-Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from content of the Property Sporal selection (selection from content of the Property Sporal selection from the Property Sporal	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way							1				1
Property - Special Handling - Missing letters - Carry-On						2	1	3	1	1	3	3		14
Property - Sporad Hardning - Missing Issner - Checked	Property - Special Handling - Damaged Ite	ems - Checked					1	1			1	1		4
Soreening - Procedures Process 3	Property - Special Handling - Missing Item	ns - Carry-On				2			1	1		1		5
Screening - Proceduce alProcess	Property - Special Handling - Missing Item	ns - Checked						2			2	1		5
CAUR Rights - Ranial Profiling or Disminimation	Screening				1	1	2	2	1	2	3		3	15
Chil Rights	Screening - Procedures/Process				1	1	2	2	1	2	3		3	15
Civil Rigists - Racial Profiting or Discrimination		13	9	6										
Chi figglis - Sepical Profiling or Discrimination Chi figgliss - Sepical Profiling or Discrimination Chi figgliss - Sepical Profiling or Discrimination Customer Service 1			-		-			•		_			•	
Cultimaries Service - Service - 14		ation		•			1							
Customer Service 4			er	1							1			
Custome Service - TSO		/			4	2	- 1							
Locks - Missing or Damaged Lock		4												
Locks - Missing or Damaged Lock 1			-	'	4									
Meshandling of Passenger Property 2 2 1 4 3 1 2 15														
Mishandring of Passenger Property - DamagedMissis 1 2 1 3 3 1 2 1 1 1 1 1 1 1 1				4	4									
Mishandling of Passenger Property - Dam' 2 1 3 3 1 2 13 15 15 15 15 15 15 15				1	4	3	1				2			
Minhandring of Passerger Property - Disarrayed Immes-Carry-on or Checke					_									
Patdown						3	1				2			
Persons w/ Disabilities (PWD) 2		rrayed ItemsCa		hecke	1									
Persons w/ Disabilities (PWD) - Breast Cancer													1	
Persons w Disabilities (PWD) - Date also between the Persons w Disabilities (PWD) - Mobility 1	•		2				1						1	
Persons w Disabilities (PMD) - Diabetes 1	` ,				1					1				5
Property - Special Handling 2	Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								1
Property - Special Handling - Damaged Items - Carry-On	Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling - Damaged Items - Checked 1	Persons w/ Disabilities (PWD) - Mobility [2								1				3
Property - Special Handling - Damaged Items - Checked 1 2 1 1 1 1 5 5	Property - Special Handling			2	2	3	1	1			2			11
Property - Special Handling - Damaged Items - Checked 1 2 1 1 1 1 1 1 1 1	Property - Special Handling - Damaged Ite	ems - Carry-On									1			1
Property-Special Handling - Missing Items - Cerry-On					1									1
Property-Special Handling - Missing Items - Checked	Property - Special Handling - Missing Item	ns - Carry-On		2		1	1	1						5
Screening - Lengthy Lines					1	2					1			4
Screening - Lengthy Lines	Screening	4	1	1	2	10	1			1				20
Screening - Procedures/Process 4							1							
2021		4	1	1	1					1				
Airline					•	J	3	3	6		11	12	11	
Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discrimination Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity - Not Transgender Customer Service Customer Service 1 Customer		•	J	J			,	J	U	3		12		
Civil Rights - Racial Profiling or Discrimination														
Civil Rights - Sacial Profiling or Discrimination	, ,						- 1	- 1			- 1	- 1		
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		ation										1		
Customer Service 1 1 1 3 2 1 2 11 Customer Service - TSO 1 1 1 3 2 1 2 11 Expedited Passenger Screening Program 1 1 1 3 2 1 2 11 Expedited Passenger Screening Program - TSA PreCheck 1 1 1 3 4 3 7 20 Lost and Found - Airport/TSA 1 1 3 4 3 7 20 Mishandling of Passenger Property - Damaged/Missing Items—C 1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td>-</td> <td></td> <td></td>							1	1				-		
Customer Service - TSO		- Not Transgende												
Expedited Passenger Screening Program														
Expedited Passenger Screening Program - TSA PreCheck			1											
Lost and Found Lost and Found - Airport/TSA														
Lost and Found - Airport/TSA		- TSA PreCheck		1				1	1	3	4		7	
Mishandling of Passenger Property - Damaged/Missing ItemsC 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsC 1 1 No Jurisdiction 1 1 1 No Jurisdiction - Refer to Other 1 1 1 Patdown 1 1 1 1 Persons W Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1 1 1 1 1 Persons w/ Disabilities (PWD) - Diabetes 1 <td></td>														
Mishandling of Passenger Property - Damaged/Missing Items—C	Lost and Found - Airport/TSA											1		1
Mishandling of Passeger Property - Damaged/Missing Items—C 1 1 No Jurisdiction 1 1 No Jurisdiction - Refer to Other 1 1 Patdown 1 1 1 Patdown - Flyer 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 4 Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability 1 1 1 4 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 1 4 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 <td>Mishandling of Passenger Property</td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>2</td>	Mishandling of Passenger Property			2										2
No Jurisdiction	Mishandling of Passenger Property - Dam	aged/Missing Ite	msC	1										1
No Jurisdiction - Refer to Other 1	Mishandling of Passenger Property - Dam	aged/Missing Ite	msC	1										1
No Jurisdiction - Refer to Other 1		_									1			1
Patdown 1 1 Patdown - Flyer 1 1 1 Persons W Disabilities (PWD) 1 1 1 1 4 Persons W Disabilities (PWD) - Cognitive / Developmental / Mental Disability 1 1 1 1 4 Persons W Disabilities (PWD) - Diabetes 1 2 1 1 2 1 1 2 1											1			1
Patdown - Flyer														1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability 1														
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 1 2 Prohibited & Permitted Items Property - Special Handling - Damaged Items - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	•								1	1	•	1	1	
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 1 2 Prohibited & Permitted Items Property - Special Handling - Damaged Items - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	, ,	/Develonmental	/Mental Dis	sability								'		
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Goods 1 1 1 Property - Special Handling 1 1 1 5 Property - Special Handling - Damaged Items - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			ciiidi Dis							!		1		
Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Sporting Goods 1 1 Property - Special Handling 1 2 1 1 5 Property - Special Handling - Damaged Items - Carry 1 1 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 1 1 Screening 1 1 2 3 1 4 12 Screening - Crew Member or Airline Employee 1 1 2 3 1 4 12 Screening - Inconsistency 1 1 2 3 1 4 12			ication and	Medical Suppli	es				1			1	1	
Prohibited & Permitted Items - Sporting Goods 1 1 Property - Special Handling 1 2 1 1 5 Property - Special Handling - Damaged Items - Carry 1 1 1 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 1 Property - Special Handling - Missing Items - Checked 1		1400033ai y ivieu	oution and	modioai σuppli					1				1	
Property - Special Handling 1 2 1 1 5 Property - Special Handling - Damaged Items - Carry 1 1 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 Property - Special Handling - Missing Items - Checked 1		l oode											1 4	
Property - Special Handling - Damaged Items - Carry 1 1 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 1 Screening 1 1 2 3 1 4 12 Screening - Crew Member or Airline Employee 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 2 3 1 4 12 1 1 2 3 1 4 12 1 1 2 3 1 4 12 1 1 2 3 1 4 12 1 3 1 4 1 1 2 3 1 4 1 2 3 1 4 1 2 3 1 4 1 2 3 1 4 1 2 3 1		l	4										1	
Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Checked 1 1 Screening 1 1 2 3 1 4 12 Screening - Crew Member or Airline Employee 1 1 1 1 2 3 1 4 12 Screening - Inconsistency 1 1 1 2 3 1 4 12												1		
Property - Special Handling - Missing Items - Checked 1 1 Screening 1 1 2 3 1 4 12 Screening - Crew Member or Airline Employee 1 1 1 1 Screening - Inconsistency 1 1 2 2			1								1			
Screening 1 1 2 3 1 4 12 Screening - Crew Member or Airline Employee 1 1 1 1 Screening - Inconsistency 1 1 2 1 2										1				
Screening - Crew Member or Airline Employee 1 1 Screening - Inconsistency 1 1 2														
Screening - Inconsistency 1 1 2			1				2				1	4		
	-	oyee							1					
Screening - Lengthy Lines 1 1 1							1							
· · · · · · · · · · · · · · · · · · ·	Screening - Lengthy Lines											1		1
	Screening - Crew Member or Airline Empl		1								1			1

			rsa Contac										
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	1				1		2		1	2		
2022	12	19	12	15	13	27	23	26					14
Airline					2								
Airline - Policy/Regulations/Service					2								
Civil Rights					1		1	1					
Civil Rights - Race							1						
Civil Rights - Racial Profiling or Discriminati	ion				1								
Civil Rights - Sex/Gender/Gender Identity- N	Not Transg	gender						1					
Customer Service	3	2	2	1	2	6		4					2
Customer Service - TSO	3	2	2	1	2	6		4					20
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16					9
Expedited Passenger Screening Program -	DoD					1							
Expedited Passenger Screening Program -	TSA Appl	1											
Expedited Passenger Screening Program	8	10	9	12	6	17	17	16					9
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Damag	ged/Missir	1											
Patdown								1					
Patdown - Flyer								1					
Property - Special Handling	1		1	1		2		1					
Property - Special Handling - Damaged Iten	ns - Carry-	-On	1			1		1					
Property - Special Handling - Missing Item	1			1									
Property - Special Handling - Missing Items	- Checked	d				1							
Screening		5		1	2	1	4	3					1
Screening - Inconsistency		2						1					
Screening - Lengthy Lines		1			1	1	2	1					
Screening - Procedures/Process		2		1			2	1					
Screening - Retrieving Abandoned/Confisca	ated Items				1								

TSA Contact Center (TCC) Data Tool - FOIA 12-Dec 01-Jan 02-Feb 03-Mar

	10.0) Data Tool								
ories	10-Oct 11 23	-Nov 12 15	2-Dec 01 27	I-Jan 02 28	2-Feb 03 22	3-Mar 0 30	4-Apr 05 21	5-May 06 30	5-Jun 0 19	7-Jul 08 14	8-Aug 09 14	9-Sep 22	Total
2019	23	15	21	28 6	3	30 6	21 3	30 6	19 6	14 8	14 5	22 8	2
Civil Rights				•	•	•	•	•	1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service				1	1		1			2			
Customer Service - TSO				1	1		1			2			
Locks				1							1		
Locks - Missing or Damaged Lock				1							1		
Mishandling of Passenger Property				2		3	1	2	2	3		5	
Mishandling of Passenger Property - Dam										1			
Mishandling of Passenger Property - Dam				2		3	1	2	1	1		5	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked						1	1			
Patdown								1	3	2		1	
Patdown - Flyer								1	3	2		1	
Persons w/ Disabilities (PWD)	/D	L/Mandal D	talah ilia.	2		1		1			1	1	
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical E				1									
Persons w/ Disabilities (PWD) - Medical L				1				1					
Persons w/ Disabilities (PWD) - Mobility L		neelchail 0	or Scooler)			1		1					
Persons w/ Disabilities (PWD) - Touch Av		ıma)				'					1	1	
Property - Special Handling	ersion (pair/trat	iiiaj			2	2	1	1		1	2	1	
Property - Special Handling - Damaged Ite	ms - Carry-On				1	1	ı	1					
Property - Special Handling - Damaged Ite					1	1	1	1					
Property - Special Handling - Missing Item					'	'	'					1	
Property - Special Handling - Missing Item										1	2		
Screening	2.100.104							1			1		
Screening - Procedures/Process								1			1		
220	7	3	5	5	5	8	1		1	5	2	3	
Customer Service	•		2	-	1	2	-		-				
Customer Service - Others			1		-								
Customer Service - TSO			1		1	2							
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property	1	1	1			4				3	1	1	
Mishandling of Passenger Property - Dam	aged/Missii	1				1							
Mishandling of Passenger Property - Dam	1		1			2				3	1		
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked			1						1	
Patdown				1		1							
Patdown - Flyer				1		1							
Persons w/ Disabilities (PWD)			1	1									
Persons w/ Disabilities (PWD) - Medically			1										
Persons w/ Disabilities (PWD) - Mobility D				1									
Property - Special Handling	3	1	1	2	2				1	1	1	1	
Property - Special Handling - Damaged Ite			4	4	1							1	
Property - Special Handling - Damaged Ite	1		1	1	1				4		1		
Property - Special Handling - Missing Item	1 1	1		1					1	1			
Property - Special Handling - Missing Item Screening	3	1		ı	2	1	1			1		1	
Screening - Lengthy Lines	1				1	1	1						
Screening - Procedures/Process	2				1	1	1					1	
121	6	2	5	1	3	7	5	3	12	1	7	11	
Airline				•		•	•			•	•	1	
Airline - Policy/Regulations/Service												1	
Civil Rights						2	1				1		
Civil Rights - Hair Patdowns							- 4						
Civil Rights - Racial Profiling or Discrimina	41						1						
	ation						1				1		
Civil Rights - Sex/Gender/Gender Identity-		er				2	1				1		
		er	3		1	2	1	1	6		1	1	
Civil Rights - Sex/Gender/Gender Identity	Not Transgend	er	3		1		1	1	6			1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service	Not Transgend	er		1		1	2				1	1 1 5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	Not Transgend 2 2	er		1	1	1		1	6		1		
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Not Transgend 2 2 - DoD - TSA Application	on Program	3	1	1	1		1	6		1	5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	Not Transgend 2 2 - DoD - TSA Application	on Program	3	1	1	1		1 2	6		1	5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property	2 2 - DoD - TSA Applicati - TSA PreChec 2	on Program	3		1	1	2	1 2	6 2	1	1 1 2 2 2 1	5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Applicati - TSA PreChec 2	on Program k	3		1	1	2	1 2	2 1	1 1	1 1 2	5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	- DoD - TSA Applicati - TSA PreChec 2	on Program k	3 1 Checked		1	1	2	1 2	6 2 2		1 1 2 2 2 1	5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject	- DoD - TSA Applicati - TSA PreChec 2	on Program k	3 Checked 1		1	1	2	1 2	2 1		1 1 2 2 2 1	5	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General	- DoD - TSA Applicati - TSA PreChec 2	on Program k	3 1 Checked		1	1	2	1 2	2 1		1 1 2 2 2 1	5 2 3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown	- DoD - TSA Applicati - TSA PreChec 2	on Program k	3 Checked 1		1	1 1	2	1 2	2 1 1		1 1 2 2 2 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer	- DoD - TSA Applicati - TSA PreChec 2	on Program k	3 Checked 1		1	1 1	2	1 2	2 1 1		1 1 2 2 2 1	5 2 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	Pool Transgend 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	on Program k arry-on or 0	3 Checked 1 1		1	1 1	2	1 2	6 2 1 1 1 1 1		1 1 2 2 2 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	Pool Transgend 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	on Program k arry-on or C	3 Checked 1 1		1	1 1 1	2	1 2	2 1 1		1 1 2 2 1 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling	- DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C	3 Checked 1 1		1	1 1	2	1 2	6 2 1 1 1 1 1		1 1 2 2 2 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling - Damaged Ite	- DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1	3 Checked 1 1		1	1 1 1	2	1 2	6 2 1 1 1 1 1		1 1 2 2 1 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C	Checked 1 1 isability 1		1	1 1 1	2	1 2	6 2 1 1 1 1 1		1 1 2 2 1 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1	3 Checked 1 1		1	1 1 1	2	1 2	6 2 1 1 1 1 1		1 1 2 2 1 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	Post Transgend 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	on Program k arry-on or C il /Mental Di 2 1	Checked 1 1 isability 1		1 1	1 1 1 1	2	1 2	2 1 1 1 1 1 1 1		1 1 2 2 1 1	5 2 3 1 1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1	Checked 1 1 isability 1		1	1 1 1 1 1 2	2	1 2	6 2 1 1 1 1 1		1 1 2 2 1 1	3	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	Post Transgend 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	on Program k arry-on or C il /Mental Di 2 1	Checked 1 1 isability 1		1 1	1 1 1 1	2 2	1 2	2 1 1 1 1 1 1 1		1 1 2 2 1 1	5 2 3 1 1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	- DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1	Checked 1 1 isability 1		1 1	1 1 1 1 2 1	2 2 2 1	1 2	2 1 1 1 1 1 1 1		1 1 2 2 1 1 1 1 1 1 1 1 1 1	5 2 3 3 1 1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1	Checked 1 1 isability 1		1 1	1 1 1 1 1 2	2 2	1 2	2 1 1 1 1 1 1		1 1 2 2 1 1	5 2 3 1 1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Retrieving Abandoned/Confise	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1 1	Checked 1 1 isability 1	1	1 1 1	1 1 1 1 2 1 1	2 2 1 1 1	2	2 1 1 1 1 1 1 1		1 1 2 2 1 1 1 1 1 1 1 1 1 1	5 2 3 3 1 1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confision	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1	Checked 1 1 isability 1		1 1	1 1 1 1 1 1 2 1	2 2 2 1	1 2	2 1 1 1 1 1 1		1 1 2 2 1 1 1 1 1 1 1 1 1 1	5 2 3 3 1 1 1	
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Subject No Subject - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	- Not Transgend 2 2 - DoD - TSA Applicati - TSA PreChec 2 2 rrayed ItemsC	on Program k arry-on or C il /Mental Di 2 1 1	Checked 1 1 isability 1	1	1 1 1	1 1 1 1 2 1 1	2 2 1 1 1	2	2 1 1 1 1 1 1		1 1 2 2 1 1 1 1 1 1 1 1 1 1	5 2 3 3 1 1 1	

		7	TSA Contac	ct Center (1	ΓCC) Data [·]	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	1	2	2		2		1	3					11
Expedited Passenger Screening Program	9	6	15	14	9	6	4	13					76
Expedited Passenger Screening Program	- Active Du	ty Military						1					1
Expedited Passenger Screening Program	- DoD				2								2
Expedited Passenger Screening Program	2	1					1						4
Expedited Passenger Screening Program	7	5	15	14	7	6	3	12					69
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage			1						1
Persons w/ Disabilities (PWD)							2	1					3
Persons w/ Disabilities (PWD) - Mobility [Disability (No	ot Wheelch	air or Scoot	er)			1						1
Persons w/ Disabilities (PWD) - Visual Im	pairment						1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ems - Checl	1											1
Screening		1		2		2	3	4					12
Screening - Inconsistency						1							1
Screening - Lengthy Lines							1	3					4
Screening - Procedures/Process		1		2		1	2	1					7

ategories	10-Oct	11-Nov	12-Dec	: 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNK	3	2		2 4	. 2	1	<u> </u>	4	2	2		•	3
2019				2	. 1	1	1	1	1		2		
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Mishandling of Passenger Property				1		1		1			1		
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked E	Baç 1		1		1			1		
Property - Special Handling					1								
Property - Special Handling - Missing Iter	ns - Checke	d			1								
Screening				1			1		1				
Screening - Procedures/Process				1			1		1				
2020		1		1	1					2			
Customer Service		1			1					2			
Customer Service - TSO		1			1					2			
Screening				1									
Screening - Procedures/Process				1									
2021							1		1			2	
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checl	ked								1	
Patdown									1				
Patdown - Flyer									1				
2022	3	1		1 2			2	3					
Customer Service	1	1					1						
Customer Service - TSO	1	1					1						
Expedited Passenger Screening Program				1			1	2					
Expedited Passenger Screening Program	- TSA PreC	heck		1			1	2					
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked E	Baggage				1					
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)	1			1									
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1									
Persons w/ Disabilities (PWD) - Prosthes	i 1												
Screening	1												
Screening - Procedures/Process	1												

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

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

			SA CUIILA	i center (CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	2	3	1	1		1	1	1	1	1		3	15
2019								1	1			2	4
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property									1			2	3
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage					1			2	3
2020	2			1								1	4
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Dam	2			1									3
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checked	d										1	1
2021										1			1
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimina	ation									1			1
2022		3	1			1	1						6
Expedited Passenger Screening Program		2	1			1							4
Expedited Passenger Screening Program	- TSA PreC	2	1			1							4
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Missing Item	ns - Checke	1											1

					(TCC) Data								
egories		I1-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SE .	3	3		2	-	? 3	4	~		2		2	3
2019					1			2		1	2	1	
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	necked B	aggage						1	1		
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway						1					
Screening											1	1	
Screening - Procedures/Process											1	1	
2020				2						1			
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	necked B	aggage						1			
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Screening				1									
Screening - Lengthy Lines				1									
2021	1					1		3	1		1	1	
Civil Rights								1					
Civil Rights - Constitutional Rights								1					
Customer Service	1												
Customer Service - TSO	1												
Identification (ID) Requirements											1		
Identification (ID) Requirements - Domest	ic										1		
Mishandling of Passenger Property													
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	necked B	aggage									
Patdown	-9			333-					1				
Patdown - Flyer									1				
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - General												1	
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Carry-O	n				1							
Screening	onio odiny o							2					
Screening - Procedures/Process								2					
2022	2	3				2	. 4						1
Customer Service		1					•						
Customer Service - TSO		1											
Expedited Passenger Screening Program	2	1				1	4	1					
Expedited Passenger Screening Program	2	1				1							
Persons w/ Disabilities (PWD)		ı				1		1					
Persons w/ Disabilities (PWD) - Internal M	ladical Davisa												
	leuicai Device					1							
Screening Provide (Provide Provide Pro		1											
Screening - Procedures/Process		1											

			15A Conta	ct Center (icc) Data	1001 - FU	A						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Ap	r 05-Ma	ıy 06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB				1	1		1	1	1		1		6
2019									1		1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Bag	ggage							1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Ite	ms - Checke	d							1				1
2021				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged	Items - Chec	ked		1									1
2022					1		1	1					3
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	n - TSA PreC	Check					1						1
Screening					1			1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process					1								1

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

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	3		2	1		2	~	3	3	4	2	1	24
2019							2	2		3	1		8
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property							1	2			1		4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage							1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	ggage			1	2					3
Property - Special Handling							1			1			2
Property - Special Handling - Missing Iten	ns - Checked	ł					1			1			2
Screening										1			1
Screening - Procedures/Process										1			1
2020	2			1		1				1	1		6
Customer Service	2									1			3
Customer Service - Others	1												1
Customer Service - TSO	1									1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	ı ıaqed/Missin	g ItemsC	hecked Bad	1									1
Property - Special Handling		0				1							1
Property - Special Handling - Missing Iten	ı ıs - Checked	i				1							1
Screening											1		1
Screening - Procedures/Process											1		1
2021							1	1	3			1	6
Customer Service									2				2
Customer Service - TSO									2				2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram									1	1
Patdown	· · ·	,						1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling									1				1
Property - Special Handling - Damaged It	ı ems - Check	ed							1				1
2022	1		2			1							4
Duplicate E-mail	-		1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Screening	'					1							1
Screening - Procedures/Process						1							1
Corocining - 1 100cddrc3/1 100c33													

			Contact Ce	-									
gories								•				9-Sep	Total
F	7	8	9	10	6	10	16	13	8	6	8	8	10
2019					1	3	2	2	3	3	3	2	1
Customer Service TSO						1			2				
Customer Service - TSO Locks						1			2	1			
Locks - Missing or Damaged Lock						1				1 1			
Mishandling of Passenger Property						ı		2		1	2	2	
Mishandling of Passenger Property - Dam	T naged/Missing Ite	emsCarry-	on Luggage	<u> </u>				1					
Mishandling of Passenger Property - Dam								1		1	1	1	
Mishandling of Passenger Property - Disa				-				'		'	1	1	
Patdown		uny on or c	noonoa		1	1					'	'	
Patdown - Flyer					1	1							
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Sec	awav							1				
Property - Special Handling		,					1			1	1		
Property - Special Handling - Damaged It	ems - Checked						1			1			
Property - Special Handling - Missing Iten											1		
Screening							1						
Screening - Procedures/Process							1						
2020	3	5	4	5	2	1		1	1	1	2	1	- 2
Civil Rights		1	1	1						1			
Civil Rights - Racial Profiling or Discrimina	ation		1							1			
Civil Rights - Sex/Gender/Gender Identity		1		1									
Customer Service	,			1				1			1		
Customer Service - TSO				1				1			1		
Mishandling of Passenger Property	2	2	1		1	1			1		1	1	
Mishandling of Passenger Property - Dam			on Luggage)					1				
Mishandling of Passenger Property - Dam		1	1		1	1						1	
Mishandling of Passenger Property - Disa		1									1		
Patdown			1										
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)		1		2									
Persons w/ Disabilities (PWD) - Autism S	pectrum	1											
Persons w/ Disabilities (PWD) - Service A				1									
Persons w/ Disabilities (PWD) - Touch Av		ıma)		1									
Property - Special Handling	1 1	1	1		1								
Property - Special Handling - Damaged It	1		1										
Property - Special Handling - Missing Iten		1			1								
Screening				1									
Screening - Procedures/Process				1									
2021	1					1	5	2	4	2	3	5	:
Customer Service	1										1	3	
Customer Service - TSO	1										1	3	
Expedited Passenger Screening Program							2		1	2	2	1	
Expedited Passenger Screening Program	- TSA Application	on Program							1				
Expedited Passenger Screening Program	- TSA PreCheck	k					2			2	2	1	
Mishandling of Passenger Property							1	1					
Mishandling of Passenger Property - Dam	naged/Missing Ite	emsCheck	ed Baggage	Э				1					
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on or C	hecked				1						
Patdown							1		1				
Patdown - Flyer							1						
Patdown - Flyer as Observer									1				
Screening						1	1	1	2			1	
Screening - Lengthy Lines									1				
Screening - Procedures/Process						1	1	1	1			1	
2022	3	3	5	5	3	5	9	8					
Civil Rights					1		1						
Civil Rights - Hair Patdowns					1								
Civil Rights - Transgender Screening							1						
				1	1	1							
Customer Service			11										
Customer Service - TSO			1	1	1	1							2
Customer Service - TSO Expedited Passenger Screening Program	1	2	1 1 2		1	3	6	4					
Customer Service - TSO		2		1	1		6	4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Appl	2	2	1 2	1	3	6	4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Appl			1	1	3	6	4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	- DoD - TSA Appl	1	2	1 2	1	3							
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	- DoD - TSA Appl	1	2	1 2	1	3	6	4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- DoD - TSA Appl	1 1	2	2	1	3	6 1	4					1
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- DoD - TSA Appl 1	1 1 emsCarry-	2 2 on Luggage	2	1	3	6 1	2					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- DoD - TSA Appl 1	1 1 emsCarry-	2 2 on Luggage	2	1	3 1 2	6 1	4					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	- DoD - TSA Appl 1	1 1 emsCarry-	2 2 on Luggage	2	1	3	6 1	2					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	- DoD - TSA Appl 1 naged/Missing Ite aged/Missing Ite 1	1 1 emsCarry-	2 2 on Luggage	2	1	3 1 2	6 1	2					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	- DoD - TSA Appl - 1 - naged/Missing Ite - naged/Missing Ite - 1 - 1 - 1 - Necessary Med	1 1 emsCarry- emsCheck	2 2 on Luggage	2	1	2	6 1	2					
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche	- DoD - TSA Appl - 1 - naged/Missing Ite - naged/Missing Ite - 1 - 1 - 1 - Necessary Med	1 1 emsCarry- emsCheck	2 2 on Luggage	2	1	3 1 2	6 1 1	2					
Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling	- DoD - TSA Appl - 1 - agged/Missing Ite - agged/Missing Ite - 1 - v Necessary Mecair/ Scooter/ Seg	1 1 emsCarry- emsCheck	2 2 on Luggage	2	1	2	6 1 1	2					
Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged Its	- DoD - TSA Appl - TSA Appl - 1 - agged/Missing Ite - agged/Missing Ite - 1 - 1 - v Necessary Mec - air/ Scooter/ Seg - ems - Carry-On	1 1 emsCarry- emsCheck	2 2 on Luggage	2	1	2	6 1 1	2					1
Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	- DoD - TSA Appl - TSA Appl - 1 - agged/Missing Ite - agged/Missing Ite - 1 - 1 - v Necessary Mec - air/ Scooter/ Seg - ems - Carry-On	1 1 emsCarry- emsCheck dication and	2 2 con Luggage ded Baggage Medic	2		2	6 1 1	2 1 1					1
Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening	- DoD - TSA Appl - TSA Appl - 1 - TSA Appl - 1 - TSA Appl - 1 - TSA Appl - TS	1 1 emsCarry- emsCheck	2 2 on Luggage	2	1	2	6 1 1	2					1
Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency	- DoD - TSA Appl - TSA Appl - 1 - agged/Missing Ite - agged/Missing Ite - 1 - 1 - v Necessary Mec - air/ Scooter/ Seg - ems - Carry-On	1 1 emsCarry- emsCheck dication and	2 2 con Luggage ded Baggage Medic	2	1	2	6 1 1	2 1 1					1
Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening	- DoD - TSA Appl - TSA Appl - 1 - TSA Appl - 1 - TSA Appl - 1 - TSA Appl - TS	1 1 emsCarry- emsCheck dication and	2 2 con Luggage ded Baggage Medic	2		2	6 1 1	2 1 1					1

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

			TSA Contac										
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr 0	5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	2	1		5	2	3		3			2	5	2
2019				2	1	2		1			2	2	1
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property				1	1	1		1					
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	Checked Baç	1	1			1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d		1							
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medic	al Supplies								1	
Property - Special Handling											1	1	
Property - Special Handling - Damaged Ite	ems - Chec	ked									1		
Property - Special Handling - Missing Item	ns - Checke	d										1	
Screening						1							
Screening - Procedures/Process						1							
2020	1	1			1								
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	1	1											
Mishandling of Passenger Property - Dam	1	1											
2021				1				1				3	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Expedited Passenger Screening Program								1				2	
Expedited Passenger Screening Program	- TSA Pre0	Check						1				2	
Property - Special Handling				1									
Property - Special Handling - Missing Item	ns - Checke	d		1									
2022	1			2		1		1					
Civil Rights	1			1									
Civil Rights - Racial Profiling or Discrimina	1			1									
Expedited Passenger Screening Program				1		1							
Expedited Passenger Screening Program	- TSA Pre0	Check		1		1							
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	Checked Bac	gage				1					

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

Catamarias	40.0-4	44 М		ct Center (05.14	00 1	07 11	00 4	20.0	T - 4 - 1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	49	60	6 61		52		68	106	42	43	49		735
2019				17	6		8	19	16	18	16	15	130
Civil Rights				2	1	1		1			1		6
Civil Rights - Racial Profiling or Discrimin				1	1						1		3
Civil Rights - Sex/Gender/Gender Identity		ender						1					1
Civil Rights - Sexual Orientation - Not Tra	nsgender			1									1
Civil Rights - Transgender Screening						1							1
Customer Service				3	1	5	1	5	3	3	5		30
Customer Service - Others								1			1	1	3
Customer Service - TSO				3	1	5	1	4	3	3	4	3	27
Locks						1		2		1		1	5
Locks - Missing or Damaged Lock						1		2		1		1	5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				3	1		3	3	4		2	2	18
Mishandling of Passenger Property - Dam	naged/Missin	Items P	rivate Scree				1	1	1				5
Mishandling of Passenger Property - Dam					1							1	2
Mishandling of Passenger Property - Dam							1	2	3		1	1	9
Mishandling of Passenger Property - Disa							1				1		2
Patdown	1	ou, o		4		1	2		3	3	3	2	18
Patdown - Flyer				4		1	2		3	3	3		18
Persons w/ Disabilities (PWD)					1	1		2	1	4	J		9
Persons w/ Disabilities (PWD) - Cancer (Propet C	nnoor		- 1	1			- 1	4			1
						- 1		1					
Persons w/ Disabilities (PWD) - Cognitive		ntai /ivier	itai Disabilit	<i>y</i>					4				1
Persons w/ Disabilities (PWD) - Hearing I		140							1				1
Persons w/ Disabilities (PWD) - Mobility [nair or Scoo	ter)						2			2
Persons w/ Disabilities (PWD) - Touch Av										2			2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ :	Segway			1			1					2
Property - Special Handling		_		1	1	2	2	2	3	4	2	4	21
Property - Special Handling - Damaged It									1				1
Property - Special Handling - Damaged It	ems - Checke	ed				1			1	1	1	2	6
Property - Special Handling - Missing Iten	ns - Carry-Or						1	2		2		2	7
Property - Special Handling - Missing Iten	ns - Checked			1	1	1	1		1	1	1		7
Screening				4	1	3		4	2	3	3	2	22
Screening - Inconsistency						1				1			2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				4	1	2		3	2	1	2	2	17
Screening - Security Breach										1	1		2
2020	16	17	7 16	9	11	11			1	5	4	8	98
Civil Rights			4 1			• • • • • • • • • • • • • • • • • • • •			•	•		1	7
Civil Rights - Constitutional Rights			 1										1
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimin	otion		2	1								1	4
			<u>²</u> 1									'	1
Civil Rights - Sex/Gender/Gender Identity										0	4	4	
Customer Service	4		1 3			1			1	2	1	1	15
Customer Service - Others			1									1	2
Customer Service - TSO	4		1 2			1			1	2	1		13
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	3		2 5		2	1					1	2	17
Mishandling of Passenger Property - Dam	1		1 2	1		1						1	7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	naged/Missii		1 3		1						1	1	7
Mishandling of Passenger Property - Disa	1				1								2
Patdown	1	2	2	1	3							1	8
Patdown - Flyer	1	- 2	2	1	3								7
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)			2 1		1								4
Persons w/ Disabilities (PWD) - Mobility [ı Disabilitv (N⊢		2		1								3
Persons w/ Disabilities (PWD) - Touch Av			1										1
Property - Special Handling	2		4 3		1	4				2	1	2	23
Property - Special Handling - Damaged It			1			1				1	'		4
Property - Special Handling - Missing Iten			3 1		1						1		8
Property - Special Handling - Missing Item			1 1			3				1	1	2	11
Screening	6		2 2		3					1	1	1	22
		-			1	5				1	ı	ı	
Screening - Crew Member or Airline Emp	1												1
Screening - Lengthy Lines	1		4							4			1
Screening - Procedures/Process	4		1 2	1	1	5				1	1	1	17
Screening - Retrieving Abandoned/Confis			1										1
Screening - Security Breach	1				1								2
2021	7		5 2		5		12	13	25	20	29		159
Civil Rights			1	1		1			1		1	2	7
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimin						1			1		1	2	5
Civil Rights - Sex/Gender/Gender Identity	- Not Trans		1										1
Customer Service				1	2		1	1	6	1	5		22
Customer Service - TSO				1	2	1	1	1	6	1	5	4	22
Expedited Passenger Screening Program				1		3	7	6	12	14	21	15	79
Expedited Passenger Screening Program	- DoD						1						1
Expedited Passenger Screening Program		ation Pro	ogram				2		3				5
Expedited Passenger Screening Program				1		3	4	6	9	14	21	15	73
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		1 1					2		1			8
iviisiiaiiuiiig oi rasseilgel Flopelty			1	2						1			8

ories	10-Oct	11-Nov	TSA Contact	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Mishandling of Passenger Property - Dama		11-NOV		2		UJ-IVIAI	vApi	US-IVIAY 2	JU-Juli	or-Jui	00-Aug	oa-aeh	i Ota
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa			1							1			
Patdown	1						1		1	1	1	1	
Patdown - Flyer	1						1		1	1	1	- 1	
Patdown - Flyer as Observer	I						- 1		1	1	- 1	1	
Persons w/ Disabilities (PWD)	2							2	2	1	1	- 1	
Persons w/ Disabilities (PWD) - Diabetes	1									ı	ı		
								4					
Persons w/ Disabilities (PWD) - Hearing Ir								1					
Persons w/ Disabilities (PWD) - Internal M			M	-1 0				4	4	1			
Persons w/ Disabilities (PWD) - Medically		viedicatio	n and iviedic	ai Supplies				1	1				
Persons w/ Disabilities (PWD) - Mobility [1		
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	er Equipm	ent						1				
Prohibited & Permitted Items							1					1	
Prohibited & Permitted Items - General												1	
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sh	arp Obje	cts				1						
Property - Special Handling	2			2	1	2	1		3	1			
Property - Special Handling - Damaged Ite		On							1	1			
Property - Special Handling - Damaged Ite	2			1	1								
Property - Special Handling - Missing Item	is - Carry-Or			1		1	1		1				
Property - Special Handling - Missing Item	s - Checked					1			1				
Screening		3	1		2		1	2		1		3	
Screening - Inconsistency			1				1						
Screening - Procedures/Process		3			2			2		1		3	
2022	26	44	43	27	30	56	48	74					
Airline								1					
Airline - Policy/Regulations/Service								1					
Civil Rights							1						
Civil Rights - Race							1						
Customer Service		3	4	3		3	1	4					
Customer Service - TSO		3		3		3	1	4					
Expedited Passenger Screening Program	20	36		22	27	48	40	44					
Expedited Passenger Screening Program		30	34	22	1	1	40	44					
			_	0			4						
Expedited Passenger Screening Program		5		2	2	1	1	40					
Expedited Passenger Screening Program	19	30		20	24	45	38	43					
Expedited Passenger Screening Program	- TSA/DHS	1				1	1	1					
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti						1							
Mishandling of Passenger Property	1	1						2					
Mishandling of Passenger Property - Dama		1						1					
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	Checked Bag	ggage				1					
Mishandling of Passenger Property - Dam	1												
No Jurisdiction					1								
No Jurisdiction - Refer to Other					1								
Notice of Violation/Civil Penalties								1					
Notice of Violation/Civil Penalties - Genera	al							1					
Patdown	2	1	1	1			1	1					
Patdown - Flyer	2		1	1			1	1					
Patdown - General		1											
. alasiii. General	1		1				1	1					
Persons w/ Disabilities (PWD)				al Sunnlies			1						
Persons w/ Disabilities (PWD)		Medication					'						
Persons w/ Disabilities (PWD) - Medically	Necessary I		1 and Medic					1					
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave	Necessary I ersion (pain/		1					1					
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avo Persons w/ Disabilities (PWD) - Wheelch	Necessary I ersion (pain/	trauma)	1				^						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	Necessary I ersion (pain/ 1	trauma) 1	3			3							
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite	Necessary I ersion (pain/ 1 ems - Carry-0	trauma) 1 On	3 1				2						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	Necessary I ersion (pain/ 1 ems - Carry-Cems - Checke	trauma) 1 On ed	3 1 1			3	1						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Necessary Nersion (pain/ 1 ems - Carry-Cems - Checkens - Carry-C	trauma) 1 On ed	3 1 1			1							
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	Necessary Necessary Necessary Necessary Necessary Necessary Necessary Carry-Ca	trauma) 1 On ed 1	1 3 1 1			1	1						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	Necessary Nersion (pain/ 1 ems - Carry-Cems - Checkens - Carry-C	trauma) 1 On ed	1 3 1 1		2	1	1						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	Necessary Necessary Necessary Necessary Necessary Necessary Necessary Carry-Ca	trauma) 1 On ed 1	1 3 1 1		2	1	1						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	Necessary Necessary Necessary Necessary Necessary Necessary Necessary Carry-Ca	trauma) 1 On ed 1	1 3 1 1		2	1	1 1 2	20					

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

				tact Center	· ,									
Categories	10-Oct	11-Nov	12-De				Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	2	3		2	1	2	1	4	3	1		1	2	2:
2019								1	2			1		
Mishandling of Passenger Property									1			1		
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked	Baggage					1					
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Ched	ked								1		
Property - Special Handling									1					
Property - Special Handling - Missing Item	ns - Checked								1					
Screening								1						
Screening - Procedures/Process								1						
2020						2							2	
Locks						1								
Locks - Missing or Damaged Lock						1								
Mishandling of Passenger Property						1							1	
Mishandling of Passenger Property - Dam	aged/Missin	g Items Pr	ivate Sc	eening Con	ractor								1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked	Baggage		1								
Patdown													1	
Patdown - Flyer													1	
2021	1	1								1				
Locks		1												
Locks - Missing or Damaged Lock		1												
Patdown										1				
Patdown - Flyer										1				
Screening	1													
Screening - Inconsistency	1													
2022	1	2		2	1		1	3	1					1
Expedited Passenger Screening Program				2										
Expedited Passenger Screening Program	- TSA PreCl	neck		2										
Mishandling of Passenger Property								1						
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked	Baggage				1						
No Jurisdiction		1		00 0										
No Jurisdiction - Refer to Other		1												
Persons w/ Disabilities (PWD)	1	1					1							
Persons w/ Disabilities (PWD) - General							1							
Persons w/ Disabilities (PWD) - Metal Imp	1	1												
Property - Special Handling					1			1	1					
Property - Special Handling - Damaged Ite	ems - Check	ed						1						
Property - Special Handling - Missing Item					1				1					
Screening								1						
Screening - Procedures/Process								1						

Cotomonico	10.0		rsa Contac		-				•••		•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	448	474	546	622	647	768	724	755	317	331	379	305	6,316
2019				147	168	180	208	163	162	161	179	132	1,500
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				6		4	8	2	8	3	5	1	37
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin										1	1		2
Civil Rights - Perceived Religion							4			- 1	- 1		
	A:			4			1		-			4	1
Civil Rights - Racial Profiling or Discrimina				4		3	4	2	4	2	2	1	22
Civil Rights - Screening of Religious or Cu									1				1
Civil Rights - Sex/Gender/Gender Identity	 Not Transge 	ender		2			2		3		1		8
Civil Rights - Transgender Screening						1							1
Customer Service				20	29	35	37	29	23	20	18	12	223
Customer Service - Others				3	2	3	1	1	2	1			13
Customer Service - TSO				17	27	32	36	28	21	19	18	12	210
Locks				9	10	19	13	11	5	8	13	8	96
				9	10		13	- 11	3				
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock				9	10	17	13	11	5	7	12	7	91
Lost and Found				1	7	6	3	4	1	3	1	4	30
Lost and Found - Airport/TSA				1	7	6	3	4	1	3	1	4	30
Mishandling of Passenger Property				48	47	34	49	36	44	43	53	37	391
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	2	4	1	3	2	2	3	5	3	25
Mishandling of Passenger Property - Dam				42	38	31	39	29	29	37	44	31	320
				1	30	31	39	1	29	37	1	1	4
Mishandling of Passenger Property - Dam							_		4.0				
Mishandling of Passenger Property - Disa	rrayed items-	Carry-on	or Checker	3	5	2	7	4	13	3	3	2	42
Patdown				2	2	9	6	3	9	10	7	6	54
Patdown - Flyer				2	2	8	4	3	9	8	6	5	47
Patdown - Flyer as Observer						1	2			1	1	1	6
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				6	8	9	15	13	12	23	10	13	109
Persons w/ Disabilities (PWD) - Autism S	o o otru um			0	1	3		2	1	1		10	
					1		1		ı	1	2		8
Persons w/ Disabilities (PWD) - Breast Ca						1	1					1	3
Persons w/ Disabilities (PWD) - Cancer (g						1	1			1			3
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability		1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabetes				1		1		2	2	5			11
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dre	ssings/Ma	asks				1					1	2
Persons w/ Disabilities (PWD) - General				1	1	2	1			2		1	8
Persons w/ Disabilities (PWD) - Hearing I	mnairment			1	1	_				_			2
Persons w/ Disabilities (PWD) - Internal N		00		'	'		1			1			2
			- Dadu						4	- 1			
Persons w/ Disabilities (PWD) - Medical E							1		1				2
Persons w/ Disabilities (PWD) - Medically					1	1	1	1	4	3	2	2	15
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoote	er)	1	1	1	2	1	5	1	2	14
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates									1			1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Casts			1								1
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	r Equipme	ent	1								1	2
Persons w/ Disabilities (PWD) - Service A		- ' '					1						1
Persons w/ Disabilities (PWD) - Touch Av		rauma)								1			1
. , ,		iauiiia)					1	1		'			
Persons w/ Disabilities (PWD) - Visual Im													2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	segway		2	1	2	2	3	3	3	4	5	25
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Alcohol and	d Tobacco								1				1
Prohibited & Permitted Items - Ice/Gel Pa	cks						1						1
Property - Special Handling				35	43	43	46	41	39	34	47	34	362
Property - Special Handling - Damaged Ite	ems - Carry-C)n		4	2	4	6	9	2	2	6	3	38
Property - Special Handling - Damaged Ite				9	12	9	6	10	10	6	9	7	78
Property - Special Handling - Missing Item												7	
				6	13	10	13	7	8	10	8		82
Property - Special Handling - Missing Item	is - Checked			16	16	20	21	15	19	16	24	17	164
Request for Assistance				1		2	2	1		1	1	1	9
Request for Assistance - Other				1		2	2	1		1	1		8
Request for Assistance - Wounded Warrio	or (MSIJSOC)										1	1
Screening				19	22	19	27	23	20	16	24	16	186
Screening - Inconsistency				1		1		1		1	1		5
Screening - Lengthy Lines				2	1	6	11	7	1	1	3	1	33
Screening - Procedures/Process				16	18	12	16	15	18	13	18	15	141
				10		12	10	15				15	
Screening - Retrieving Abandoned/Confis	cated Items				1				1	1	1		4
Screening - Security Breach					2						1		3
2020	176	158	196	194	178	118	17	28	24	45	45	49	1,228
Advanced Imaging Technology (AIT)	1			1									2
Advanced Imaging Technology (AIT) - Fly	er			1									1
Advanced Imaging Technology (AIT) - Ge													1
Civil Rights	5	2	4	5	8	5	1	1		3	3	2	39
Civil Rights - Age	Ť			1		<u> </u>					1		2
Civil Rights - Age Civil Rights - Constitutional Rights				1									1
				1									
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	2	2	3	3	5	3		1		3		2	24
Civil Rights - Sex/Gender/Gender Identity	2				2								4
Civil Rights - Sexual Orientation - Not Tra			1										1
Civil Rights - Transgender Screening	_					2	1				1		4
Customer Service	25	20	45	33	28	26	1	9	1	3		11	205
Customer Service - CSM	20	20	40	55	20	20	- 1	1	- 1	3	3	- 11	1
	_		_										
Customer Service - Others	7	4		3	3	4		4					31
Customer Service - TSO	18	16	39	30	25	22	1	4	1	3	3		173
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1

		15.	A Contact	: Center (T	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	19	10	9	9	14	5	•		2	4		•	76
Locks - Missing or Damaged Lock	19	10	9	9	14	5			2	4			76
										4			
Lost and Found	1	3	1	13	1	1							20
Lost and Found - Airport/TSA	1	3	1	13	1	1							20
Mishandling of Passenger Property	44	42	49	44	36	31	6	6	2	13	10	9	292
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCarr	ry-on Lug	3	2	4	1			1	1	1	13
Mishandling of Passenger Property - Dan	40	39	43	32	29	23	3	6	2	8	9	6	240
Mishandling of Passenger Property - Dan		1					1						2
Mishandling of Passenger Property - Disa		2	6	9	5	4	1			4		2	37
							ı			- 4			
Patdown	12	6	4	3	5	3							33
Patdown - Flyer	12	5	4	3	4	2							30
Patdown - Flyer as Observer		1				1							2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	8	9	14	13	14	3		1		2	4	4	72
Persons w/ Disabilities (PWD) - Autism S		1	1	1						1		1	5
				- '	4								
Persons w/ Disabilities (PWD) - Cancer (1	1		1								3
Persons w/ Disabilities (PWD) - Cognitive			3	1	1							1	7
Persons w/ Disabilities (PWD) - Diabetes	2	4	2	3	3								14
Persons w/ Disabilities (PWD) - Diapers/	1												1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing	l Impairment			1	1								2
Persons w/ Disabilities (PWD) - Internal M		1		- '									1
				4	4								
Persons w/ Disabilities (PWD) - Medically		1	1	1	4	2					1	1	13
Persons w/ Disabilities (PWD) - Mobility I		t Wheelch	1	2							2		5
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates										1		1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1			1								2
Persons w/ Disabilities (PWD) - Respirato		er Equipment			2			1					3
Persons w/ Disabilities (PWD) - Service A		or Equipmoni		2						1		1	4
		(4											
Persons w/ Disabilities (PWD) - Touch Av		trauma)	2	1									3
Persons w/ Disabilities (PWD) - Wheelch			1	1	1	1							6
Property - Special Handling	46	43	50	46	41	24	4	4	14	10	16	15	313
Property - Special Handling - Damaged It	8	7	3	8	6				1		3		36
Property - Special Handling - Damaged It	6	6	14	10	6	7	1	1	4	4	4	9	72
Property - Special Handling - Missing Iter		8	11	5	6	5	1		2		2		54
Property - Special Handling - Missing Iter		22	22	23	23	12	2	3	7	6		5	151
	19	22		23		12							
Request for Assistance			3		1				1				5
Request for Assistance - Other			3		1				1				5
Screening	15	23	17	27	30	20	5	7	4	10	7	5	170
Screening - Children				1									1
Screening - Crew Member or Airline Emp	lovee							1	1		1		3
Screening - Inconsistency	1	1		1	2			1					6
Screening - Lengthy Lines	1	2	1	3	5	2							14
Screening - Procedures/Process	11	16	16	22	21	17	5	4	3	10	6	5	
													136
Screening - Retrieving Abandoned/Confis	cated Items	2			2								4
Screening - Retrieving Abandoned/Confis Screening - Security Breach						1		1					6
	cated Items	2	49	41			105		131	125		124	4
Screening - Security Breach	cated Items	2			2	1		1					6
Screening - Security Breach 2021 Airline	cated Items	2			2	1 84 1		1 162 1	131				4 6 1,161 3
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Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Louplicate E-mail - General Expedited Passenger Screening Program	TSA Employee 12 11 11 11 1- DoD 1- Known Cre 1- TSA Applic	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2	2 65 2 2 1 1 21 6	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5	155 7 1 4 1 1 1 24 24 24	124 4 1 1 2 1 1 19 19	4 6 1,161 3 3 51 2 1 3 3 3 3 3 8 2 4 4 4 2 228 1 1 1 1 236 2 2 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
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Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Louplicate E-mail - General Expedited Passenger Screening Program	TSA Employee 12 11 11 11 1- DoD 1- Known Cre 1- TSA Applic	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2	2 65 2 2 1 1 21 6	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5	155 7 1 4 1 1 1 24 24 24 75	124 4 1 1 2 1 1 19 19 61 2 1 4	4 6 1,161 3 3 51 2 1 1 1 3 3 30 8 2 4 4 4 1 1 236 2 2 4 2 228 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Civil Rights Violation (TSA I Rights - Civil Rights - Civil Rights - Civil Rights - Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hostile Work Environment (Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	TSA Employee 12 11 11 11 1- DoD 1- Known Cre 1- TSA Applic	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2	2 65 2 2 1 1 21 6	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 75	124 4 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 3 51 2 1 1 1 3 30 8 2 4 4 4 1 1 236 2 4 2 2 228 1 1 1 1 2 3 2 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hostile Work Environment (Civil Rights - Hasile Formation - Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	TSA Employee 12 11 11 11 1- DoD 1- Known Cre 1- TSA Applic	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 1 1 75	124 4 1 2 1 1 1 19 19 61 2 1 4 54	4 6 1,161 3 3 51 2 1 3 3 30 8 2 4 4 1 1 236 2 4 2 2 228 1 1 1 3 2 7 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Hasti Patdowns Civil Rights - Hastile Work Environment (Civil Rights - Hastile Work Environment (Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	TSA Employee) 12 12 11 11 12 1 TSA Employee 1 TSA Employee 1 TSA Employee	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 1 1 75	124 4 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 51 2 1 3 3 30 8 2 4 4 1 1 236 2 2 4 2 2 228 1 1 1 1 236 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hastile Work Environment (Civil Rights - Hastile Work Environment (Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Progr	TSA Employee) 12 12 11 11 12 1 TSA Employee 1 TSA Employee 1 TSA Employee	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2 2	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 75	124 4 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 3 51 2 1 3 3 3 0 8 2 4 4 1 1 1 236 2 2 4 2 2 8 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Civil Rights Violation (TSA I Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	TSA Employee) TSA Employee 1 12 1 1 1 11 TSA Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 TSA Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 1 1 75	124 4 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 51 2 1 3 3 30 8 2 4 4 1 1 236 2 2 4 2 2 228 1 1 1 1 236 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hastile Work Environment (Civil Rights - Hastile Work Environment (Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Progr	TSA Employee) TSA Employee 1 12 1 1 1 11 TSA Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 TSA Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 62 62 1 1 1 11 11 11 11 11 11 11 11 11 11 11	49 3 1 1 1 1 20 2 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2 2	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 75	124 4 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 3 51 2 1 3 3 3 0 8 2 4 4 1 1 1 236 2 2 4 2 2 8 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Civil Rights Violation (TSA I Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program General Aviation General Aviation General Aviation General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Human Capital Human Capital - Prospective Employmen Identification (ID) Requirements	TSA Employee) TSA Employee 12 11 11 1 - DoD 1 - Known Cre 1 - TSA Applie 1 - TSA PreCl 1 t with TSA	2 2 62 1 1 1 11 11 11 11 11 11 ew Member cation Progneck	49 3 1 1 1 1 20 28 18	41 4 1 3 1 1 15 1 14 2 2 2 2 2 2	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 24 24 1 1 75 75	124 4 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 3 51 2 1 3 3 3 3 3 4 4 4 1 1 1 236 2 2 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA I Civil Rights - Civil Rights Violation (TSA I Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up CSM/Stakeholder Follow-up - General Customer Service Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	TSA Employee) TSA Employee 12 11 11 1 - DoD 1 - Known Cre 1 - TSA Applie 1 - TSA PreCl 1 t with TSA	2 2 62 1 1 1 11 11 11 11 11 11 ew Member cation Progneck	49 3 1 1 1 1 20 28 18	41 4 1 3 11 15 1 14 2 2 2 2 2 1	2 65 2 2 2 1 21	1 84 1 1 4 4 2 2 2 2 1 1 18 1 17	105 3 1 2 21 1 20 28	1 162 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	131 1 1 5 1 1 3 20 20 1 1 1	125 4 1 3 29 29 44 1 5 38	155 7 1 4 1 1 1 24 24 24 24 1 1 75 75	124 4 1 1 2 1 19 19 61 2 1 4 54	4 6 1,161 3 3 3 51 2 1 1 1 3 3 30 8 8 2 4 4 4 1 1 1 236 2 4 4 2 228 1 1 1 1 1 327 2 2 2 2 2 2 2 2 2 1 1 1 2 2 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1

		TSA (Contact Center	(TCC) Data T	ool - FOIA							
Categories	10-Oct 11-N	ov 12-	-Dec 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock		3	1	1	2	·	1		1		•	10
	4	J				0						
Lost and Found	1			3		2	3		1	1		11
Lost and Found - Airport/TSA	1			3		2	3		1	1		11
Mishandling of Passenger Property	10	16	8	4 4	8	9	5	7	2	7	2	82
Mishandling of Passenger Property - Dan	2	2		1 2	2	3	1	1	1			19
Mishandling of Passenger Property - Dan	7	14		2 2	3	6	3	4	1			52
Mishandling of Passenger Property - Disa	1 1		1	1	3		1	2		2		11
No Jurisdiction				1			1	1	1			4
No Jurisdiction - No Referral				1			1					2
				1								
No Jurisdiction - Refer to Other								1	1			2
No Subject				1								1
No Subject - General				1								1
Patdown	2	4			1	2	2	6	2	4	5	28
Patdown - Flyer	1	2			1	2	1	4	2	4	. 5	22
Patdown - Flyer as Observer	1	1					1	1				4
Patdown - Non-Flyer		1						1				2
Persons w/ Disabilities (PWD)	5	2	3	3 3	2	6	13	8	3	8	7	
. ,	-							0	3			63
Persons w/ Disabilities (PWD) - Autism S	1		1	1		1	1			2		7
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1					1
Persons w/ Disabilities (PWD) - Cognitive	/Developmental /I	Mental Dis	sahility					1				1
		vioritai Dic		4			0			_	1	
Persons w/ Disabilities (PWD) - Diabetes			2	1			2			2		8
Persons w/ Disabilities (PWD) - General				1		2	2	1		2	. 1	9
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1					1
Persons w/ Disabilities (PWD) - Internal N							1				1	2
		to the De	4									
Persons w/ Disabilities (PWD) - Medical I		to the Boo	uy	2			3				1	6
Persons w/ Disabilities (PWD) - Medically	2				1	1		3	1	1	1	10
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not Whe	elchair or	Scooter)				1				1	2
Persons w/ Disabilities (PWD) - Ostomy/0			,						1			1
		_										
Persons w/ Disabilities (PWD) - Prosthes		1				1						2
Persons w/ Disabilities (PWD) - Respirate	ory and Inhaler Equ	iipment			1			1				2
Persons w/ Disabilities (PWD) - Service A	1											1
Persons w/ Disabilities (PWD) - Touch Av		1						1	1			3
		ı										
Persons w/ Disabilities (PWD) - Wheelch				1		1	1			1	1	6
Persons w/ Disabilities (PWD) - Wounded	d Warrior							1				1
Prohibited & Permitted Items	1			1	1	2		1	1	3	5	15
	Prooming Itoms										1	
Prohibited & Permitted Items - Beauty & 0											1	1
Prohibited & Permitted Items - Breast Mill	k/Baby Formula/Br	east Pump	p						1			1
Prohibited & Permitted Items - Electronic	Devices										1	1
Prohibited & Permitted Items - Firearm/Ar				1		1						2
				ı		- 1						
Prohibited & Permitted Items - Food/Beve	erages							1				1
Prohibited & Permitted Items - General										2		2
Prohibited & Permitted Items - Ice/Gel Pa	1				1							2
Prohibited & Permitted Items - Lighters/M										1		1
										·		
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols					1					1	2
Prohibited & Permitted Items - Medication	n/Prescription/Medi	cally Nece	essary Items								1	1
Prohibited & Permitted Items - Remains	·										1	1
	47	4.4	2	4 0	47	4.4	20	20	40	40		
Property - Special Handling	17	11	3	1 6	17	14	29	26	18			163
Property - Special Handling - Damaged It	ems - Carry-On				2	1	8	6	6	4	. 2	29
Property - Special Handling - Damaged It	3	3	1	4	5	4	5	6	5	2	3	41
Property - Special Handling - Missing Iter		2		1	3	3	7	9	4	- 5	4	41
1 7 1 0 0												
Property - Special Handling - Missing Iter	11	6	2	2	7	6	9	5	3	1		52
Request for Assistance							1					1
Request for Assistance - Wounded Warri	or (MSIJSOC)						1					1
Screening	7	14	4	2 21	18	18	18	12	17	11	10	152
	'		4	2 21		10		12				
Screening - Children		1			1		1		1	2		6
Screening - Crew Member or Airline Emp	loyee	1	1									2
Screening - Inconsistency		1		8	1	1	5	3	2	2	3	26
Screening - Lengthy Lines						3	3	1	1			10
	_											
Screening - Procedures/Process	6	11	3	2 13	16	13	9	8	12	5	7	105
Screening - Retrieving Abandoned/Confis	1					1			1			3
2022	214	254	301 24	0 236	386	394	402					2,427
Additional Information Required/Insufficient In				1								
		IAIL ONLY	v									
Additional Information Required/Insufficie	nt information - Eiv	IAIL ONLY	Y	1								1
Airline		1	1			1	1					4
Airline - Lost Baggage							1					1
Airline - Policy/Regulations/Service		1	1			1						3
• •		1	T .			1						
Business, Suggestions, and Ideas				1								1
Business, Suggestions, and Ideas - Gene	ral			1								1
Civil Rights	2	5	7	5 2	5	9	4					39
			'	0 2	J	<u> </u>						
Civil Rights - Age		1										1
Civil Rights - Civil Rights Violation (TSA E	Employee)		1									1
Civil Rights - Constitutional Rights				2		1						3
Civil Rights - National Origin			1									1
			1									
Civil Rights - Profiling						1						1
Civil Rights - Race				1	4	6	3					14
Civil Rights - Racial Profiling or Discrimin	1	2	5	3		-						11
		_			4							
Civil Rights - Sex/Gender/Gender Identity				1	1		1					3
Civil Rights - Transgender Screening	1	2				1						4
Claims		1		1	1		1					4
Claims - General		1		1			1					3
		f		ı			1					
Claims - Status					1							1
Customer Service	46	49	34 3	32	49	42	55					343
Customer Service - CSM	1											1
Customer Service - Others	1			1 4			1					
	1			1 1	1		1					5
Customer Service - TCC					1							1
Customer Service - TSO	44	49	34 3	31	47	42	54					336
	1											

Catagorias	40.0-4		SA Contac					05.84	00 1	07 1:1	00 4	00 0	T. 4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	99	112	156	121	130	236	253	244					1,351
Expedited Passenger Screening Program		1		1	1	3	3	1					11
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	3	15	11	5	8	5	8	9					64
Expedited Passenger Screening Program	93	95	145	115	121	228	241	232					1,270
Expedited Passenger Screening Program	2	1					1	1					5
Identification (ID) Requirements	2	1	1										4
Identification (ID) Requirements - Domest	2	1	1										4
Intranet/Internet Inquiries					1								1
Intranet/Internet Inquiries - General					1								1
Locks	3	1	1	2		2	1						10
Locks - Missing or Damaged Lock	3	1	1	2		2	1						10
Lost and Found	1	3	2	1	3	2		1					13
Lost and Found - Airport/TSA	1	3	2	1	3	2		1					13
Mishandling of Passenger Property	4	5	6	2	4	6	4	9					40
Mishandling of Passenger Property - Dam	3	3	2	1		3		3					15
Mishandling of Passenger Property - Dam	aged/Missii	2	4		4	2	3	6					21
Mishandling of Passenger Property - Disa	1			1		1	1						4
No Jurisdiction		1		3	2	1		4					11
No Jurisdiction - No Referral								3					3
No Jurisdiction - Refer to CBP		1		1	1	1		1					5
No Jurisdiction - Refer to Other				2	1								3
Patdown	1	8	4	3	1	4	3	7					31
Patdown - Children		1		1		2							4
Patdown - Flyer	1	7	3	2	1	2	3	6					25
Patdown - Flyer as Observer		,	1					1					2
Persons w/ Disabilities (PWD)	11	12	10	8	9	10	12	15					87
Persons w/ Disabilities (PWD) - Autism Sp		12	10	1	<u> </u>	.0	12	10					1
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	al Disability	2	1	1	1						5
Persons w/ Disabilities (PWD) - Cognitive	1	man / IVICI ILC	1		1	ı	3	1					7
Persons w/ Disabilities (PWD) - Diapers/G	armente/Dr	essinge/Ma		1	ı		3	I					1
Persons w/ Disabilities (PWD) - General	2	255111Y5/1VIA 1	1	1	3	1	1						10
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Ir		1	1	1	1	1	1						2
Persons w/ Disabilities (PWD) - Internal M		1			- 1								
Persons w/ Disabilities (PWD) - Internal M			1			1	1						3
Persons w/ Disabilities (PWD) - Medical L		ached to tr	1		1	2	2	10					25
Persons w/ Disabilities (PWD) - Metal Imp	1	0	1	1	1			10					
				1	4		1						3
Persons w/ Disabilities (PWD) - Mobility [and Cast-	3		1	4							5
Persons w/ Disabilities (PWD) - Prosthesis			2			1		1					4
Persons w/ Disabilities (PWD) - Touch Av		2					1						4
Persons w/ Disabilities (PWD) - Wheelcha	2	1	1	2	1	4	2	3					16
Prohibited & Permitted Items	4	3	2										9
Prohibited & Permitted Items - Alcohol and		1											1
Prohibited & Permitted Items - Electronic I		1											1
Prohibited & Permitted Items - Food/Beve	2												2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Ge	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	22	18	15					144
Property - Special Handling - Damaged Ite	8	5	6	4	4	3	8	5					43
Property - Special Handling - Damaged Ite	4	4	5	4	4		1						25
Property - Special Handling - Missing Item		2	9	4	6	12	6	6					52
Property - Special Handling - Missing Item	1	1	5	4	2	4	3	4					24
Request for Assistance		1	1		2	1							5
Request for Assistance - Non-Persons w/	Disabilities	1											1
Request for Assistance - Other			1		2	1							4
Screening	21	39	51	42	32	47	51	46					329
Screening - Children		2						1					3
Screening - Inconsistency	2	2	10	7	4	1	7	6					39
Screening - Lengthy Lines	3	11	26	7	14	22	20	16					119
· · · · · · · · · · · · · · · · · · ·			1										1
Screening - Opposite Gender													
Screening - Opposite Gender Screening - Procedures/Process	15	24	13	27	13	21	24	20					157

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCW	1			1				1					3
2020	1												1
Patdown	1												1
Patdown - Flyer	1												1
2022				1				1					2
Expedited Passenger Screening Program				1				1					2
Expedited Passenger Screening Program	- TSA PreC	heck		1				1					2

tegories	10.004	11 Na.		act Center (1				OF Moss	06 1	07 11	08 A~	09 805	Total
		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	16	1	5 17		20	22	25	19	12	13	12	30	219
2019				3	6	2	7	9	7	6	6	8	54
Civil Rights	-4:							2					2
Civil Rights - Racial Profiling or Discrimina								1					1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge I	nder			0	4		1	0	0	0		1
Customer Service Customer Service - Others					2	1		2	3	2	3	5	18
					1	4		1	1	0	0		3
Customer Service - TSO					1	1		1	2	2	3	5	15
Locks					1		1	1			1		4
Locks - Missing or Damaged Lock					1		1	1			1		4
Mishandling of Passenger Property				1			1		1			1	4
Mishandling of Passenger Property - Dam									1			1	3
Mishandling of Passenger Property - Disa	rrayed Items	-Carry-c	on or Checke	ed			1						1
Patdown							2				1		3
Patdown - Flyer							2				1		3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling				2			1		2	2		1	10
Property - Special Handling - Damaged Ite					1					1			2
Property - Special Handling - Damaged Ite	ems - Checke	d					1		1	1			3
Property - Special Handling - Missing Item	ns - Checked			2	1				1			1	5
Screening					1	1	2	3	1	2	1	1	12
Screening - Inconsistency					1								1
Screening - Procedures/Process						1	2	3	1	1	1	1	10
Screening - Retrieving Abandoned/Confisc	cated Items									1			1
2020	7		4 8	3 5	4	3		1	1	1	4	7	45
Civil Rights				2								1	4
Civil Rights - Perceived Religion				- 1								•	1
Civil Rights - Racial Profiling or Discrimina	ı ation		1									1	2
Civil Rights - Sex/Gender/Gender Identity-				1									1
Customer Service	1	TIGOT		2 1		1						1	6
Customer Service - TSO	1			2 1		1						1	6
Locks	ı		4	2 I		ı						1	
												1	1
Locks - Missing or Damaged Lock	4			4	4						0		1
Mishandling of Passenger Property	1			1	1						2	2	7
Mishandling of Passenger Property - Dam		0		1	1						1	2	6
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-c	on or Checke	ea							1		1
Patdown	1			1	1				1		1		5
Patdown - Flyer	1			1	1				1		1		5
Persons w/ Disabilities (PWD)	1			1								1	3
Persons w/ Disabilities (PWD) - Medically				cal Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility D		Wheeld	ch '	1									1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling				3	1						1		5
Property - Special Handling - Damaged Ite	ems - Carry-O)n		1									1
Property - Special Handling - Damaged Ite	ems - Checke	d									1		1
Property - Special Handling - Missing Item	ns - Checked			2	1								3
Screening	3		3	1 1	1	2		1		1		1	14
Screening - Inconsistency	1				1			1					3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2		3	1 1		1				1		1	10
2021	1		3 2	2 1	2	3	6	1	4	6	2	15	46
Civil Rights			1 '	1			1					1	4
Civil Rights - National Origin				1								1	2
Civil Rights - Racial Profiling or Discrimina	ation		1				1						2
Customer Service				1	1			1	3	2		1	9
Customer Service - TSO				1	1			1	3	2		1	9
Expedited Passenger Screening Program						1	1		1			8	11
Expedited Passenger Screening Program	- DoD						'					1	1
Expedited Passenger Screening Program		ation Pr	ogram									1	1
Expedited Passenger Screening Program			ogram			1	1		1			6	9
		OOK								1		1	2
Locks										- 1		4	2
Locks Locks - Missing or Damaged Lock			2	1	1					1		1	2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property			2		1					1		1	6
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	laged/Missing	Items	·C	1	1					1			6
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	laged/Missing	Items	C									1	6 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	laged/Missing	Items	·C							1			6 2 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	laged/Missing	Items	C							1 1 2		1	6 2 2 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	laged/Missing	Items	C							1 2 1		1	6 2 2 2 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	laged/Missing	Items	C							1 1 2		1	6 2 2 2 2 2 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing aged/Missii rrayed Item	Items	C 1	1						1 2 1	1	1	6 2 2 2 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D	aged/Missing aged/Missii rrayed Item	Items	C 1	1						1 2 1	1 1	1	6 2 2 2 2 2 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing aged/Missii rrayed Item	Items	C 1	1			2			1 2 1		1	6 2 2 2 2 2 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D	aged/Missing laged/Missin rrayed Item	Items	C 1	1			2 1			1 2 1	1	1	6 2 2 2 2 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa: Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C	Items	C 1	1						1 2 1	1	1	6 2 2 2 2 2 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C	Items	C 1	1		2	1			1 2 1	1	1	6 2 2 2 2 1 1 1 1 4
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C	Items	C 1	1		2 1	1 1			1 2 1	1	1	6 2 2 2 2 1 1 1 1 4 4 1 3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Deporty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C	Items	C 1	1			1 1 2			1 2 1	1	1	6 2 2 2 2 1 1 1 1 4 4
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C	Items	C 1	1			1 1 2			1 2 1	1	1	6 2 2 2 2 1 1 1 1 4 1 3 7
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C	Wheeld	C 1 1 1 2 2 3 4 4 5 6 7 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8	oter)	1	1	1 1 2 2	8		1 2 1	1	1 1 3 3 1	6 2 2 2 1 1 1 1 4 1 3 7 3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C 1	Wheeld	C 11 1 1 shair or Scool	1	1	1 1 14	1 1 2 2	8		1 2 1	1	1 1 3 3 1	6 2 2 2 2 1 1 1 1 4 1 3 7 3 1 3
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Deroperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Customer Service	laged/Missing laged/Missing rrayed Item Disability (Not 1 ems - Carry-C 1	Wheeld	C 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	oter) 7 9	8 1	1 1 14 2	1 1 2 2 2	8		1 2 1	1	1 1 3 3 1	2 2 2 2 1 1 1 1 1 4 1 3 7 3 1 3 7
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Customer Service Customer Service - TSO	aged/Missing laged/Missingrayed Item Disability (Not 1 ems - Carry-C 1 8 2 2	Wheeld	C 1 1 1 chair or Scool	7 9	8 1 1	1 1 14 2 2	1 1 2 2 2 12 2			1 2 1	1	1 1 3 3 1	6 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	laged/Missing la	Wheeld	C 1 1 1 chair or Scool	oter) 7 9	8 1 1	1 1 14 2 2 2	1 1 2 2 2	8		1 2 1	1	1 1 3 3 1	6 2 2 2 1 1 1 1 1 4 1 3 7 3 7 3 1 3 7
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Derperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	laged/Missing laged/Missing laged/Missing laged/Missing laged/Missing laged la	Wheeld	8 1 1 2 5 3	7 9 1 1 1 3 9	8 1 1	1 1 14 2 2	1 1 2 2 2 12 2 2 5			1 2 1	1	1 1 3 3 1	6 2 2 2 1 1 1 1 1 4 1 3 7 3 7 3 1 3 7 4 9 9 9
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	aged/Missing aged/Missin rrayed Item Disability (Not 1 ems - Carry-C 1 8 2 2 3 - DoD - TSA Applica	Wheeld	8 1 1 5 5 00	7 9	8 1 1	1 1 14 2 2 2 10	1 1 2 2 2 12 2			1 2 1	1	1 1 3 3 1	6 2 2 2 1 1 1 1 1 4 1 3 7 3 7 3 1 3 7

			OA COIILA	ct center (TCC) Data	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Ap	r 05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	tic					1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Patdown		1	1					1					3
Patdown - Flyer			1					1					2
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal M	/ledical Dev	ices	1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols		1										1
Property - Special Handling	2				1	1		2					6
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Damaged It	1							1					2
Property - Special Handling - Missing Iter	ns - Checke	d			1			1					2
Screening	1				1			2					4
Screening - Procedures/Process	1				1			2					4

		ISA	Contact C	enter (100) Data Toc								
Categories	10-Oct 1	1-Nov 1:	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	104	92	105	103	111	103	136	147	83	84	75	82	1,225
2019				28	21	31	45	36	38	38		32	301
				20	41	31	40	30	30	30		32	
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights							3	2	2	3		1	11
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns								2					2
Civil Rights - Perceived Religion										1			1
	41												
Civil Rights - Racial Profiling or Discrimina							1		1	1			3
Civil Rights - Sex/Gender/Gender Identity-	 Not Transgen 	der					2		1			1	4
Customer Service				2	5	11	9	7	6	2	7	6	55
Customer Service - Others							3						3
Customer Service - TSO				2	5	11	6	7	6	2	7	6	
							0		6				52
Locks					1	1			2	2		1	7
Locks - Missing or Damaged Lock					1	1			2	2		1	7
Lost and Found				3	1			1	2	1	1		9
Lost and Found - Airport/TSA				3	1			1	2	1			9
•						4	40					-	
Mishandling of Passenger Property				7	4	4	10	6	5	6		5	54
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry	/-on Lug	3		1	1			2	2		9
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bag	4	4	2	7	6	5	4	5	5	42
Mishandling of Passenger Property - Disa						1	2						3
	l	July Oll Ol	Oncoroa	1	2		1	- 1	2	- 4	2	2	
Patdown						2		1	2	1		2	14
Patdown - Flyer				1	2	2	1	1	2	1		2	14
Persons w/ Disabilities (PWD)				3	2	1	2	1	4	3	4	3	23
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1					1	2
Persons w/ Disabilities (PWD) - Cancer (c		east Cancer	r								2		2
, ,	,	oasi Odlicel											
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medically								1		1			2
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelchair o	or Scooter)				1		2	1		1	5
Persons w/ Disabilities (PWD) - Respirato			,						1				1
		=401b111c11f		4					1			1	
Persons w/ Disabilities (PWD) - Service A				1								1	2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)		1									1
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway		1	2	1			1		1		6
Property - Special Handling		3)		10	4	6	16	15	10	17		9	95
						0				17	0		
Property - Special Handling - Damaged Ite				1	1		2	2	1			1	8
Property - Special Handling - Damaged Ite	ems - Checked			2		1	2	4	3	5	1		18
Property - Special Handling - Missing Item	ns - Carry-On			3	3	3	4	6	2	4	3	4	32
Property - Special Handling - Missing Item				4		2	8	3	4	8	4	4	37
	l						0	- 0					
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				2	2	6	4	3	5	3	2	4	31
Screening - Lengthy Lines							1						1
				1	1	6	3	3	5	2	2	4	27
Screening - Procedures/Process								3	5			4	
				- 1									
Screening - Retrieving Abandoned/Confis	cated Items				1								1
	cated Items			1						1			
Screening - Retrieving Abandoned/Confis	cated Items	47	52			11	4	8	13	1 15		15	1
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020	42	47		1 24	1			8	13		13		1 2 282
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights		47	1	1	1			8	13		13	15	1 2 282 5
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns	42	47		1 24 1	1			8	13		13	15	1 2 282 5 2
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights	42	47	1	1 24	1			8	13	15	13 1 1	15 1	1 2 282 5
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns	42	47	1	1 24 1	1			8	13		13 1 1	15 1	1 2 282 5 2
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service	42 1 1 9		1	1 24 1	38	11				15	13 1 1	15 1	1 2 282 5 2 3
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	42 1 1 1 9 2	8	1 1 12	1 24 1 1 3	1 38 12 1	11		4	2	2	13 1 1 2	15 1 1 2	1 2 282 5 2 3 60 6
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	42 1 1 9	8 1 7	1 12 12	1 24 1 1 3 3 3	1 38 12 1 11	4		4	2	2	13 1 1 2	15 1	1 2 282 5 2 3 60 6 54
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks	42 1 1 1 9 2	8 1 7 2	1 1 12 12 1	1 24 1 1 3 3 3 1	1 38 12 1 11 2	4 4 1		4	2	2 2 1	13 1 1 2 2	15 1 1 2	1 2 282 5 2 3 60 6 54
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	42 1 1 9 2 7	8 1 7 2 2	1 1 12 12 1 1	1 24 1 1 3 3 3 1 1 1	1 38 12 1 1 11 2	4	4	4	2	2 2 1 1	13 1 1 2 2 1 1	15 1 1 2	1 2 282 5 2 3 60 6 54 9
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks	42 1 1 1 9 2	8 1 7 2	1 1 12 12 1	1 24 1 1 3 3 3 1	1 38 12 1 11 2	4 4 1		4	2	2 2 1	13 1 1 2 2 1 1	15 1 1 2	1 2 282 5 2 3 60 6 54
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	42 1 1 9 2 7	8 1 7 2 2	1 1 12 12 1 1	1 24 1 1 3 3 3 1 1 1	1 38 12 1 1 11 2	4 4 1	4	4	2	2 2 1 1	13 1 1 2 2 2 1	15 1 1 2	1 2 282 5 2 3 60 6 54 9 9 12
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	42 1 1 9 2 7	8 1 7 2 2 3 3	1 1 12 12 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 2	1 38 12 1 1 11 2 2 1	4 4 1 1	1 1	4 1 3	2 1 1	2 2 1 1 1 1	13 1 1 1 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	42 1 1 9 2 7	8 1 7 2 2 3 3 10	1 1 12 12 1 1 1 1 1 10	1 24 1 1 3 3 3 1 1 1 2	1 38 12 1 11 2 2 1 1 1 8	4 4 1	4	4	2 1 1 1	2 2 1 1 1	13 1 1 1 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	42 1 1 9 2 7	8 1 7 2 2 3 3 10	1 1 12 12 1 1 1 1 1 1 10 2	1 24 1 1 3 3 3 1 1 1 2 2 2 5 5	1 38 12 1 11 2 2 1 1 1 1 8 2	4 4 1 1	1 1 1	4 1 3	2 1 1 1 3 3 1	2 2 1 1 1 1 1	13 1 1 2 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	42 1 1 9 2 7	8 1 7 2 2 3 3 3 10 1	1 1 12 12 1 1 1 1 1 10 2 8	1 24 1 1 3 3 3 1 1 1 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1	4 1 3	2 1 1 1	2 2 1 1 1 1	13 1 1 2 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	42 1 1 9 2 7	8 1 7 2 2 3 3 3 10 1	1 1 12 12 1 1 1 1 1 10 2 8	1 24 1 1 3 3 3 1 1 1 2 2 2 5 5	1 38 12 1 11 2 2 1 1 1 1 8 2	4 4 1 1	1 1 1	4 1 3	2 1 1 1 3 3 1	2 2 1 1 1 1 1	13 1 1 2 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	42 1 1 9 2 7	8 1 7 2 2 3 3 10 1 9 Carry-on or	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 Checked	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1	2 2 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	42 1 1 9 2 7 7 3 3 3 9 1 8 rrayed Items(8 1 7 2 2 2 3 3 10 1 9 Carry-on or (2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 8 Checked 2	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 5 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1	2 2 2 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	42 1 1 9 2 7 7 3 3 9 1 8 8	8 1 7 2 2 3 3 10 1 9 Carry-on or	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 Checked	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1	2 2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 5 10 9
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items(8 1 7 2 2 2 3 3 10 1 1 9 Carry-on or (2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 8 Checked 2 2	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	3 1 1 1	2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 12 12 61 8 48 5 10 9 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	42 1 1 9 2 7 7 3 3 9 1 8 8 rrayed Items—0	8 1 7 2 2 2 3 3 10 1 9 Carry-on or (2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 5 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1	2 2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 5 10 9
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	42 1 1 9 2 7 7 3 3 9 1 8 8 rrayed Items—0	8 1 7 2 2 2 3 3 10 1 9 Carry-on or (2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	3 1 1 1	2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 12 12 61 8 48 5 10 9 1
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-0 3 3 general) Not Bri	8 1 7 2 2 3 3 10 1 1 9 Carry-on or (2 2 4 east Cancer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-0 3 3 general) Not Bri	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 15 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	42 1 1 9 2 7 3 3 9 1 8 rrayed Items(3 3 9 1 Not Bra //Developm	8 1 7 2 2 3 3 10 1 1 9 Carry-on or (2 2 4 east Cancer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 600 6 54 9 9 12 12 61 8 48 5 10 9 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-(3 3 9 1 7 Developm 2	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2	13 1 1 2 2 2 1 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 4
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-(3 3 9 1 7 Developm 2	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 1 1 1 1 1 1 1	13 1 1 2 2 2 1 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 600 6 54 9 9 12 12 61 8 48 5 10 9 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	42 1 1 9 2 7 3 3 9 1 8 rrayed Items(3 3 9 1 8 rrayed Items(1 7 Developm	8 1 7 2 2 3 3 3 10 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2	13 1 1 2 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 4
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Respirato	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items(3 3 3 general) Not Bra //Developm 2 1 bry and Inhaler	8 1 7 2 2 3 3 3 10 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1 1 4 4 4 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-(3 3 9 1 1 8 rrayed Items-(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1 4 4 4 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	42 1 1 9 2 7 3 3 9 1 8 rrayed Items-0 3 3 general) Not Bri //Developm 2 1 ory and Inhaler varimals version (pair	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 4 4 4 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato	42 1 1 9 2 7 3 3 9 1 8 rrayed Items-0 3 3 general) Not Bri //Developm 2 1 ory and Inhaler varimals version (pair	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1 4 4 4 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	42 1 1 9 2 7 3 3 9 1 8 rrayed Items-0 3 3 general) Not Bri //Developm 2 1 ory and Inhaler varimals version (pair	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	2 1 1 3 1 1	2 2 2 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 2 1 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 4 4 4 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	42 1 1 9 2 7 3 3 9 1 8 srrayed Items-0 3 3 general) Not Bri //Developm 2 1 bry and Inhaler unimals ersion (pair	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 Equipment 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 2 5 5 5 2 2 1 1 1	1 38 12 1 1 11 2 2 1 1 1 8 2 4 2	11 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	2 2	2 1 1 3 3 1 1 1 1	2 2 2 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1 1	13 1 1 2 2 2 1 1 1 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-(3 3 3 general) Not Bra //Developm 2 1 bry and Inhaler vnimals ersion (pair air/ Scooter/ 1 1 6 3 3 3	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 1 13 1 4 8 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 2 2 5 5 5 2 2 1 1 1 7 7 3 2 2 2 2 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1	11 4 4 1 1 1 1 1 1	1 1 1 1 1 1	1 1 1	2 1 1 1 1 1 1 1 1 1 2	155 2 2 2 1 1 1 1 1 1 1 1 1 1 4 2 1 1 1 3 1 2	13 1 1 2 2 1 1 1 5 5	15 1 1 2 2 2 5 1 3 1 1	1 2 282 5 2 3 60 6 54 9 9 12 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nespirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilies (PWD) - Service A Persons w/ Disabilies (PW	42 1 1 9 2 7 3 3 3 9 1 8 rrayed Items-(3 3 3 general) Not Bra //Developm 2 1 bry and Inhaler unimals ersion (pair air/ Scooter) 11 1 6 3 3 3 3 18	8 1 7 2 2 3 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 1 13 1 4 8 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 2 2 1 1 1 7 7 3 2 2 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1	11 4 4 1 1 1 1 1 1	1 1 1 1 1 23	1 1 1 1 1	2 1 1 1 3 3 1 1 1 1 1 1 2 3 2	155 2 2 2 1 1 1 1 1 1 1 1 2 1 1 1 1 2 1	13 1 1 2 2 1 1 1 5 5	15 1 1 2 2 2 5 1 3 1 1	1 2 282 5 2 3 600 6 6 54 9 9 12 12 61 8 48 5 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-(3 3 3 general) Not Bra //Developm 2 1 bry and Inhaler vnimals ersion (pair air/ Scooter/ 1 1 6 3 3 3	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 1 13 1 4 8 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 2 2 5 5 5 2 2 1 1 1 7 7 3 2 2 2 2 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1	11 4 4 1 1 1 1 1 1	1 1 1 1 1 1	1 1 1	2 1 1 1 1 1 1 1 1 1 2	155 2 2 2 1 1 1 1 1 1 1 1 1 1 4 2 1 1 1 3 1 2	13 1 1 2 2 1 1 1 5 5	15 1 1 2 2 2 5 1 3 1 1	1 2 282 5 2 3 60 6 54 9 9 12 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

) Data Too								
ries	10-Oct 11	-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 04	1-Apr 0	5-May (6-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Hair Patdowns								1			1		2
Civil Rights - Racial Profiling or Discrimin	1									1		1	;
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	er							2				
Civil Rights - Transgender Screening							1				2		
Claims			1										
Claims - General			1										
Current Topic			- '		1								
					1								
Current Topic - Current Topic					1								
Customer Service		2	3	6	2	3	8	12	5	10	7	3	6
Customer Service - Others			1			1		1		1			
Customer Service - TSO		2	2	6	2	2	8	11	5	9	7	3	5
Duplicate E-mail									1		1		
Duplicate E-mail - General									1		1		
Expedited Passenger Screening Program					0	0	0	10		44			
	D.D.				2	6	6	10	15	11			8
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program			n				1	4	1	2		1	
Expedited Passenger Screening Program	- TSA PreChect	k			2	6	5	6	14	9	10	21	7
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domest	tic											1	
Locks	1	1						1					
Locks - Missing or Damaged Lock	1	1						1					
Lost and Found	2					1				1			
Lost and Found - Airport/TSA	2					1				1			
Mishandling of Passenger Property	5	4	2	2			2	2		1	1		1
Mishandling of Passenger Property - Dam	naged/Missing It	emsCarry	/-on Luggao	ne			1						
Mishandling of Passenger Property - Dam		4	2	2			1	2		1	1		1
No Jurisdiction	1	7	1	_			ı			- 1			l
No Jurisdiction - Refer to Other			1										
Patdown					1		1	2	1				
Patdown - Flyer					1		1	2	1				
Persons w/ Disabilities (PWD)	2									1			
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Hearing I													
Persons w/ Disabilities (PWD) - Metal Imp	plants (Joint)									1			
Prohibited & Permitted Items					1				1	1	2	1	
Prohibited & Permitted Items - Alcohol an	d Tobacco								1				
Prohibited & Permitted Items - Electronic	Devices									1			
Prohibited & Permitted Items - Food/Beve	erages				1						1	1	
Prohibited & Permitted Items - Medication		dically Ne	cessary Ite	me							1		
			ocoodiy itol		4	0	4	2	_	4			
Property - Special Handling	5	2		1	4	2	1	3	5	4			3
Property - Special Handling - Damaged It		1				1			3	1		_	
Property - Special Handling - Damaged It	1				3	1		1	2	2	2	1	13
Property - Special Handling - Missing Iten	1						1						2
Property - Special Handling - Missing Iten	т 3	1		1	1			2		1		1	10
Screening	2	1		1		1	4	1	2	1	2	3	18
Screening - Inconsistency				1				1		1		3	(
Screening - Procedures/Process	2	1		- '		1	4	- '	2	- '	1		1
		1				1	4						
Screening - Shoe Screening											1		
022	44	35	46	41	41	48	64	71					390
Airline			1										1
Airline - Policy/Regulations/Service			1										*
	1		1	2			1	1					
Civil Rights	1			2				1					(
Civil Rights Civil Rights - Perceived Religion	1			2			1						(
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race			1	1				1					2
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin	i 1		1	1			1	1					2
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service	1 8	4	1 5	1 1 2	5	4	1	1					; ;
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin	i 1	4 4	1	1	5 5	4 4	1	1					; ;
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO	8 8 8		1 5	1 1 2			1	1					; 4
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program	8 1 8 8 8 27	4	1 5 5	1 1 2 2	5	4 36	6 6	1 7 7					4 4 27
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	8 1 8 8 8 27	4 28	1 5 5	1 1 2 2 2 27	5 27	4 36 1	6 6	1 7 7 53					4 4 27
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	8 1 8 8 27 a - DoD	4 28 3	1 5 5 30	1 1 2 2 2 27	5 27 1	4 36 1 2	6 6 46	1 7 7 53					4 4 27
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 8 8 8 27 1 - DoD 1 1 26	4 28 3 25	1 1 5 5 30	1 1 2 2 2 27	5 27	4 36 1	6 6 46	1 7 7 53					4 4 27 1 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 8 8 8 27 1 - DoD 1 1 26	4 28 3 25	1 1 5 5 30	1 1 2 2 2 27	5 27 1	4 36 1 2	6 6 46	1 7 7 53					4 4 27
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 8 8 8 27 1 - DoD 1 1 26	4 28 3 25	1 1 5 5 30	1 1 2 2 2 27	5 27 1	4 36 1 2	6 6 46	1 7 7 53					4 4 27 1 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 8 8 8 27 1 - DoD 1 1 26	4 28 3 25	1 1 5 5 30	1 2 2 27 3 24	5 27 1	4 36 1 2	6 6 46 45	1 7 7 53					4 4 4 27- 1: 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA	1 8 8 8 27 1 - DoD 1 1 26	4 28 3 25 ployees - 0	1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24	5 27 1	4 36 1 2	6 6 6 46 45 1	1 7 7 53 5 48					4 4 4 27 1 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 8 8 27 1 - DOD 1 26 - TSA/DHS Em	4 28 3 25 ployees - 0	1 1 5 5 5 30 20 20 10 10	1 1 2 2 27 3 24 1 1	5 27 1	4 36 1 2	6 6 6 46 45 1 1	1 7 7 7 53 5 48					4 4 4 27 11 25 11
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 8 8 8 27 1 - DoD 1 1 26 1 - TSA/DHS Em	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24	5 27 1	4 36 1 2	6 6 6 46 45 1 1 1	1 7 7 53 53 5 48 2 1					4 4 27 1 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr	1 8 8 8 27 1 - DoD 1 1 26 1 - TSA/DHS Em	4 28 3 25 ployees - 0	1 1 5 5 5 30 20 20 10 10	1 1 2 2 27 3 24 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1	1 7 7 7 53 5 48 2 1 1 1					4 4 27 1! 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	1 8 8 8 27 1 - DoD 1 1 1 26 1 - TSA/DHS Em	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1	5 27 1	4 36 1 2	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					4 4 27·
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr	1 8 8 8 27 1 - DoD 1 1 1 26 1 - TSA/DHS Em	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1					4 4 27·
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	1 8 8 8 27 1 - DoD 1 1 1 26 1 - TSA/DHS Em	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					(4 4 4 27 4 11 25 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP	1 8 8 8 27 1 - DoD 1 1 1 26 1 - TSA/DHS Em	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					11 255
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	a 1 8 8 27 1- DoD 1 1 26 1- TSA/DHS Emplanged/Missing Ite	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 2 2 27 3 24 1 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					11 255
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties - Gener	a 1 8 8 27 1- DoD 1 1 26 1- TSA/DHS Emplanaged/Missing Itenaged/Missing It	4 28 3 25 ployees - (1 1 5 5 5 30 20 20 1 1	1 2 2 27 3 24 1 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					11 25 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	a 1 8 8 27 1- DoD 1 1 26 1- TSA/DHS Emplanged/Missing Ite	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 2 2 27 3 24 1 1 1	5 27 1	4 36 1 2 33	6 6 6 46 45 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					2 4 4 4 2 2 4 4 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children	1 8 8 8 27 - DoD 1 1 26 - TSA/DHS Emplored Missing Itemaged/Missin Itemaged/Mi	4 28 3 25 ployees - (1 1 5 5 5 30 20 20 1 1	1 2 2 27 3 24 1 1 1	5 27 1	4 36 1 2 33	6 6 46 45 1 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					10 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer	1 8 8 8 27 DoD 1 1 26 TSA/DHS Employed Missing Itemaged/Missing Item	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33	6 6 6 46 45 1 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					2 44 44 272 272 257 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children	1 8 8 8 27 - DoD 1 1 26 - TSA/DHS Emplored Missing Itemaged/Missin Itemaged/Mi	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 2 2 27 3 24 1 1 1	5 27 1	4 36 1 2 33	6 6 46 45 1 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					2 4 4 4 2 2 4 4 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Children Patdown / Disabilities (PWD)	1 8 8 8 27 - DoD 1 1 26 1 - TSA/DHS Employers aged/Missing Iteration 1 1 1 2	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1	6 6 6 46 45 1 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					14 44 277 11 255
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	a 1 8 8 8 27 1- DoD 1 26 1- TSA/DHS Employed (Missing Itemaged (Missing Itemaged (Missing Itemaged Ite	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1	6 6 46 45 1 1 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					4 4 27. 1. 25
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Capers	1 8 8 8 27 1- DoD 1 10 26 1- TSA/DHS Employers 1 1 1 1 2 ancer 1 1 1 8 8 8 8 1 27 1 1 1 1 2 1 1 2 1 1 1 1 1 1 2 1 1 1 1	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1 1 1	6 6 46 45 1 1 1 1 1	1 7 7 53 5 48 2 1 1 1					(4 4 4 27 27 27 25 25 25 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 8 8 8 27 1- DoD 1 10 26 1- TSA/DHS Employers 1 1 1 1 2 ancer 1 1 1 8 8 8 8 1 27 1 1 1 1 2 1 1 2 1 1 1 1 1 1 2 1 1 1 1	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1 1 4	6 6 46 45 1 1 1 1 1	1 7 7 7 53 5 48 2 1 1 1 1					11 25 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Oognitive Persons w/ Disabilities (PWD) - Diabetes	1 8 8 8 27 DoD 1 1 1 26 TSA/DHS Employment	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1 1 1	6 6 46 45 1 1 1 1 1	1 7 7 53 5 48 2 1 1 1					2 44 44 272 272 257 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 8 8 8 27 DoD 1 1 1 26 TSA/DHS Employment	4 28 3 25 ployees - (1 1 5 5 30 30 Opt In	1 1 2 2 27 3 24 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1 1 4	6 6 46 45 1 1 1 1 1	1 7 7 53 5 48 2 1 1 1					2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
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Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Osperial Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I	a 1 8 8 27 1 - DoD 1 26 1 26 1 - TSA/DHS Employers aged/Missing Itemaged/Missing Itemaged/Missin 1 1 2 ancer 1 1 y Necessary Medical Property	4 28 3 25 ployees - 0 1 emsC 1	1 1 5 5 5 30 Opt In 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 2 7 3 24 1 1 1 1 1 3	5 27 1 26	4 36 1 2 33 1 1 1 4	6 6 46 45 1 1 1 1 1	1 7 7 53 5 48 2 1 1 1					6 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown Patdown - Children Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Company Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medicall	a 1 8 8 8 27 1- DoD 1 10 26 1- TSA/DHS Employed Missing Items aged/Missing Items aged/Missing Items aged/Missin 1 1 2 ancer 2 1 1 y Necessary MecDisability (Not W	4 28 3 25 ployees - 0 1 emsC 1	1 1 5 5 5 30 Opt In 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 27 3 24 1 1 1 1 1	5 27 1 26	4 36 1 2 33 1 1 1 4	1 6 6 6 46 45 1 1 1 1 1 1	1 7 7 53 5 48 2 1 1 1					15 255 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
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10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1		4	1	5		1						12
ems - Carry	-On	2	1	1		1						5
ems - Check	red	1										1
ns - Carry-O	n	1		2								3
1				2								3
4	2	2	3	2	2	5	6					26
			1		1		2					4
4	2	2	1	2	1	4	4					20
cated Items			1			1						2
	1 ems - Carry ems - Check ns - Carry-O 1 4	10-Oct 11-Nov 1 ems - Carry-On ems - Checked ns - Carry-On	10-Oct 11-Nov 12-Dec 4 4 4 2 2 4 12-Dec 1 4 4 4 4 2 2 2 4 4 2 2	10-Oct 11-Nov 12-Dec 01-Jan 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 4 1 5 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 4 1 5 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1	1 4 1 5 1 ems - Carry-On 2 1 1 1 1 ems - Checked 1 es - Carry-On 1 2 1 2 4 2 2 3 2 2 5 6 4 2 2 1 2 1 4 4

egories	10-Oct	11-Nov	12-D	ec	01-Jan	02-	Feb	03-Mar	04-Apı	05-	-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IEI		2		1		2	2	1		2	1	2	2	2	1	
2019												2	1	1	1	
Civil Rights															1	
Civil Rights - Racial Profiling or Discrimin	ation														1	
Customer Service														1		
Customer Service - TSO														1		
Property - Special Handling												2	1			
Property - Special Handling - Damaged II	ems - Carry	-On										1				
Property - Special Handling - Damaged II	ems - Checl	ked											1			
Property - Special Handling - Missing Iter	ns - Checke	d										1				
2020		2		1		1							1	1		
Civil Rights						1										
Civil Rights - Racial Profiling or Discrimin	ation					1										
Mishandling of Passenger Property		1														
Mishandling of Passenger Property - Dan	ı naged/Missir	1														
Patdown				1												
Patdown - Flyer				1												
Property - Special Handling													1			
Property - Special Handling - Missing Iter	ns - Checke	d											1			
Screening		1												1		
Screening - Inconsistency														1		
Screening - Procedures/Process		1														
2021							1	1								
Patdown							1									
Patdown - Flyer							1									
Persons w/ Disabilities (PWD)								1								
Persons w/ Disabilities (PWD) - Wheelch	ı air/ Scooter/	Segway						1								
2022		3 ,				1	1			2	1					
Civil Rights						•	-			_	1					
Civil Rights - Not Specified											1					
Expedited Passenger Screening Program										1						
Expedited Passenger Screening Program	- TSA PreC	Check								1						
Mishandling of Passenger Property										1						
Mishandling of Passenger Property - Disa	rraved Item	sCarry-or	or Che	cked						1						
Property - Special Handling	,	. ,					1									
Property - Special Handling - Missing Iter	ns - Checke	d					1									
Screening						1										
Screening - Procedures/Process						1										

Memory March Mar	October				act Center (1									
Section Sect	Categories					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced imaging Technology (AIT) 1977 1		43	30) 5									47	566
Anisotrate langily Transverge (1877 - Pipir Child Rights - Resear Puttling or Exercisation Child Rights - Research Puttling - Research Puttl	2019				5	10	16	14	8	12	16	11	17	109
Cold Rigits	Advanced Imaging Technology (AIT)					1								1
Carl Spets - She Petrotrons Ca	Advanced Imaging Technology (AIT) - Fly	er				1								1
Color Special Personal Per	Civil Rights					1	1	1			1		1	5
Customer Environce -	Civil Rights - Hair Patdowns										1			1
Customer Environce -		ation				1	1	1					1	4
Customs Review - 7000 Customs Review - 7000 Leases - Mistary or Danasgoal Look Leases - Mistary or Danasgoal Look Mistarship of Passagoal Proporty - Danasgoal Look Mistarship of Passagoal Proporty - Danasgoal Look Mistarship of Passagoal Proporty - Danasgoal Mistary Barea-Carpon Logogap Mistarship of Passagoal Proporty - Danasgoal Mistary Barea-Carpon Logogap Mistarship of Passagoal Proporty - Danasgoal Mistary Barea-Carpon Codesce July 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					1	4	7		1	3	6	4	3	33
Cancert Farriers 120												-		3
Locks - Maining or Damaged Lock Locks - Maining or Damaged Lock Locks - Maining or Damaged Lock Minimaring or Damaged Lock Minimaring of Patterney Property - Damaged Mesting Items - Chryston Luggage Minimaring of Patterney Property - Damaged Mesting Items - Chryston Luggage Minimaring of Patterney Property - Damaged Mesting Items - Chryston Contends Minimaring of Patterney Property - Damaged Mesting Items - Chryston Contends Patterney - Patterney - Damaged Mesting Items - Chryston Contends Patterney - Patterney - Damaged Mesting Items - Chryston Contends Person William - Patterney - Damaged Mesting Items - Chryston Contends Person William - Chryston Contends					- 1	- 1		4	- '	2		1	2	
Locks - Minary of Demanged Lock 1 1 2 2 1 4 4 2 4 4 4 4 4 4 4						4				3	5	4		
Minharding of Descenge Property Descended Asserting Stems - Clarry on Luggings 2														4
Minhardurg of Peasurger Plough - DumpgathKeining Illems - Decise Sill 2														4
Misharding of Persenger Property - Demargabilishering Brans-Checked Big 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 1 7					2	1	4	4	2	4		4	23
Mahaduling of Passarger Proporty - Distriction Control 1	Mishandling of Passenger Property - Dam	aged/Missing	Items(Carry-on Li	ıggage						1			1
Michaelling of Deserger Priperty - Charayed Items- Carry on or Cheeked	Mishandling of Passenger Property - Dam	aged/Missing	Items0	Checked B	aç 2	1		4	4	1	3		4	19
Patison	Mishandling of Passenger Property - Disa	rraved Items-	-Carry-o	n or Check	ed	1	1			1				3
Pedaton - Piper at Cherrent 1		,					1		1	1		2	1	6
Pattown - Pyter at Observer														5
Persons of Unachillines (PWD) - Authern Spectrum Persons of Olacabillines (PWD) - Authern Spectrum Persons of Olacabillines (PWD) - Deveat Carborn Persons of Olacabillines (PWD) - Deveat Carborn Persons of Olacabillines (PWD) - Mobility Decabling Devices Persons of Olacabillines (PWD) - Mobility Decabling Devices of the Carborn of Car							- '							
Persons w Disabilities (PWID) - Audient Spectum														1
Persons or Disabilities (PWD) - Broad Actionary 1	. ,								1		1	2		6
Persons of Deathlittee (PWD) - Informal Medical Devices 1								1						1
Pensors w Olizabillise (PWD) - Moreholisty Disability (Net Wheelstain of Seculery 1 2 2 5 7 7 2 6 7 7 7 7 7 7 7 7 7	Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					1
Persons w Disabilities (PVID) - Wheelchards Societ's Segrey Poperty - Special Hamiling - Damaged them - Carry-On 1	Persons w/ Disabilities (PWD) - Internal M	ledical Device	es					1						1
Persons w Disabilities (PVID) - Wheelchards Societ's Segrey Poperty - Special Hamiling - Damaged them - Carry-On 1	Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcl	hair or Sco	oter)						1			1
Property - Special Handling - Damaged Idens - Cherk-On 1					,							2		2
Property-Special Hamiling- Chamaged interns - Carry-On 1			-3)		1		1	1	1	3	3			15
Properly - Special Handling - Charaged Interns - Checked		ome Corny C	ın				- '						0	5
Property - Special Handling - Missing Interns - Checked					1						1		4	
Property - Special Handling - Missing Items - Checked			u											1
Screening 1								1		1				4
Screening - FroethursProcess	Property - Special Handling - Missing Item	s - Checked					1		1		1	1	1	5
Screening - Procedures Process 1 3 3 1 3 1 5 1 1 1 1 1 1 1 1	Screening				1	1	4	1		3	1	1	3	15
Screening - Procedures Process 1 3 3 1 3 1 5 1 1 1 1 1 1 1 1	Screening - Lengthy Lines						1	1						2
Screening - Febrieving Abundoned/Confiscated letres					1		3			3	1	1	3	12
TSA Contact Information - General 1 1 200 1 2020 7 8 21 7 7 7 2 4 8 13 9 8 10 10 10 10 10 10 10		cated Items			'	- 1				0	· '		0	1
TSA Contact Information - General		Lateu items												
2020														1
Civil Rights - Hair Patdowns Chill Rights - Racial Profiling or Discrimination Chill Rights - Ra														1
Civil Rights - Hair Patidowns		7	8	3 2			7	2	4		13		8	101
Cutoff Rights - Secent profiling or Discrimination 1	Civil Rights				1	1				1		1	1	5
Customer Service	Civil Rights - Hair Patdowns					1								1
Customer Service	Civil Rights - Racial Profiling or Discrimina	ation								1		1	1	3
Customer Service - Others			nonial Ite	ame	1							•		1
Customer Service - Others						2	- 1			- 4	2	- 1	2	
Customer Service - TSO		3		ı	5 2	3	- 1			- 1	3	- 1		
Locks		_												
Mishandling of Passenger Property - Damaged Missing Items—C		3	1	1	5 2		1			1	3	1	1	21
Mishandling of Passenger Property - Damagod/Missing Items-C 1	Locks					1								1
Mishandling of Passenger Property - Dam aged/Missing Items-C 1 2 1 1 1 1 1 1 1 1	Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property	2	4	1	6 2		1			2	2	1	1	21
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property - Dam	aged/Missing	Items0	0	1							1		2
Mishandling of Passenger Property - Disa					3 2		1			2	1		1	11
Patdown							•							8
Patdown - Flyer				•	1		4		2			- 1	- 1	
Persons w/ Disabilities (PWD) - Cancer (\$ 1					1		1						1	6
Persons w Disabilities (PWD) - Ceneral 1 1 1 1 1 1 1 1 1	•						1		2					6
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Nespiratory and Inhaler Equipment 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD)	1			1		1					1	1	5
Persons w/ Disabilities (PWD) - Ostomy/Östomates	Persons w/ Disabilities (PWD) - Cancer (d	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 2 8 1 2 3 2 1 4 8 3 2 3 3 3 3 4 2 5 3 3 3 3 4 2 5 3 3 3 3 3 3 3 3 3	Persons w/ Disabilities (PWD) - General											1	1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 2 8 1 2 3 2 1 4 8 3 2 3 3 3 3 4 2 5 3 3 3 3 4 2 5 3 3 3 3 3 3 3 3 3	Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates			1									1
Property - Special Handling			r Fauinm				1							1
Property - Special Handling - Damaged Items - Carry-On		ny ana minaic			0 1	2		2	- 1	4	0	2	2	
Property - Special Handling - Damaged Items - Checked 2									ı		0	3		
Property - Special Handling - Missing Items - Cerry-C														3
Property - Special Handling - Missing Items - Checke						2		1	1	1	1		2	12
Screening - Lengthy Lines							1							3
Screening - Lengthy Lines 1	Property - Special Handling - Missing Item	ns - Checke	1	1	4			1		2	7	3		18
Screening - Procedures/Process		1	1	1	1				1			1		5
Screening - Procedures/Process	Screening - Lengthy Lines								1					1
2021 13	0 0,	1	1	1	1							1		4
Civil Rights - Age						4	11	11	11	10	20	18	22	133
Civil Rights - Age						•								3
Civil Rights - Racial Profiling or Discrimination	ŭ .											- '		
Customer Service 4 2 4 3 3 3 3 4 2 5 33 Customer Service - TSO 4 2 4 3 3 3 3 4 2 5 33 Expedited Passenger Screening Program 1 3 4 9 8 11 3 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 11 33 4 9 8 </td <td><u> </u></td> <td>41</td> <td></td> <td></td> <td></td> <td></td> <td><u> </u></td> <td></td> <td></td> <td></td> <td>-</td> <td>4</td> <td></td> <td></td>	<u> </u>	41					<u> </u>				-	4		
Customer Service - TSO 4 2 4 3 3 3 3 4 2 5 33 Expedited Passenger Screening Program TSA Population Program 2 1 3 4 9 8 11 31 Expedited Passenger Screening Program - TSA Application Program TSA PreCheck 2 1 2 4 8 5 9 3 Expedited Passenger Screening Program - TSA PreCheck 2 1 2 4 8 5 9 3 Expedited Passenger Screening Program - TSA PreCheck 2 1 2 4 8 5 9 3 Expedited Passenger Screening Program - TSA Port Check 2 1 2 4 8 5 9 3 Expedited Passenger Screening Program - TSA PreCheck 2 1 2 4 8 5 9 3 Expedited Passenger Screening Program - TSA Port Check 2 1 2 4 8 5 9 3 Hazardous Materials Safety - General 1 1 1 1 1 1 <td></td> <td></td> <td></td> <td></td> <td>•</td> <td></td> <td></td> <td></td> <td>_</td> <td>_</td> <td></td> <td></td> <td>_</td> <td>2</td>					•				_	_			_	2
Expedited Passenger Screening Program 2 1 3 4 9 8 11 33														33
Expedited Passenger Screening Program - TSA Application Program 1		4			2 4	3		3		3		2	5	33
Expedited Passenger Screening Program - TSA PreCheck	Expedited Passenger Screening Program						2	1	3	4	9	8	11	38
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	Expedited Passenger Screening Program	- TSA Applica	ation Pro	gram					1		1	2	2	6
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	Expedited Passenger Screening Program	- TSA PreCh	eck				2	1	2	4	8	5	9	31
Hazardous Materials Safety 1				es - Ont In										1
Hazardous Materials Safety - General		TO/ VETTO E	inployee	o optiii				1						<u>.</u>
Human Capital 1 Human Capital - Prospective Employment with TSA 1 Locks 1 1 1 Locks - General 1 1 1 Locks - Missing or Damaged Lock 1 1 1 1 Lost and Found 1 1 2 1 1 1 1 Lost and Found - Airport/TSA 1 1 2 2 1 1 1 1 Mishandling of Passenger Property 3 1 1 2 2 1 1 1 1	·													
Human Capital - Prospective Employment with TSA 1<								1						1
Locks 1 1 1 1 1 1 1 4 <td>·</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td>1</td>	·										1			1
Locks - General 1 Locks - Missing or Damaged Lock 1 1 1 1 Lost and Found 1 1 1 1 Lost and Found - Airport/TSA 1 1 2 2 1 1 1 1 Mishandling of Passenger Property 3 1 1 1 2 2 1 1 1 1	Human Capital - Prospective Employment	with TSA									1			1
Locks - General 1 Locks - Missing or Damaged Lock 1 1 1 1 Lost and Found 1 1 1 1 Lost and Found - Airport/TSA 1 1 2 2 1 1 1 1 Mishandling of Passenger Property 3 1 1 1 2 2 1 1 1 1	Locks	1						1	1		1			4
Locks - Missing or Damaged Lock 1 1 1 1 Lost and Found 1 1 1 2 Lost and Found - Airport/TSA 1 1 2 2 1 1 1 1 Mishandling of Passenger Property 3 1 1 1 2 2 1 1 1 1	Locks - General								1					1
Lost and Found 1 Lost and Found - Airport/TSA 1 Mishandling of Passenger Property 3 1 1 2 2 1 1 1		1						1			1			3
Lost and Found - Airport/TSA 1 Mishandling of Passenger Property 3 1 1 2 2 1		<u>'</u>			4						'			1
Mishandling of Passenger Property 3 1 1 1 2 2 1 1 1 1:														
	·	_												1
Michandling of Passanger Property - Damaged/Missing Itams C 4						1	2	2				1	1	13
Mishandling of Passenger Property - Damaged/Missing ItemsC 1 1	Mishandling of Passenger Property - Dam	aged/Missing	Items0	3	1						1			2

ories	10-Oct 11		SA Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	3	.104	12-000	1	1	1	04-Ар і		oo-oun	or-out	00-Aug	0 э-зер 1	iota
Mishandling of Passenger Property - Dam		orm/	n Charlerd	1	1	1	2				1	1	
Mishandling of Passenger Property - Disa	rayed itemsC	arry-on c	r Cnecked			1							
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown								1		1	1		
Patdown - Flyer								1		1			
Patdown - General											1		
Persons w/ Disabilities (PWD)	1			1		2		1			1	1	
Persons w/ Disabilities (PWD) - Breast Ca						1							
Persons w/ Disabilities (PWD) - Diapers/G		nae/Mae	ke								1		
Persons w/ Disabilities (PWD) - Medical D				1							- '		
. ,								4				4	
Persons w/ Disabilities (PWD) - Mobility D		neeichai	r or Scooler)				1				1	
Persons w/ Disabilities (PWD) - Prosthesi													
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Seg	jway				1							
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Chemical/F	lousehold Produ	ucts									1		
Property - Special Handling	4	1	1				2	1	3	2	1	3	
Property - Special Handling - Damaged Ite	ems - Carry-On							'		2		3	
Property - Special Handling - Damaged Ite			1					1				1	
			- 1					I					
Property - Special Handling - Missing Item									1			2	
Property - Special Handling - Missing Item	2	1					2		2		1		
Screening				1		4	1	1			2		
Screening - Inconsistency						1					1		
Screening - Procedures/Process				1		3	1	1			1		
2022	23	21	29	17	16	44	27	46					
Civil Rights	2		1			1	1						
Civil Rights - Headwear							1						
-	4						į.						
Civil Rights - National Origin	1												
Civil Rights - Race						1							
Civil Rights - Racial Profiling or Discrimina	1		1										
Claims				1									
Claims - General				1									
Customer Service	6	3	4	2	2	4	5	8					
Customer Service - TSO	6	3	4	2	2	4	5	8					
Duplicate E-mail			1										
Duplicate E-mail - General			1										
·	40	47		4.4	0	00	40	00					
Expedited Passenger Screening Program	13	17	16	14	9	36	19	28					
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program	1	2		3	1	1	1	1					
Expedited Passenger Screening Program	12	15	14	10	8	35	18	27					
Expedited Passenger Screening Program	- TSA/DHS Emp	oloyees	2										
Locks								1					
Locks - Missing or Damaged Lock								1					
			4					2					
Mishandling of Passenger Property	100.00		1										
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCh	ecked Bagga	age				2					
Patdown	1		3		3								
Patdown - Children			1		1								
Patdown - Flyer	1		2		2								
Persons w/ Disabilities (PWD)	•						1	2					
Persons w/ Disabilities (PWD) - General							- 1	1					
` ,	Acuicos Attach	ad to the	Dody				4						
Persons w/ Disabilities (PWD) - Medical D			воау				1	1					
Persons w/ Disabilities (PWD) - Wheelcha	ıır/ Scooter/ Seg							1					
Property - Special Handling		1				2		1					
Property - Special Handling - Damaged Ite	ems - Carry-On							1					
Property - Special Handling - Damaged Ite						1							
Property - Special Handling - Missing Item		1											
Property - Special Handling - Missing Item		- 1				1							
	A CHECKER		2					^					
Screening	1		3		2	1	1	3					
					1								
Screening - Inconsistency Screening - Procedures/Process	1		3		1	1	1	3					

	40 Oct 44	Nov. 40	Contact Cen				OE 14	06 1	07 11	00 4	00 0	T-4-
gories						04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
E	7	7	4	6	7 ;		17	4	3	2	6	
2019				1	1 '	1	1	3	1			
Civil Rights								1				
Civil Rights - Racial Profiling or Discrimina	ation							1				
Customer Service						1						
Customer Service - TSO						1						
Mishandling of Passenger Property									1			
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCheck	ed Baggage						1			
Patdown				1			1	1				
Patdown - Flyer				1			1	1				
Property - Special Handling					1							
Property - Special Handling - Damaged Ite	ms - Checked				1							
	ilis - Checkeu				1			4				
Screening								1				
Screening - Procedures/Process								1				
2020	2		1		1 '	1		1		1	3	
Customer Service	1											
Customer Service - TSO	1											
Locks					•	1						
Locks - Missing or Damaged Lock						1						
Mishandling of Passenger Property			1								2	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCarry-	on Luggage								1	
Mishandling of Passenger Property - Dam			1								1	
Patdown	agea/iviissiiig ite	11130	'							1		
Patdown - Flyer					4			-		1	4	
Property - Special Handling					1			1			1	
Property - Special Handling - Damaged Ite											1	
Property - Special Handling - Missing Item	s - Checked				1			1				
Screening	1											
Screening - Procedures/Process	1											
2021	1	1				2	1		2	1	3	
Civil Rights							1					
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation						1					
Civil Rights - Racial Profiling or Discrimina	ation					1			2	1	3	
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program						1			2	1	3	
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreCheck					1			2		3	
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- TSA PreCheck 1	1				1 1						
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA PreCheck	:				1						
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening	- TSA PreCheck 1	1				1 1						
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process	- TSA PreCheck 1 1	1				1 1 1	1					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022	- TSA PreCheck 1	1	3	5	5	1 1	1					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights	- TSA PreCheck 1 1	1	3	5 2	5	1 1 1	1					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022	- TSA PreCheck 1 1	1	3		5	1 1 1	1					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights	- TSA PreCheck 1 1	1	3	2	5	1 1 1	1					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	- TSA PreCheck 1 1 4	1 1 6	3	2		1 1 1	1					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	- TSA PreCheck	1 1 6		2	1	1 1	15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA PreCheck	1 1 6	3	2	1	1 1 1	15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreCheck 1 1 1 4 ation 1 1 3 - Active Du	1 1 6	2	2	1 1 3	1 1	15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreCheck 1 1 1 4 ation 1 1 3 - Active Du - TSA Application	1 1 6 1 1 1 4 1 1 on Prog	2	2 2	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA PreCheck 1 1 1 4 ation 1 1 3 - Active Du	1 1 6	2	2 2 2	1 1 3	1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA PreCheck 1 1 1 4 ation 1 1 3 - Active Du - TSA Application	1 1 6 1 1 1 4 1 1 on Prog	2	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	- TSA PreCheck 1 1 1 4 ation 1 1 3 - Active Du - TSA Application	1 1 6 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1	2	2 2 2	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items	- TSA PreCheck 1 1 4 ation 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 on Prog	2	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	- TSA PreCheck 1 1 4 ation 1 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1	2	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items	- TSA PreCheck 1 1 4 ation 1 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling	- TSA PreCheck 1 1 4 ation 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 15					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling	- TSA PreCheck 1 1 4 ation 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 13					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Screening	- TSA PreCheck 1 1 4 ation 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 13 13					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	- TSA PreCheck 1 1 4 ation 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 13 13					
Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Screening	- TSA PreCheck 1 1 4 ation 1 3 - Active Du - TSA Application 3	1 1 6 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1	2 2 2 1	1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 13 13					

ories	10-Oct 11-) Data Too 2-Feb 0		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
₹	10	7	8	9	8	9	15	9	2	5		7 7	Total
2019	10	•	U	J	1	3	2	3	1	J	_	3	
Civil Rights					•	•	_	•	•			1	
Civil Rights - Racial Profiling or Discrimina	ition											1	
Customer Service	ition						1					-	
Customer Service - TSO							1						
							- 1						
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property						1		1	1			1	
Mishandling of Passenger Property - Dama	aged/Missing Ite	msCheck	ed Baggage	е		1		1	1			1	
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/Mental Di	sability		1								
Property - Special Handling	72 0 1 0 1 0 p 111 0 1 1 ta 1	////o///cai D/	oubty			1						1	
	ma Chaalead											- 1	
Property - Special Handling - Damaged Ite						1							
Property - Special Handling - Missing Item	s - Checked											1	
Screening						1	1						
Screening - Inconsistency						1							
Screening - Procedures/Process							1						
2020	6	2	2	3	2	1				4	1	1	
Civil Rights	-	_	_	-		•				•	•	•	
	Not Transgood	or			1								
Civil Rights - Sex/Gender/Gender Identity-	NOT TRAINSYERGE	51	4		ı								
Customer Service			1										
Customer Service - TSO			1										
Locks	2												
Locks - Missing or Damaged Lock	2												
Mishandling of Passenger Property	2		1	1		1				1			
Mishandling of Passenger Property - Dam	1		1	1		1				1			
Mishandling of Passenger Property - Disa	1			'		'				'			
					4								
Patdown	1				1								
Patdown - Flyer					1								
Patdown - Non-Flyer	1												
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	1											
Property - Special Handling	1			1						2	1	1	
Property - Special Handling - Damaged Ite	1			1							1		
Property - Special Handling - Missing Item				'						2		1	
	3 - Checkeu	4		4						1		- 1	
Screening		1		1									
Screening - Procedures/Process		1		1						1			
2021	1	1	3		1	1	1	1	1	1	3	3	
Customer Service			2				1				1	1	
Customer Service - TSO			2				1				1	1	
Expedited Passenger Screening Program						1			1	1	2	1	
Expedited Passenger Screening Program	- TSA PreCheck					1			1	1	2	1	
Locks	- TOAT TOOLICON	1				'				'			
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling					1			1					
Property - Special Handling - Missing Item	s - Carry-On							1					
Property - Special Handling - Missing Item					1								
Screening			1									1	
ŭ .			1									1	
Screening - Procedures/Process					_							1	
2022	3	4	3	6	4	4	12	5					
Customer Service	1	2											
Customer Service - TSO	1	2											
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4					
Expedited Passenger Screening Program	- TSA Appl	1					3						
Expedited Passenger Screening Program	2		2	3	3	3	7	4					
Mishandling of Passenger Property							1	-					
Mishandling of Passenger Property - Dama	aged/Missing It-	me Charl	od Pagga	0			1						
	ageu/iviissiiig ile	1119CLIECK	eu bayyagi	<u>-</u>			- 1						
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling		1	1	2			1						
Property - Special Handling - Damaged Ite	ms - Carry-On		1	2									
Property - Special Handling - Damaged Ite		1											
Property - Special Handling - Missing Item							1						
	s - Carry-Off				4		- 1						
Screening				1	1			1					
Screening - Procedures/Process				1	1			1					

tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	3	2		1 5	2					6	2	3	39
2019		_		3	_	3		1		2		2	14
Civil Rights				1		1							
Civil Rights - Age						1							
Civil Rights - Racial Profiling or Discrimina	tion			1									
Customer Service										1		1	
Customer Service - Others												1	
Customer Service - TSO										1			
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked B	aç 2		1					1		
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	air or Sco	oter)		1							
Property - Special Handling												1	
Property - Special Handling - Missing Item	s - Checked											1	
Screening								1	2	1			
Screening - Lengthy Lines									2	1			
Screening - Procedures/Process								1					
2020				2						1		1	
Mishandling of Passenger Property				1								1	
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked B	aç 1								1	
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	air or Sco	ot 1									
Property - Special Handling										1			
Property - Special Handling - Missing Item	s - Checked									1			
2021	1			1					1	3	1		
Customer Service				1						1	1		;
Customer Service - TSO				1						1	1		;
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	TSA PreCh	neck								1			
Ombudsman										1			
Ombudsman - General										1			
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ms - Check	ed							1				
Screening	1												
Screening - Procedures/Process	1												
2022	2	2			2	2	2	4					14
Customer Service					1								
Customer Service - TSO					1								
Expedited Passenger Screening Program	2	2			1	2	1	2					1
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1	2			1	2	1	2					
Patdown							1						
Patdown - Flyer							1						
Screening								2					
Screening - Lengthy Lines								1					
Screening - Procedures/Process								1					

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

		7		ct Center (1									
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
инк	2	3	5	1	2	2	1	3	1	3		3	20
2019				1	1				1	1		3	
Mishandling of Passenger Property				1	1				1			1	4
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Bag	1	1				1				
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d								1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Property - Special Handling										1			
Property - Special Handling - Missing Iten	ns - Checked									1			
Screening												1	
Screening - Procedures/Process												1	
2020	1	2	3			1				1			
Mishandling of Passenger Property	1	1	1										
Mishandling of Passenger Property - Dam	ı naged/Missin	g ItemsC	1										
Mishandling of Passenger Property - Dam		1											
Patdown	-									1			
Patdown - Flyer										1			
Property - Special Handling		1				1							
Property - Special Handling - Damaged It	I ems - Check	ed .				1							
Property - Special Handling - Missing Iten		1											
Screening	I		2										
Screening - Inconsistency			1										
Screening - Procedures/Process			1										
2021	1		- 1		1	1	1	1		1			
Expedited Passenger Screening Program					'	'		'		1			
Expedited Passenger Screening Program Expedited Passenger Screening Program	TCA DroCl	hook								1			
Mishandling of Passenger Property	- TSA PIECI	IECK			1								
		- 14	hadrad Dar		1								
Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	lageu/iviissiii	g itemsc	neckeu baç	lgage	1								
,	1												
Persons w/ Disabilities (PWD) - Touch Av	1												
Property - Special Handling							1	1					
Property - Special Handling - Damaged It							1						
Property - Special Handling - Missing Iten	ns - Checked							1					
Screening						1							
Screening - Procedures/Process						1							
2022		1	2					2					
Expedited Passenger Screening Program		1	1					2					
Expedited Passenger Screening Program	- TSA PreC	1	1					2					
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Check	ed	1										

			SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	17	9	11	14	11	20	10	17	15	19	7	13	163
2019				5	3	7	4	9	9	11	5	5	58
Customer Service						2			4		1	1	8
Customer Service - Others Customer Service - TSO						1			2				3
Locks				1		1			2		1	1 1	5
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property				3	1	2		1	1	3	2	2	21
Mishandling of Passenger Property - Dam	aged/Missing	a Itame_Ch	acked Bar	3	1	2		3	3	2	1	2	16
Mishandling of Passenger Property - Disa					1			1	1	1	1		5
Patdown	nayeu items	Carry-on	or Checkeu		- 1	1	1	1	1	1	- 1		3
Patdown - Children						- 1	1			1			3 1
Patdown - Flyer						1	1			- 1			2
Persons w/ Disabilities (PWD)					1					1			2
Persons w/ Disabilities (PWD) - Breast Ca	ncer									1			
Persons w/ Disabilities (PWD) - General	inco				1								1
Property - Special Handling				1	1	2	2	3	1	5	2	1	18
Property - Special Handling - Damaged Ite	ems - Checke	ed.			1	2	1	J	'	2			5
Property - Special Handling - Missing Item							- '		1				1
Property - Special Handling - Missing Item				1	1		1	3	'	3	2	1	12
Screening	is - Checked			1	1		1	2		1		1	4
Screening - Procedures/Process							1	2		1			4
2020	9	3	2	4	5	1	· ·		2	3		2	31
Customer Service	2	1		1		1							5
Customer Service - TSO	2	1		1		1							5
Locks	2	'		1									3
Locks - Missing or Damaged Lock	2			1									3
Mishandling of Passenger Property	1	1	2		3				1	2			10
Mishandling of Passenger Property - Dam	1	1	1		3				1	2			9
Mishandling of Passenger Property - Disa		Carry-on	1		3				'				1
Patdown	rayed items	1	1										1
Patdown - Flyer		1											1
Property - Special Handling	3	'							1	1		2	7
Property - Special Handling - Damaged Ite)n							1				1
Property - Special Handling - Damaged Ite									'	1		1	2
Property - Special Handling - Missing Item	3	Ju										1	4
Screening Screening	1			2	2							'	5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			2	1								4
2021	4	1		1	1	2	2	1	4	5	2	6	29
Customer Service	1			•		_				2		•	4
Customer Service - Others										2			2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program					1	2	•		2	2	2	4	13
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram									1	1
Expedited Passenger Screening Program					1	2			2	2	2	3	12
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Real ID									1				1
Mishandling of Passenger Property		1		1			1						3
Mishandling of Passenger Property - Dam	aged/Missir			1			1						3
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Sporting G	oods							1					1
Property - Special Handling	1								1	1		2	5
Property - Special Handling - Damaged Ite									1	1			3
Property - Special Handling - Missing Item									'	- '		1	1
Property - Special Handling - Missing Item												1	1
2022	4	5	9	4	2	10	4	7				'	45
Airline	-	,	3	-	1	10	•						1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1	'								1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2	4	9	3	1	8	4	5					36
Expedited Passenger Screening Program				2	'	U	+	1					30
Expedited Passenger Screening Program	2 2	4	9	1	1	8	4	4					33
Persons w/ Disabilities (PWD)		4	9	- 1	1	0	4	1					1
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication	and Medica	d Sunnline				1					1
	14000000d1 y 1	vicuitalIUN 1	and Medica	Juppiles				- 1					2
Property - Special Handling Property - Special Handling - Damaged Ite	ame - Chool	1											
	ems - Checi	1											
Property - Special Handling - Missing Item	1					2							1
Screening Screening - Procedures/Process	1					2							3
Screening - Procedures/Process	ı												3

				Center (TC	C) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan (02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	248	281	368	551	486	547	406	441	242	250	293	226	4,339
2019				148	113	137	132	137	122	136	158	99	1,182
Civil Rights				2	1	4	1	3	9	3	3	2	28
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns									2				2
Civil Rights - Headwear										4			
										1			1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina					1	3	1	3	6	2	2		18
Civil Rights - Screening of Religious or Cu						1							1
Civil Rights - Sex/Gender/Gender Identity-	 Not Transger 	nder		1					1			1	3
Customer Service				23	19	17	19	24	14	13	24	19	172
Customer Service - CSM											1		1
Customer Service - Others				1	3	2	3	5		1	3		18
Customer Service - TSO				22	16	15	16	19	14	12	20	19	153
Locks				14	7	19	14	17	10	12	15	4	
				14		19	14	17	10	12	15	4	112
Locks - General					1								1
Locks - Missing or Damaged Lock				14	6	19	14	17	10	12	15	4	111
Lost and Found				1		2			2	2		1	8
Lost and Found - Airport/TSA				1		2			2	2		1	8
Mishandling of Passenger Property				50	37	45	41	42	32	54	60	40	401
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCari	rv-on Lua	2	2	2	2	1		4	2	3	18
Mishandling of Passenger Property - Dam				45	29	35	38	38	26	46	52	32	341
Mishandling of Passenger Property - Dam				1	20	1	00	30	20	40	3	1	6
Mishandling of Passenger Property - Disa	ırayed items	-carry-on or	Спеске	2	6	7	1	3	6	4	3	4	36
Patdown				1	2	2	1		2	5	3	4	20
Patdown - Flyer				1	2	1	1		2	5	3	4	19
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				3	6	2	4	6	5	5	3	3	37
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1			1			2
Persons w/ Disabilities (PWD) - Cancer (g		reast Cance	or							1	1		2
Persons w/ Disabilities (PWD) - Cognitive				1						- '			1
` , , <u> </u>		itai /ivieritai	Disability				4			4		4	
Persons w/ Disabilities (PWD) - Diabetes							1		2	1		1	5
Persons w/ Disabilities (PWD) - General					2						1		3
Persons w/ Disabilities (PWD) - Internal M	ledical Device	es										1	1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication a	nd Medical	Supplies	1			1		1	1		4
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelchair	or Scoot	1	1		1		2			1	6
Persons w/ Disabilities (PWD) - Prosthesi					1								1
Persons w/ Disabilities (PWD) - Service A		0000						2					2
Persons w/ Disabilities (PWD) - Touch Av		ouma)								1			1
		auma)								- 1			
Persons w/ Disabilities (PWD) - Visual Im				1									1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway			1	1	1	3	1				7
Property - Special Handling				41	30	30	44	30	30	38	37	20	300
Property - Special Handling - Damaged Ite	ems - Carry-O	n		1	2	2	2	4	3	4	4	4	26
Property - Special Handling - Damaged Ite	ems - Checke	d		9	4	9	7	5	8	10	7	6	65
Property - Special Handling - Missing Item	ns - Carry-On			3	10	3	8	5	10	1	2	5	47
Property - Special Handling - Missing Item				28	14	16	27	16	9	23	24	5	162
Request for Assistance	io onconou								1				1
Request for Assistance - Other									1				1
				40	4.4	40		45			40		
Screening				13	11	16	8	15	17	4	13	6	103
Screening - International Screening									1	1			2
Screening - Lengthy Lines					4	4	1	4	2	1	2	1	19
Screening - Procedures/Process				13	6	11	6	10	14	2	9	5	76
Screening - Retrieving Abandoned/Confis	cated Items					1		1			1		3
Screening - Security Breach							1				1		2
Screening - Shoe Screening					1								1
2020	116	116	157	155	149	98	15	18	22	31	20	40	
							19	10	23	31		40	938
Civil Rights	4	1	7	2	1	6			1		2		24
Civil Rights - Age			2										2
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimina	2	1	2	1		5			1		2		14
Civil Rights - Sex/Gender/Gender Identity	2		2		1	1							6
Customer Service	13	15	29	14	22	17	2	4	3	4	2	6	131
Customer Service - Others		1	1	2	1			1	1				7
Customer Service - TSO	13	14	28	12	21	17	2	3	2	4	2	6	124
Locks													
	10	14	21	14	16	10		1	2	1		3	92
Locks - General		1			1								2
Locks - Missing or Damaged Lock	10	13	21	14	15	10		1	2	1		3	90
Lost and Found	2		1		1	1				1			6
Lost and Found - Airport/TSA	2		1		1	1				1			6
Mishandling of Passenger Property	41	39	41	52	47	30	8	4	7	10	3	12	294
Mishandling of Passenger Property - Dam	1			2	2			•	1				6
Mishandling of Passenger Property - Dam	37	34	35	41	38	26	5	2	5	9	3	11	246
		1	30		30	20	J		3	9	3	- 11	
Mishandling of Passenger Property - Dam	1		_	1	_		_	2	,				5
Mishandling of Passenger Property - Disa		4	6	8	7	4	3		1	1		1	37
Patdown	4	4	2	4									14
Patdown - Flyer	4	4	1	4									13
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1	10	8	7	5	3			1	3			38
Persons w/ Disabilities (PWD) - Autism St		. •		1	1								2
Persons w/ Disabilities (PWD) - Cognitive		ital /Mental	Disability	1	1								1
Persons w/ Disabilities (PWD) - Cognitive			Disability	I	1								
` '		4			1								5
Persons w/ Disabilities (PWD) - Diapers/0	arments/D	1				1							2
Persons w/ Disabilities (PWD) - General		1	1						1				3

) Data Too								
ies						3-Mar C	04-Apr 0	5-May (06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical D				1	1								
Persons w/ Disabilities (PWD) - Medically		2	1										
Persons w/ Disabilities (PWD) - Metal Imp		4	2	4	4								
Persons w/ Disabilities (PWD) - Mobility D		1		1	1								
Persons w/ Disabilities (PWD) - Ostomy/		Cooto	4		1								
Persons w/ Disabilities (PWD) - Prosthesis			1							4			
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A		quipment		1		4				1			
Persons w/ Disabilities (PWD) - Service A		ma\		I		1				1			
· · · · · · · · · · · · · · · · · · ·		IIa)	4	1						1			
Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha		4	1	1		-							
` '		1	2	1	4.4	1	4	-		1		4.4	
Property - Special Handling	29	24	31	43	41	24	4	7	9	7	9	14	2
Property - Special Handling - Damaged Ite	1	2	7	6	3	1 7	-	1	1		2		
Property - Special Handling - Damaged Ite	6	11	7	6	6	7	1	2	2	1		3	
Property - Special Handling - Missing Item	6	2	3	5	5	5	1	1	1	1	3	2	
Property - Special Handling - Missing Item	16	9	14	26	27	11	2	3	5	5	4	9	
Request for Assistance					1								
Request for Assistance - Other	40	•	47	40	1	7	-	0			4	-	
Screening	12	9	17	19	15	7	1	2		5	4	5	
Screening - Lengthy Lines	3	1	2	2	1	1						1	
Screening - Procedures/Process	7	8	15	17	10	5		2		5	4	4	
Screening - Retrieving Abandoned/Confis	1				2		1						
Screening - Security Breach	1				2	1							
.1	30	33	30	43	38	64	56	97	97	83	115	87	7
Airline						1	1	1					
Airline - Policy/Regulations/Service						1	1	1					
Animals						1							
Animals - Carry-On						1							
Civil Rights			1	2		3	1	1	3	1	9	6	
Civil Rights - National Origin											1		
Civil Rights - Racial Profiling or Discrimina	ation			1		2	1	1	3	1	6	4	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	er	1	1							2	2	
Civil Rights - Sexual Orientation - Not Tran	nsgender					1							
Claims			1		1	1			1				
Claims - General			1		1	1			1				
Customer Service		1	13	11	9	12	10	20	26	19	24	10	
Customer Service - CSM			1										
Customer Service - Others							1			1			
Customer Service - TCC			1										
Customer Service - TSO		1	11	11	9	12	9	20	26	18	24	10	
Duplicate E-mail				1							1		
Duplicate E-mail - General				1							1		
Expedited Passenger Screening Program				2	2	11	14	19	25	37	37	41	
Expedited Passenger Screening Program													
	 Active Duty Mil 	itary				1							
						1			1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Known Crew M	lember				1	2	3	1	2	2		
Expedited Passenger Screening Program Expedited Passenger Screening Program	Known Crew MTSA Applicatio	lember n Program		2	2		2 12	3 16		2 35	2 35	41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Known Crew MTSA Applicatio	lember n Program		2	2	1			1			41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety	Known Crew MTSA Applicatio	lember n Program	2 2	2	2	1 9			1			41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	Known Crew MTSA Applicatio	lember n Program	2	2	2	1 9 1		16	1			41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2	2	2	1 9 1 1	12	16	1			1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2	2	2	1 9 1	12	16	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2			1 9 1 1 1	12	16 2 1 1	1 23		35	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2	2	1	1 9 1 1 1 1	12	16 2 1 1	1 23		35	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program 2 2	2	2 2		1 9 1 1 1	12 1 1 1	16 2 1 1 1	1 23		35	1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program 2 2 2	2	2 2 1	1	1 9 1 1 1 1	12 1 1 1 1 1	16 2 1 1 1 1	1 23		35	1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Known Crew M - TSA Applicatio - TSA PreCheck c	ember n Program 2 2 1 1	2 2	2 2 1 1	1 1	1 9 1 1 1 1 2 2	12 1 1 1 1 1 1	16 2 1 1 1 1 1 1	1 23	35	2 2	1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Known Crew M - TSA Applicatio - TSA PreCheck c 2 2	ember n Program 2 2 2 1 1	2 2 2	2 2 1 1	1 1 1	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 1 4	16 2 1 1 1 1 1 1 1 1	1 23 1 1	35	2 2	1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Known Crew M - TSA Applicatio - TSA PreCheck c 2 2 11 1	lember n Program 2 2 1 1 9 1	2 2 2	2 2 1 1 11	1 1 1 10 2	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 4	16 2 1 1 1 1 1 1 1 1 1 2 2	1 1 1 4 2	35 3 1	2 2 2	1 1 1 1 1 1	
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Droh		10-Oct 11	I-Nov 1	12-Dec 01	1-Jan 0	2-Feb 0	3-Mar (04-Apr 0	5-May 0	S-Jun 0	7-Jul 0	8-Aug 09	9-Sep	To
FIUII	nibited & Permitted Items - Liquids/Ge	ls/Aerosols							1					
	nibited & Permitted Items - Sporting G									1				
	- Special Handling	11	14	5	7	11	15	6	13	15	14	15	14	
	perty - Special Handling - Damaged It		2			2		1	1	3	5	4	8	
	perty - Special Handling - Damaged It	1	1		1	4	8	2	4	4	2	5	1	
			- 1		- '									
	perty - Special Handling - Missing Iten	1				1	1	2	2	2	1	1	3	
	perty - Special Handling - Missing Iten		11	5	6	4	6	1	6	6	6	5	2	
Screenin	ng	4	5	1	3	4	7	13	16	9	5	9	8	
Scre	ening - Crew Member or Airline Emp	oyee									1			
Scre	eening - Inconsistency					1	1	2	2	4		2		
	eening - Lengthy Lines		1			1	2	2	6	1	2	1	1	
	eening - Opposite Gender		- 1			- '-			0				1	
		4							_					
	eening - Procedures/Process	4	4	1	3	2	4	9	7	4	2	6	5	
Scre	eening - Retrieving Abandoned/Confis	cated Items							1					
Scre	eening - Shoe Screening												1	
Transfer	to Security Specialist									1				
Tran	sfer to Security Specialist - Reportab	le Communicati	on							1				
2022	, , ,	102	132	181	205	186	248	203	189					
		102	102	101	200	1								
Airline	D. II. (D. 1. II. (O. 1						1	1	2					
	ne - Policy/Regulations/Service					1	1	1	2					
Animals		1												
Anim	nals - Carry-On	1												
		5	3	2	4	5		10	4					
Civil Rigi		5	3	2	4	5	5	10	4					
	Rights - Age				1			1						
Civil	Rights - Constitutional Rights	1												
Civil	Rights - Hair Patdowns	1												
	Rights - National Origin							1						
					4			1						
	Rights - Perceived Religion				1									
Civil	Rights - Profiling						1	1						
Civil	Rights - Race						4	4	4					
	Rights - Racial Profiling or Discrimin	2	3	1	2	3								
	Rights - Sex/Gender/Gender Identity			1	_	3		3						
			aGI	1				3						
	Rights - Sexual Orientation - Not Tra	1				1								
Civil	Rights - Transgender Screening					1								
Claims		1							2					
Clair	ms - General	1							2					
	er Service		22	20	27	25	20	07						
		16	22	32	37	25	32	27	22					
	tomer Service - TSO	16	22	32	37	25	32	27	22					
DHS TRI	IP .								1					
DHS	TRIP - General								1					
	ed Passenger Screening Program	48	77	100	108	104	126	111	111					
			11		100	104								
	edited Passenger Screening Program			1			1	2	1					
Expe	edited Passenger Screening Program	2	4	6	2	2	7	3	4					
Expe	edited Passenger Screening Program	46	72	93	106	102	118	106	106					
Expe	edited Passenger Screening Program	- TSA/DHS	1											
	us Materials Safety	1												
	ardous Materials Safety - General	1												
Identifica	ation (ID) Requirements		1		1									
Ident	tification (ID) Requirements - Domest	ic	1		1									
Locks		1		1	2	1	2	1	1					
	ks - Missing or Damaged Lock	1		1	2	1	2	1	1					
Look		1		- '		- 1		- 1	1					
			1		1		1		1					
Lost and														
Lost and	and Found - Airport/TSA	1	1		1		1		1					
Lost and Lost	and Found - Airport/TSA	1		4		2		8						
Lost and Lost Mishandl	and Found - Airport/TSA ling of Passenger Property	1 3	1	4	4	2	4	8	4					
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Lost and Lost Mishandl Mish Mish Mish	and Found - Airport/TSA ling of Passenger Property nandling of Passenger Property - Dam nandling of Passenger Property - Dam nandling of Passenger Property - Disa	1 3 aged/Missing It	1 emsC	2	4		4	3	4					
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Lost and Lost Mishandl Mish Mish Mish No Jurisc No J No J Patdown Patd Patd Patd Persons Pers Pers Pers Pers Pers Pers Pers Per	and Found - Airport/TSA ling of Passenger Property annolling of Passenger Property - Dam andling of Passenger Property - Disa diction lurisdiction - No Referral lurisdiction - Refer to CBP durisdiction - Refer to Other lown - Children down - Children down - Flyer down - Flyer as Observer w/ Disabilities (PWD) - Autism S sons w/ Disabilities (PWD) - Cognitive sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Hearing I sons w/ Disabilities (PWD) - MedialIm sons w/ Disabilities (PWD) - MedialIm sons w/ Disabilities (PWD) - Nobility I sons w/ Disabilities (PWD) - Respirate sons w/ Disabilities (PWD) - Respirate sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Touch Av sons w/ Disabilities (PWD) - Wheelch and & Permitted Items hibited & Permitted Items	aged/Missing It 3 rrayed Item 3 rrayed Item pectrum Poectrum Poe	1 ems-C 1 3 1 1 1 1 1 1 1 1 dial/Mental [dication ar /heelchair Equipma	2 2 3 3 3 2 2 2 Disability s and Medic or Scooter) 1 1 2 2 2	4 1 3 2 2 2 3 3 3 1	1 1 3 3 4 1 3 4 1	4 1 3 4 1 3 3 3 2 1 9 1 1 1	3 5 1 1 6 1 4 1 9 1 1	4 1 3 4 2 2 2 5 1					
Lost and Lost Mishandl Mish Mish Mish No Jurisc No J No J Patdown Patd Patd Patd Persons Pers Pers Pers Pers Pers Pers Pers Per	and Found - Airport/TSA ling of Passenger Property annolling of Passenger Property - Dam andling of Passenger Property - Disa diction durisdiction - No Referral durisdiction - Refer to Other and own - Children down - Children down - Flyer down - Flyer down - Flyer as Observer w/ Disabilities (PWD) - Autism S sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Diapers/t sons w/ Disabilities (PWD) - Hearing I sons w/ Disabilities (PWD) - Medically sons w/ Disabilities (PWD) - Medically sons w/ Disabilities (PWD) - Medically sons w/ Disabilities (PWD) - Ostomy/t sons w/ Disabilities (PWD) - Respirato sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Touch Av sons w/ Disabilities (PWD) - Touch Av sons w/ Disabilities (PWD) - Wheelch de & Permitted Items albited & Permitted Items - Alcohol an a - Special Handling	aged/Missing It 3 arrayed Item pectrum holosophy in the pectrum holosophy in the pectrum property in the pectrum pr	1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 3 3 2 2 2 2 2 Disability s s or Scooter) 1 1 1 2 2 2 6	4 1 3 2 2 3 3 3 1	1 1 3 3 4 1 3 4 1 1	4 1 3 4 1 3 3 3 2 1 9 1 1 1 1	3 5 1 1 6 1 4 1 9 1 1 2 2	4 1 3 4 2 2 2 5 1 1					
Lost and Lost Mishandl Mish Mish Mish No Jurisc No J No J Patdown Patd Patd Patd Persons Pers Pers Pers Pers Pers Pers Pers Per	and Found - Airport/TSA ling of Passenger Property annolling of Passenger Property - Dam andling of Passenger Property - Disa diction lurisdiction - No Referral lurisdiction - Refer to CBP durisdiction - Refer to Other lown - Children down - Children down - Flyer down - Flyer as Observer w/ Disabilities (PWD) - Autism S sons w/ Disabilities (PWD) - Cognitive sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Hearing I sons w/ Disabilities (PWD) - MedialIm sons w/ Disabilities (PWD) - MedialIm sons w/ Disabilities (PWD) - Nobility I sons w/ Disabilities (PWD) - Respirate sons w/ Disabilities (PWD) - Respirate sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Touch Av sons w/ Disabilities (PWD) - Wheelch and & Permitted Items hibited & Permitted Items	aged/Missing It 3 rrayed Item 3 rrayed Item pectrum Poectrum Poe	1 ems-C 1 3 1 1 1 1 1 1 1 1 dial/Mental [dication ar /heelchair Equipm uma) gway	2 2 3 3 3 2 2 2 Disability s and Medic or Scooter) 1 1 2 2 2	4 1 3 2 2 2 3 3 3 1	1 1 3 3 4 1 3 4 1	4 1 3 4 1 3 3 3 2 1 9 1 1 1	3 5 1 1 6 1 4 1 9 1 1	4 1 3 4 2 2 2 5 1					
Lost and Lost Mishandl Mish Mish Mish No Jurisc No J No J Patdown Patd Patd Patd Persons Pers Pers Pers Pers Pers Pers Pers Per	and Found - Airport/TSA ling of Passenger Property annolling of Passenger Property - Dam andling of Passenger Property - Disa diction durisdiction - No Referral durisdiction - Refer to Other and own - Children down - Children down - Flyer down - Flyer down - Flyer as Observer w/ Disabilities (PWD) - Autism S sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Diabetes sons w/ Disabilities (PWD) - Diapers/t sons w/ Disabilities (PWD) - Hearing I sons w/ Disabilities (PWD) - Medically sons w/ Disabilities (PWD) - Medically sons w/ Disabilities (PWD) - Medically sons w/ Disabilities (PWD) - Ostomy/t sons w/ Disabilities (PWD) - Respirato sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Service A sons w/ Disabilities (PWD) - Touch Av sons w/ Disabilities (PWD) - Touch Av sons w/ Disabilities (PWD) - Wheelch de & Permitted Items albited & Permitted Items - Alcohol an a - Special Handling	pectrum pectrum //Developmenta Garments/Dress mpairment Necessary Meolants (joint) Disability (Not Woostomates bry and Inhaler E unimals ersion (pain/trai air/ Scooter/ See d Tobacco 14 3	1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 3 3 2 2 2 2 2 Disability s s or Scooter) 1 1 1 2 2 2 6	4 1 3 2 2 3 3 3 1	1 1 3 3 4 1 3 4 1 1	4 1 3 4 1 3 3 3 2 1 9 1 1 1 1	3 5 1 1 6 1 4 1 9 1 1 2 2	4 1 3 4 2 2 2 5 1 1					

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Categories	10-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	5	3	1	5	5	6	2	3					30
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	10	13	25	22	24	42	21	17					174
Screening - Cruise Ships							1						1
Screening - Inconsistency	2	3	4	2	4	3	1	2					21
Screening - Lengthy Lines	3	1	2	4	10	22	5	6					53
Screening - Procedures/Process	5	9	19	15	10	14	12	7					91
Screening - Retrieving Abandoned/Confis	cated Items			1		3	2	2					8
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable	e Communi	cation	1										1
TWIC	1												1
TWIC - General	1												1

Cotomonico	100			act Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	37	38	3 50		31		69	58	31	34	41	57	539
2019				8	9	12	14	15	14	14	23	26	135
Civil Rights				1				3	1		1	3	9
Civil Rights - Racial Profiling or Discrimina	ation							3	1		1	1	6
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1								1	2
Civil Rights - Sexual Orientation - Not Tra	nsgender											1	1
Customer Service	l			1			1	4	1	1	1	2	11
Customer Service - TSO				1			1	4	1	1	1	2	11
Locks				'					1	1	5		10
Locks - Missing or Damaged Lock									1	1	5		
													10
Lost and Found					1				1			2	4
Lost and Found - Airport/TSA					1				1			2	4
Mishandling of Passenger Property				1	1	4	6	4	9	5	5		42
Mishandling of Passenger Property - Dam	naged/Missin	g Items0	Carry-on Lu	ıggage				1				2	3
Mishandling of Passenger Property - Dam	naged/Missin	g Items0	Checked Ba	aç 1		3	4	3	9	5	5	5	35
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	ed	1	1	2						4
Patdown	_			1	2	. 1				1			5
Patdown - Flyer				1						1			4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)									1	1	1	1	4
												<u>'</u>	
Persons w/ Disabilities (PWD) - Breast Ca									1				1
Persons w/ Disabilities (PWD) - Cognitive											1		1
Persons w/ Disabilities (PWD) - Mobility D				oter)								1	1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	er Equipm	nent							1			1
Property - Special Handling				4	3	5	4	2		3	5	5	31
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								1
Property - Special Handling - Damaged Ite				1	1	1					2	4	9
Property - Special Handling - Missing Item						1	1	1		1		-	4
Property - Special Handling - Missing Item				3	1		3	1		2	3	1	17
	JINOKEU			3	2								
Screening Inconsistency							3	2		2		3	19
Screening - Inconsistency					1			_			1		2
Screening - Procedures/Process					1		2	2		2	4	3	15
Screening - Security Breach						1	1						2
2020	13	13	3 14	4 14	7	5	3	2	5	6	10	10	102
Civil Rights	1				1						1	1	4
Civil Rights - Racial Profiling or Discrimina	ation										1		1
Civil Rights - Sex/Gender/Gender Identity					1							1	3
Customer Service	1			1 1		1	1	2	1		1	1	10
Customer Service - TSO	1			1 1		1	1	2	1		1	1	10
	1			1 1		1	'		- 1	4	1		
Locks										1		2	5
Locks - Missing or Damaged Lock	1									1	1	2	5
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	5	6	6 9	9 4	2	! 1	1			2	6	3	39
Mishandling of Passenger Property - Dam	naged/Missir		1	1									2
Mishandling of Passenger Property - Dam	4		5 (6 3	2	! 1	1			2	5	3	32
Mishandling of Passenger Property - Disa				2 1							1		5
Patdown				1								1	2
Patdown - Flyer				1								1	2
·					1								1
Persons w/ Disabilities (PWD)					-								
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling	2		4 ;	3 7	1	2			3	3	1	2	28
Property - Special Handling - Damaged Ite	ems - Carry-0	On							2				2
Property - Special Handling - Damaged Ite	ems - Checl	3	3	2					1	1		1	8
Property - Special Handling - Missing Item	ns - Carry-C		1	1		2							4
Property - Special Handling - Missing Item	2			2 5	1					2	1	1	14
Screening	2			1 1					1				11
Screening - Lengthy Lines			-	'					'				1
Screening - Procedures/Process	2		2	1 1									8
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis				1	1	- 1			1				
2021			1	, -				4.					2
	4			7 2	1	4	6	15	12	14	8	21	97
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1			2						1		2	6
Civil Rights - Racial Profiling or Discrimina	1			1						1		1	4
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1								1	2
Customer Service			1	1			2	1	1		3	2	11
Customer Service - Others							1						1
Customer Service - TSO			1	1			1	1	1		3	2	10
Expedited Passenger Screening Program				<u>'</u> 1		1	2	11	8	10	3		50
Expedited Passenger Screening Program	TCA Applie	ation Dro		1				1	0	10		3	4
			-	4		4				40			
Expedited Passenger Screening Program	- 15A PreCh			1		1	2	10	8	10	3		46
Mishandling of Passenger Property				1		1	1		1	1		1	7
Mishandling of Passenger Property - Dam				1		1	1		1			1	6
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Check	ed						1			1
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) - Diabetes Persons w/ Disabilities (PWD) - Medically		Medicatio	n and Mad	ical Sunnline		- 1					1		1
	ivecessary I	viculoalio	ariu iviedi	cai Supplies							1		
Prohibited & Permitted Items	I=/A								1				1
Prohibited & Permitted Items - Liquids/Ge									1				1
Property - Special Handling	3		1	1		1	1	2	1	1	1		13
Property - Special Handling - Damaged Ite						1		1	1		1		5
Property - Special Handling - Missing Item												1	2
Property - Special Handling - Missing Item			1	1			1	1		1			6

			TSA Contac	ct Center (TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening			2		1			1		1			į
Screening - Inconsistency										1			
Screening - Procedures/Process			2		1			1					4
2022	20	22	29	13	14	35	46	26					20
Airline								1					•
Airline - Lost Baggage								1					•
Civil Rights	1					1		1					
Civil Rights - Race						1							•
Civil Rights - Racial Profiling or Discrimin	1												
Civil Rights - Transgender Screening								1					
Customer Service			3	1			1	1					(
Customer Service - TSO			3	1			1	1					(
Expedited Passenger Screening Program	15	20	22	10	10	30	39	20					166
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program	- TSA Appl	5	2	1	3	1	1						13
Expedited Passenger Screening Program		15		8	7	28	38	18					149
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In	1				1					2
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property			2			1	1						4
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1				1						2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1			1							
Patdown							3						
Patdown - Children							1						
Patdown - Flyer							2						
Persons w/ Disabilities (PWD)		1			1			2					4
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1											
Persons w/ Disabilities (PWD) - General					1								•
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelch	air or Scoot	er)				2					
Prohibited & Permitted Items			1										•
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Objec	1										•
Property - Special Handling	2			1	2	1	1						
Property - Special Handling - Damaged It		On					1						
Property - Special Handling - Damaged It				1									2
Property - Special Handling - Missing Iten					2								
Property - Special Handling - Missing Iten	ns - Checked	i				1							
Screening	2		1	1	1	2	1	1					9
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines					1								
Screening - Procedures/Process	2		1	1		1		1					(

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

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

egories	10-Oct	11-No			1-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
LB	2	11110	1	6	5	3		<u> </u>			6		· · · · · · · · · · · · · · · · · · ·	
2019			•	U	1	1					3			
Civil Rights								1		-	1		3	
	l otion							I						
Civil Rights - Racial Profiling or Discrimina									1		1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender						1						
Customer Service						1			1	1				
Customer Service - Others									1					
Customer Service - TSO						1				1				
Locks							1							
Locks - Missing or Damaged Lock							1							
Mishandling of Passenger Property					1		2		1		1	1	1	
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Carry-c	n Luggag	e				1			1		
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Checke	ed Bac	1		2				1		1	
Patdown		3					1			1				
Patdown - Flyer							1			1				
Property - Special Handling								1	1	2		1	2	
Property - Special Handling - Damaged It	ome Chock	od						'	'	1		1		
								4		I		1		
Property - Special Handling - Missing Iten								1					_	
Property - Special Handling - Missing Iten	is - Checked	1							1	1			2	
Screening											1			
Screening - Procedures/Process											1			
2020	1		1	4	2		1		1		2	1		
Customer Service				2	1									
Customer Service - Others				1										
Customer Service - TSO				1	1									
Mishandling of Passenger Property							1							
Mishandling of Passenger Property - Disa	rraved Items	sCarry-	on or Ch	necked			1							
Patdown	1	, cay	011 01 01											
Patdown - Non-Flyer	1													
Persons w/ Disabilities (PWD)	'										1			
Persons w/ Disabilities (PWD) - Diabetes											1			
				4										
Property - Special Handling		_		1	1				1			1		
Property - Special Handling - Damaged It				1										
Property - Special Handling - Damaged It												1		
Property - Special Handling - Missing Iten	ns - Checked	d			1				1					
Screening			1	1							1			
Screening - Inconsistency				1										
Screening - Procedures/Process			1								1			
2021						1		2	1		1		1	
Customer Service								1			1			
Customer Service - TSO								1			1			
Expedited Passenger Screening Program									1				1	
Expedited Passenger Screening Program	- TSA Appli	cation D	rogram						1				ı	
Expedited Passenger Screening Program			ograni						ı				1	
	- TOA PIEC	HECK											1	
Persons w/ Disabilities (PWD)	N 1. 100	4.3AP	La baranta	0				1						
Persons w/ Disabilities (PWD) - Mobility [וכsability (No	ot Whee	ichair or	Scooter)				1						
Property - Special Handling		_				1								
Property - Special Handling - Damaged It		On				1								
2022	1			2	2	1	3	6	4					
Customer Service					1									
Customer Service - TSO					1									
Expedited Passenger Screening Program	1			2	1		2	6	2					
Expedited Passenger Screening Program	1			2	1		2							
Mishandling of Passenger Property	· '				•				1					
Mishandling of Passenger Property - Dam	l laned/Missin	a Items	-Carry o	n Luggee	IA.				1					
	aycu/Missili	ig itellis	-carry-C	Luyyaç	10									
Patdown									1					
Patdown - Flyer									1					
Screening						1								
Screening - Procedures/Process						1	1							

egories	10-Oct 11-		A Contact Co	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
													Tota
LI	1	5	5	7	3	7	13	9	5	2	6		
2019						1		3	3	1		3	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Customer Service									1			1	
Customer Service - TSO									1			1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property								1	1			1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChe	cked Baggag	е				1	1			1	
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	Casts							1				
Property - Special Handling								1					
Property - Special Handling - Missing Item	ns - Checked							1					
Screening						1		1					
Screening - Procedures/Process						1		1					
2020		1	2	2	1				1	1	2	1	
Civil Rights											1		
Civil Rights - Sex/Gender/Gender Identity	Not Transgende	er									1		
Mishandling of Passenger Property	g		1							1			
Mishandling of Passenger Property - Dam	aned/Missing Ite	msC	1							1			
Patdown	aged/iviissiiig ite	1			1								
Patdown - Flyer		1			1								
Property - Special Handling		- '		2	'				1		1	1	
	oma Chaakad										ļ	1	
Property - Special Handling - Damaged Ite											1		
Property - Special Handling - Missing Item				0					1		- 1		
Property - Special Handling - Missing Item	is - Checked			2					1				
Screening			1										
Screening - Inconsistency			1										
2021		3	1	1	1		3		1		4	1	
Civil Rights	N						1						
Civil Rights - Sex/Gender/Gender Identity	- Not Transgende	er					1						
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program				1			1		1		4		
Expedited Passenger Screening Program	- DoD										1		
Expedited Passenger Screening Program	 TSA PreCheck 			1			1		1		3		
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property		1			1								
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChe	cked Baggag	е	1								
Mishandling of Passenger Property - Disa	rrayed Item	1											
Property - Special Handling							1						
Property - Special Handling - Damaged Ite	ems - Checked						1						
Screening		1										1	
Screening - Procedures/Process		1										1	
2022	1	1	2	4	1	6	10	6					
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4					
Expedited Passenger Screening Program	- TSA Application				'	0	1						
Expedited Passenger Screening Program	1	111 10g1a	2	4	1	6	8	4					
Mishandling of Passenger Property	'	- '		-	- 1	0	0	1					
Mishandling of Passenger Property - Dam	aged/Missing Ita	me Car	ry-on Luggaa	2				1					
Screening	aged/iviissiiig ite	mscal	ry-on Luggag	-			1	1					
							1	1					

ategories	10-Oct 1		12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	2	2	3 Jan		02-Feb	03-iviai 4	04-Арі			J7-Jul	3	09-Зер 4	3
2019			3	2	1	•			4		2	1	1
Customer Service					1				1				
Customer Service - TSO					1				1				
Mishandling of Passenger Property					1						4		
	1/h 4: :	l4 O							2		1 1		
Mishandling of Passenger Property - Dam									0		1		
Mishandling of Passenger Property - Dam	laged/iviissing	nemsChe	скеа вас						2				
Property - Special Handling	011			2								1	
Property - Special Handling - Damaged It		1		2									
Property - Special Handling - Missing Iten	ns - Checked											1	
Screening									1		1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process									1				
2020	2	2		3					1		1		
Customer Service		1											
Customer Service - TSO		1											
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling				1					1		1		
Property - Special Handling - Damaged It	ems - Checked	1							1		1		
Property - Special Handling - Missing Iten				1									
Screening	1	1		2									
Screening - Children	'			1									
Screening - Unident				1									
	1			'									
Screening - Lengthy Lines	ı	1											
Screening - Procedures/Process		- 1				•							
2021				2		2		1	1			3	
Airline								1					
Airline - Lost Baggage								1					
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreChe	ck										1	
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked	1									
Property - Special Handling	Ĺ					1							
Property - Special Handling - Missing Iten	ns - Checked					1							
Screening				1								2	
Screening - Inconsistency												1	
Screening - Procedures/Process				1								1	
2022			3			2	2	1					
Customer Service			1			1							
			1			1							
Customer Service - TSO						I	4						
Expedited Passenger Screening Program	TO 4 4 11		1				1	1					
Expedited Passenger Screening Program			1										
Expedited Passenger Screening Program	- TSA PreChe	ck					1	1					
Notice of Violation/Civil Penalties			1										
Notice of Violation/Civil Penalties - Gener	al		1										
Patdown						1							
Patdown - Flyer						1							
Screening							1						
Screening - Inconsistency							1						

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

gories	10-Oct 1'	I-Nov ′	12-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
)B	5	4	7	5	5	10	10	9	6	5			
2019	-	-	-	2	1	1	2		3	3			
Civil Rights								1					
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der						1					
Customer Service	J				1		1		2	1	1	1	
Customer Service - Others										1			
Customer Service - TSO					1		1		2		'	1	
Locks				1	· ·		1	1					
Locks - Missing or Damaged Lock													
									4	4			
Mishandling of Passenger Property	100.00						1	4	1			2	
										1			
				1			1	4	1				
	rrayed ItemsC	arry-on or	Checked								1	1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)								1			
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Checked					1							
Screening											1		
Screening - Procedures/Process	Property - Disarrayed ItemsCarry-on or Checked 1 MD - Touch Aversion (pain/trauma) 1												
2020	Perty - Damaged/Missing ItemsCarry-on Luggage												
Customer Service		d/Missing Items—Checked Bag 1 4 1 1 1 ed Items—Carry-on or Checked 1 1 on (pain/trauma) 1 1 - Checked 1 1 3 3 2 3 2 1 1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 2 1 1 1 1 3 1 1 1 1 4 1 1 1 1 5 1 1 1 1 6 1 1 1 </td											
Customer Service - TSO	1	Missing ItemsCarry-on Luggage											
Locks													
Locks - Missing or Damaged Lock	Seenger Property - Damaged/Missing ItemsCarry-on Luggage	1											
Mishandling of Passenger Property	Property - Damaged/Missing ItemsCarry-on Luggage												
Mishandling of Passenger Property - Dam	Segre Property - Damaged/Missing ItemsCarry-on Luggage												
Notice of Violation/Civil Penalties	Property - Damaged/Missing ItemsCarry-on Luggage												
Notice of Violation/Civil Penalties - General	Damaged/Missing ItemsCarry-on Luggage												
Patdown		2	1						1		1		
Patdown - Children				1 1 1 4 1 1 1 1 2 1 1 1 2 1 1 1 1 2 1 1 1 1									
Patdown - Flyer		2	1						'		1		
Persons w/ Disabilities (PWD)			- '	4							- 1		
` '	D. N. A. D.				1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								
` /													
Property - Special Handling		1		1								1	
Property - Special Handling - Damaged Ite	ems - Checked		1										
	onio onio onio a												
Property - Special Handling - Missing Iten	1	1		1								1	
		1		1								1	
Property - Special Handling - Missing Iten		1										1	
Property - Special Handling - Missing Iten Screening Screening - Children		1	1	1				2	2	2	3		
Property - Special Handling - Missing Iten Screening Screening - Children	1	1		1				2	2	2			
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights	1	1		1				2	2				
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E	1	1		1				2	2	1		1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service	1	1		1				2	2	1	1	1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO	1	1	1	1						1	1	1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 number of the second of the		1	1				1	1	1	1 1 1	1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 Imployee) - TSA PreChec		1	1						1	1	1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 number of the second of the		1	1				1	1	1	1 1 1	1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 Imployee) - TSA PreChec		1	1				1	1	1	1 1 1	1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	1 Imployee) - TSA PreChec		1	1				1	1	1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 imployee) - TSA PreChec	k	1 1 1	1				1	1	1	1 1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 imployee) - TSA PreChec	k	1 1 1	1				1	1	1	1 1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	1 Imployee) - TSA PreChecting 1 aged/Missing It	k emsCarr	1 1 1 1	1				1	1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D	1 Imployee) - TSA PreChect 1 1 aged/Missing It	k emsCarr /heelchair	1 1 1 1	1				1 1	1	1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha	1 Imployee) - TSA PreChect 1 1 aged/Missing It	k emsCarr /heelchair	1 1 1 1	1				1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche	1 Tamployee) - TSA PreChec 1 1 aged/Missing It	k emsCarr /heelchair gway	1 1 1 1	1				1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling	1 Tamployee) - TSA PreChected 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Segens - Carry-On	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç	1				1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite 2022	1 Tamployee) - TSA PreChec 1 1 aged/Missing It	k emsCarr /heelchair gway	1 1 1 1	1	4	7	8	1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights	1 Tamployee) - TSA PreChected 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Segens - Carry-On	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç	1	1	7	8	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening	1 Tamployee) - TSA PreChected 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Segens - Carry-On	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç	1		7		1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Customer Service	1 Tamployee) - TSA PreChected 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Segens - Carry-On	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç	1	1	7	8	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening	1 Tamployee) - TSA PreChected 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Segens - Carry-On	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç	1	1	7		1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Customer Service	1 Tamployee) - TSA PreChected 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Segens - Carry-On	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç	1	1	7	3	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 Imployee) - TSA PreChect 1 1 aged/Missing It bisability (Not Wair/ Scooter/ Seems - Carry-On 1	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç or Scooter)	1	1 1		3 3 3	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 Imployee) - TSA PreChecter 1 1 aged/Missing It bisability (Not Wair/ Scooter/ Septems - Carry-On 1	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç or Scooter)	1	1	7	3	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite 2022 Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 Imployee) - TSA PreChecter 1 1 aged/Missing It bisability (Not Wair/ Scooter/ Septems - Carry-On 1	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç or Scooter)	1	1 1	7	3 3 3 3 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite 2022 Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	1 Imployee) - TSA PreChecter 1 1 aged/Missing It bisability (Not Wair/ Scooter/ Septems - Carry-On 1	k ems–Carr /heelchair gway	1 1 1 vy-on Luggaç or Scooter)	1	1 1	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 Imployee) - TSA PreChecter 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1	k emsCarı /heelchair gway 1	1 1 1 1 1 ry-on Luggaç or Scooter) 4	1 1 1	1 1	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	1 Imployee) - TSA PreChecter 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1	k emsCarı /heelchair gway 1	1 1 1 1 1 ry-on Luggaç or Scooter) 4	1 1 1	1 1	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcher Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 Imployee) - TSA PreChecter 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1	k emsCarı /heelchair gway 1	1 1 1 1 1 y-on Luggaç or Scooter) 4	1 1 1	1 1	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 Imployee) - TSA PreChecter 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1	k emsCarı /heelchair gway 1	1 1 1 1 1 ry-on Luggaç or Scooter) 4	1 1 1	1 1 2	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcher Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 Imployee) - TSA PreChecter 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1	k emsCarı /heelchair gway 1	1 1 1 1 1 y-on Luggaç or Scooter) 4	1 1 1	1 1 2	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 Imployee) - TSA PreChect 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1 1 1 1 aged/Missing It	emsCarr /heelchair gway 1	1 1 1 1 1 y-on Luggaç or Scooter) 4	1 1 1	1 1 2	7	3 3 3 3 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Item Screening Screening - Children 2021 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	1 Imployee) - TSA PreChect 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1 1 1 1 aged/Missing It	emsCarr /heelchair gway 1	1 1 1 1 1 y-on Luggaç or Scooter) 4	1 1 1	1 1 2	7	3 3 3 3 1 1	1 1 1 1	1 1	1 1	1 1 1	1 1 1	
Property - Special Handling - Missing Iten Screening Screening - Children 2021 Civil Rights - Civil Rights Violation (TSA E Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite 2022 Civil Rights - Transgender Screening Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Patdown - Plyer Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Lock Mishandling of Passenger Property - Dam Patdown - Plyer Property - Special Handling - Damaged Ite Property - Speci	1 Imployee) - TSA PreChect 1 1 aged/Missing It Disability (Not Wair/ Scooter/ Seems - Carry-On 1 1 1 1 1 1 aged/Missing It	k emsCarr /heelchair gway 1	1 1 1 1 1 y-on Luggaç or Scooter) 4	1 1 1	1 1 2	7	3 3 3 3 1 1	1 1 1 1	1 1	1 1	1 1 1	1 1 1	

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	2	1	3	4	5	5	. 3	1	3	1	3	3	34
2019				3					1	1		2	
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property				1					1			1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bac	1					1			1	
Property - Special Handling	Ü		,							1	1	1	
Property - Special Handling - Damaged Ite	ems - Check	ed									1		
Property - Special Handling - Missing Item										1		1	
Screening				1									
Screening - Inconsistency				1									
2020	1		1	1	1	3			1		1	1	1
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property	1			1		1					1		
Mishandling of Passenger Property - Dam	1			1		1					1		
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Property - Special Handling			1			1							
Property - Special Handling - Damaged Ite	ems - Check	ed	1										
Property - Special Handling - Missing Item						1							
Screening									1				
Screening - Procedures/Process									1				
2021	1	1				1	1		1		1		
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	- TSA PreCl	heck									1		
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property		1							1				
Mishandling of Passenger Property - Dam	aged/Missii	1							1				
Property - Special Handling	_						1						
Property - Special Handling - Damaged Ite	ems - Check	ed					1						
2022			2		4	1	2	1					1
Expedited Passenger Screening Program			1		4	1	2	1					
Expedited Passenger Screening Program							1						
Expedited Passenger Screening Program	- TSA PreCl	heck	1		4	1	1	1					
Property - Special Handling			1										
Property - Special Handling - Missing Item	s - Checked		1										

Catamania	10.0			ct Center (•••		•••	20.5	
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MRY	8	4	2			7	-		_	3	1	-	53
2019				1			2	1	2			3	9
Customer Service							1						1
Customer Service - TSO							1						1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d								1	1
Screening				1			1		2			2	6
Screening - Lengthy Lines												2	2
Screening - Procedures/Process				1			1		2				4
2020	2		1										3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dan	1												1
Property - Special Handling			1										
Property - Special Handling - Missing Iter	ns - Checked		1										
Screening	1												1
Screening - Procedures/Process	1												1
2021	1	1	1	1	1	2		4		3	1	4	19
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimin	ı ıation		1										
Customer Service		1		1									- :
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program								2		2	1	3	
Expedited Passenger Screening Program	ı - DoD							_			1		
Expedited Passenger Screening Program		w Membe	r									1	
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program			,,					1		2		2	
Mishandling of Passenger Property	1	iooit				1		'					
Mishandling of Passenger Property - Dan	1												
Mishandling of Passenger Property - Dan		n ItemsC	hecked Ra	nnane		1							
Persons w/ Disabilities (PWD)	laged/Missing	g Itellise	riccitca Da	ggage		'						1	
Persons w/ Disabilities (PWD) - Medicall	/ Necessary	Medication	and Medic	al Sunnline								1	
Property - Special Handling	y Necessary i	vieulcation	and Medic	ai Supplies	1			1		1		- 1	
Property - Special Handling - Damaged It	ems Check	ad			- 1			- 1		1			
Property - Special Handling - Missing Iter								1		- '			
Property - Special Handling - Missing Iter					1			'					
Screening	lis - Checkeu				ı	1		1					
						- 1		1					- 2
Screening - Inconsistency						4		1					
Screening - Procedures/Process 2022	_	3		1	4	1 5							
	5	3		1	4	5	1	3					22
Additional Information Required/Insufficient In													
Additional Information Required/Insufficie	1 1				4								
Civil Rights					1								
Civil Rights - Transgender Screening		_			1			_					
Expedited Passenger Screening Program	4	3		1	3	5	1	3					20
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	1 4	2		1	3	5	1	3					19

Categories	10-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		3			1		5
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d				1					1
2021								1			1		2
Customer Service								1			1		2
Customer Service - TSO								1			1		2
2022						1		1					2
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program	- TSA PreC	Check				1		1					2

egories	10.0ot 1						00l - FOIA	04 Ar-	O5-May	ne lu-	07 11	08-Aug	00 800	Total
egories ISN	10-Oct 1	1-Nov 18	12-D	ec u 20	1-Jan 23	02-Feb 15	03-Mar 39	04-Apr 26	05-May 16	06-Jun 11	07-Jul 14		09-Sep 10	Total 224
2019	15	10		20	6	4	1	5	4	6	9	10		50
Advanced Imaging Technology (AIT)						-		J	-	U	1	10		1
Advanced Imaging Technology (AIT) - Fly	/er										1			1
Civil Rights					1					1			1	3
Civil Rights - Racial Profiling or Discrimir	ation												1	1
Civil Rights - Screening of Religious Cult	ural and Ceremo	onial Ite	ms		1									1
Civil Rights - Sex/Gender/Gender Identity	/- Not Transgen	der								1				1
Customer Service					1	2					2	1	1	7
Customer Service - Others						1								1
Customer Service - TSO					1	1					2		1	6
Locks								1	1			1		3
Locks - Missing or Damaged Lock								1 1	1	2	2	<u> </u>		3
Mishandling of Passenger Property Mishandling of Passenger Property - Dan	naged/Missing I	tome C	hackad	Bagga	no.		1	1	2	2	2		1	
Mishandling of Passenger Property - Disa					ge		1			1		1	1	3
Patdown		July 01	101 0110	onou	1	1		1		'	1	2		7
Patdown - Flyer					1	1		1			1	2		7
Persons w/ Disabilities (PWD)												2		2
Persons w/ Disabilities (PWD) - Medicall	y Necessary Me	dication	n and M	edical S	Supplies							1		1
Persons w/ Disabilities (PWD) - Wheelch												1		1
Property - Special Handling					1	1		2	1	2	1	2	1	11
Property - Special Handling - Damaged I	tems - Carry-On	ı								1				1
Property - Special Handling - Damaged I	tems - Checked				1	1		2	1		1	1	1	8
Property - Special Handling - Missing Iter	ns - Checked									1		1		2
Screening					2					1	2			6
Screening - Procedures/Process					2					1	2			6
2020	4	5		5	6	3	4		1		1	2	1	32
Civil Rights					2									2
Civil Rights - Racial Profiling or Discrimir		4			1									1
Civil Rights - Sex/Gender/Gender Identity	/- Not Transgen				1									1
Customer Service		2		1	1								1	5
Customer Service - TSO		2		1	1	4							1	5
Locks Missing or Domogod Lock	1					1								2
Locks - Missing or Damaged Lock Mishandling of Passenger Property	ı	1		1	1	1	2					1		6
Mishandling of Passenger Property - Dan	 naged/Missing I			1	1		2					1		5
Mishandling of Passenger Property - Disa		1	,	'	- 1									1
Patdown	1	1				1								3
Patdown - Flyer	1	1				1								3
Persons w/ Disabilities (PWD)				1		1								2
Persons w/ Disabilities (PWD) - Breast C	ancer					1								1
Persons w/ Disabilities (PWD) - Wheelch		gway		1										1
Property - Special Handling	1			1	1		1				1	1		6
Property - Special Handling - Damaged I	te 1													1
Property - Special Handling - Damaged I	tems - Checked				1							1		2
Property - Special Handling - Missing Iter	ns - Checked			1			1				1			3
Screening	1	1		1	1		1		1					6
Screening - Procedures/Process	1			1	1		1		1					5
Screening - Security Breach		1												1
2021	3	1		2	3		4	5		5	4	5	4	36
Civil Rights	2	1		1			1							5
Civil Rights - Racial Profiling or Discrimin	1 2	1		1	4		1	4		0	0			5
Customer Service - TSO					1			1		2	2			6
Expedited Passenger Screening Program				1	1			1 2		1	1	5	2	6
Expedited Passenger Screening Program Expedited Passenger Screening Program	TSA PreChec	nk.		1						1	1			12 12
Mishandling of Passenger Property	- 10A FIECHE	νn		- 1			2	2 1		1	1			3
Mishandling of Passenger Property - Dan	 naged/Missing I	temsC	:hecked	l Banna	ne		2							2
Mishandling of Passenger Property - Disa					gc			1						1
Patdown		- a.i y - OI	. 5. 5116	5				1		1			1	3
Patdown - Flyer								1		1			1	3
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Touch A	version (pain/tra	uma)								1				1
Property - Special Handling	1										1			2
Property - Special Handling - Missing Iter	1													1
Property - Special Handling - Missing Iter											1			1
Screening					2		1						1	4
Screening - Children							1							1
Screening - Procedures/Process					2								1	3
2022	8	12		13	8	8	30	16	11					106
Civil Rights				1					1					2
Civil Rights - Race	N.A.T	4		4					1					1
Civil Rights - Sex/Gender/Gender Identity		uer		11										1
Customer Service TSO	2			4										6
Customer Service - TSO Expedited Passanger Screening Program	2	40		6	8	8	20	4.4	0					6 88
Expedited Passenger Screening Program		12		1	ŏ	8	28	14	8					88 6
Evnedited December Personing December		9		1 5	8	8	20	14	8					
Expedited Passenger Screening Program	י וו	9			ŏ	8	28	14	ŏ					82
Expedited Passenger Screening Program	2			- 1										
Expedited Passenger Screening Program Locks	2			1										
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	1			1										1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1													1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 n 1						1	1						1 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1						1 1	1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	ns - Carry-C	n	1										1
Screening						1	1	2					4
Screening - Inconsistency								1					1
Screening - Procedures/Process						1		1					2
Screening - Retrieving Abandoned/Confis	cated Items						1						1

tegories	10-Oct 1	1-Nov	SA Contac 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
MSO	7 7	1-NOV	12-Dec 2	01-Jan 12	02-Feb 8	U3-Mar 9				07-Jul 9			Tota
2019	,	4	2	12	1	9	2		1	5			
Civil Rights				1	1				1	1	4	1	
Civil Rights - Sex/Gender/Gender Identity	 Not Transgon	dor								1			
Customer Service	- Not Transgen	uei			1					- 1		1	
Customer Service - TSO					1							1	
Locks					- 1					1	1	- 1	
Locks - Missing or Damaged Lock										1	1		
Mishandling of Passenger Property							2		1	- 1	2		
Mishandling of Passenger Property - Dan	 	tome Ch	nookod Boa	7000					1		2		
Mishandling of Passenger Property - Disa				yaye			1		- 1				
Patdown	irrayeu iterrist	Jany-On	or Checkeu				1			1	1		
Patdown - Flyer										1	1		
Property - Special Handling				1						1	ı		
	oma Chaakad			1						1			
Property - Special Handling - Damaged It Screening	ems - Checked I			I						1			
	lovos									1			
Screening - Crew Member or Airline Emp 2020						•							
	2		1	3	1	2				1	1		
Customer Service											1		
Customer Service - TSO				1		4				4	1		
Locks				1		1				1			
Locks - Missing or Damaged Lock				1	4	1				1			
Mishandling of Passenger Property	2				1								
Mishandling of Passenger Property - Dan	2		4		1								
Persons w/ Disabilities (PWD)	Diaghility (NIa4)	VII. a. a. l. a. la.	<u> </u>										
Persons w/ Disabilities (PWD) - Mobility [Jisability (Not v	vneeicn	ı	1									
Property - Special Handling	Charles			1									
Property - Special Handling - Damaged It	ems - Checked I			1		-							
Screening Presedures/Presess				1		1							
Screening - Procedures/Process 2021		1	1	1		2			•			4	
Customer Service	2	1	1	<u>1</u> 1			1		2	1	3	4	
	1			1									
Customer Service - TSO	1			1		0			0	1			
Expedited Passenger Screening Program	TCA Annline	ian Daan				2			2		3	4	
Expedited Passenger Screening Program			ram			0			1				
Expedited Passenger Screening Program	i - TSA Preche	CK				2			1		3	4	
Identification (ID) Requirements							1						
Identification (ID) Requirements - Domest							1						
Mishandling of Passenger Property	1		1										
Mishandling of Passenger Property - Dam			4										
Mishandling of Passenger Property - Disa	irrayed itemst	Jarry-on	1										
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Property - Special Handling		1											
Property - Special Handling - Missing Iter		1		-	_	_	_	-					
2022	3	3		7	6	5							
Expedited Passenger Screening Program	3	3		7	6	5	3	4					
Expedited Passenger Screening Program			ram		1								
Expedited Passenger Screening Program	3	3		7	5	5	3						
Screening								2					
Screening - Inconsistency								1					
Screening - Procedures/Process								1					

			A Contact C		•								
Categories	10-Oct	11-Nov	12-Dec 0)1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSP	198	216	191	252	255	296	255	260	129	144	175	193	2,564
2019				43	36	55	50	54	69	62	82	88	539
Civil Rights				2	2			4	3	4	5	3	23
Civil Rights - Age									1		1		2
Civil Rights - Hair Patdowns					1							1	2
Civil Rights - National Origin								2					2
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimina	l			1	1				2	1		2	7
Civil Rights - Screening of Religious Cultu		onial Itama		- '	- '					1			1
Civil Rights - Screening of Religious or Cu			•					1		1			
				4				1		1			2
Civil Rights - Sex/Gender/Gender Identity	- Not Transgei	nder		1							4		5
Customer Service				8	8	10	14	9	7	12	15	12	95
Customer Service - Others									1				1
Customer Service - TSO				8	8	10	14	9	6	12	15	12	94
Locks					4	1	2	1	5	1	2	3	19
Locks - Missing or Damaged Lock					4	1	2	1	5	1	2	3	19
Lost and Found				2				2		1	1		6
Lost and Found - Airport/TSA				2				2		1	1		6
Mishandling of Passenger Property				11	4	8	6	8	14	10	14	16	91
Mishandling of Passenger Property - Dam	ı ıaned/Missing	ItemsCari	rv-on Lugga					1			3	2	6
Mishandling of Passenger Property - Dam				7	4	5	5	6	12	5	11	10	65
					4		J	0	12	3	- 11	10	
Mishandling of Passenger Property - Dam						1							1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked	4		2	1	1	2	5		4	19
Patdown					2	3	4	2	6	2	3	5	27
Patdown - Children							1		1			1	3
Patdown - Flyer					2	3	3	2	5	1	2	3	21
Patdown - Flyer as Observer											1	1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				2	3	4	4	6	2	6	8	5	40
Persons w/ Disabilities (PWD) - Breast Ca	l noor				3	4	7	0		1	0	<u> </u>	1
Persons w/ Disabilities (PWD) - Cancer (g										1			1
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental	Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes								3	1	2		1	7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					1
Persons w/ Disabilities (PWD) - Internal N	Medical Device	s								1			1
Persons w/ Disabilities (PWD) - Medical [Body				1						1
Persons w/ Disabilities (PWD) - Medically				Sunnlies			1				3	1	5
Persons w/ Disabilities (PWD) - Metal Imp		odiodilon di	na modioai c	Барриоо		1		1					2
		Mhaalahair	or Cooot	4	4	- 1		- 1	1		0	0	7
Persons w/ Disabilities (PWD) - Mobility [1	1				1		2	2	
Persons w/ Disabilities (PWD) - Respirato			[1							1
Persons w/ Disabilities (PWD) - Touch Av		auma)					1			1		1	3
Persons w/ Disabilities (PWD) - Visual Im					1								1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway		1	1	2		1			1		6
Persons w/ Disabilities (PWD) - Wounded	l Warrior										1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Too	ı ols/Razors/Sha	rp Objects								1			1
Property - Special Handling		,		13	5	17	10	14	21	16	18	15	129
Property - Special Handling - Damaged It	l eme - Carry-O	n		2		- ''	10		1	2	2	10	7
Property - Special Handling - Damaged It				4		6		3	4	4	6	5	32
		,					2				0		
Property - Special Handling - Missing Iten				5	3	4	3	5	4	2	10	2	28
Property - Special Handling - Missing Iten	ns - Checked			2	2	7	7	6	12	8	10	8	62
Request for Assistance							1			1			2
Request for Assistance - Other							1						1
Request for Assistance - Wounded Warrio	or (MSIJSOC)									1			1
Screening				5	8	12	9	8	11	8	16	29	106
Screening - Children									1				1
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency	I					1			1			1	3
Screening - Inconsistency Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process				3	6	8	8	3	7	6	10	19	
	ontod Ita			3	O	ŏ	ŏ	3	- /			19	70
Screening - Retrieving Abandoned/Confis	caled Items									1	1		2
Screening - Security Breach							1						1
2020	75	58	55	63	63	25	3	9	8	17	28	16	420
Civil Rights	5	4	2	3	4	1		1	1	2	3	3	29
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns				1						1		1	3
Civil Rights - National Origin	1					1					2		4
Civil Rights - Racial Profiling or Discrimina	2	4	2	1				1	1	1	1	2	15
		4		1	2			1	1	- 1	ı		5
Civil Rights - Sex/Gender/Gender Identity				I I									
Civil Rights - Transgender Screening					1								1
Customer Service	14	7	14	12	12	5		3		3	4	1	75
Customer Service - Others		2			1			1					4
Customer Service - TSO	14	5	14	12	11	5		2		3	4	1	71
Locks	3	2	1	3	3	1	1	1	1		1		17
Locks - Missing or Damaged Lock	3	2	1	3	3	1	1	1	1		1		17
Lost and Found	4	6	2	4	1	2				1			20
Lost and Found - Airport/TSA	4	6	2	4	1	2				1			20
· · · · · · · · · · · · · · · · · · ·	14		14					4	0	1	0	0	
Mishandling of Passenger Property		8		13	16	8		1	2	1	8	2	87
Mishandling of Passenger Property - Dam		1	3	3	2				1				11
Mishandling of Passenger Property - Dam		7	9	9	10	5		1		1	8	1	64
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	2	1	4	3			1			1	12
Patdown	3	4	4	5	2		1						19
Patdown - Flyer	3	3	3	5	2		1						17
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer		1	•										1
. Elleville Heart 1991	I————	· ·											<u> </u>

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

Categories		10-Oct	11-Nov	SA Contac 12-Dec	t Center (T 01-Jan	CC) Data 1 02-Feb	ool - FOIA 03-Mar		05-May	06-Jun	07-Jul	N9 A~	09-Sep	Total
Categories	Property Special Handling Demograd It		11-NOV	12-Dec	01-Jan 1	UZ-FED	U3-War	04-Apr				08-Aug	09-Sep	Iotai
	Property - Special Handling - Damaged Item Property - Special Handling - Missing Item		1		ļ.		1	2	2		1		1	10
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item		1	1			3	2	1	3	2		1	17
Do		2	1	1			3		1	3		1	1	
Re	equest for Assistance												1	1
	Request for Assistance - Other					•								1
So	creening	2	2	1	2	3	5	3	6	5	4		10	48
	Screening - Inconsistency					2						1		3
	Screening - Lengthy Lines						2	2	1	1			2	8
	Screening - Procedures/Process	2	2	1	2	1	3	1	4	4	4	3	8	35
	Screening - Retrieving Abandoned/Confis	cated Items							1			1		2
2022		102	143	123	134	138	184	163	158					1,145
Ad	dditional Information Required/Insufficient Inf	ormation	1											1
	Additional Information Required/Insufficier	nt Informatic	1											1
Air	rline			1										1
	Airline - Policy/Regulations/Service			1										1
Civ	ivil Rights	2	2	2		2	2	3						13
	Civil Rights - Age	1						1						2
	Civil Rights - Civil Rights Violation (TSA E	mplovee)		1										
	Civil Rights - Hair Patdowns	inployeo)	1	'										1
			ļ.					1						1
	Civil Rights - Perceived Religion							- 1						
	Civil Rights - Race	,					2							2
	Civil Rights - Racial Profiling or Discrimina		1			1								3
	Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender			1		1						2
	Civil Rights - Transgender Screening			1										1
Cla	aims			1				1						2
	Claims - Status			1				1						2
CS	SM/Stakeholder Follow-up						1							1
	CSM/Stakeholder Follow-up - General						1							1
Cu	ustomer Service	10	11	4	11	4	12	7	9					68
	Customer Service - CSM				1									1
	Customer Service - Others				2		1							3
	Customer Service - TSO	10	11	4	8	4	11	7	9					64
Ev	xpedited Passenger Screening Program	72	107	92	100	117	159	127	130					
				92	100		159							904
	Expedited Passenger Screening Program		1			1		1	4					7
	Expedited Passenger Screening Program		13	6	7	5		6	9					48
	Expedited Passenger Screening Program		93	86	93	111	159	120	116					848
	Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In					1					1
Ha	azardous Materials Safety		1		1									2
	Hazardous Materials Safety - General		1		1									2
Lo	ocks						2		1					3
	Locks - General								1					1
	Locks - Missing or Damaged Lock						2							2
Lo	ost and Found					2								2
	Lost and Found - Airport/TSA					2								2
Mi	ishandling of Passenger Property		2	2	2	4		2	4					16
	Mishandling of Passenger Property - Dam	l laned/Missin			1	1		1						3
	Mishandling of Passenger Property - Dam		1	2	1	2		1	3					10
	Mishandling of Passenger Property - Disa		1		'	1		'	1					3
NI-		nayeu item	1		4		4	0						5
INC	o Jurisdiction		- 1		1		1	2						
	No Jurisdiction - No Referral				1									
	No Jurisdiction - Refer to CBP		1				1	2						4
Pa	atdown	3	6	2	4	2		4	1					22
	Patdown - Flyer	1	4	2	4	2		4	1					18
	Patdown - Flyer as Observer	2	2											4
Pe	ersons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1					20
	Persons w/ Disabilities (PWD) - Autism S	pectrum			1									1
	Persons w/ Disabilities (PWD) - Cognitive		1	1										2
	Persons w/ Disabilities (PWD) - Diabetes			•	2									2
	Persons w/ Disabilities (PWD) - Diapers/0		essings/Mas	sks			1							1
	Persons w/ Disabilities (PWD) - General		95/11/100	1			- 1							1
	Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	Necessari	1	1				1	1					3
						4								
	Persons w/ Disabilities (PWD) - Mobility [1		1		2						
	Persons w/ Disabilities (PWD) - Prosthesi		1											2
	Persons w/ Disabilities (PWD) - Respirato													
	Persons w/ Disabilities (PWD) - Wheelcha	2	1											3
Pro	rohibited & Permitted Items		1											
	Prohibited & Permitted Items - Breast Milk	/Baby Form	1											
Pro	roperty - Special Handling	5	1	7	4	2	3	2	3					2
	Property - Special Handling - Damaged Ite	1		3		1			3					3
	Property - Special Handling - Damaged Ite			1	1	1	1							į
	Property - Special Handling - Missing Item			1	2		1	1						
	Property - Special Handling - Missing Item		1	2	1		1	1						
90	creening	6	6	9	8	4	3	12	9					5
30	<u> </u>	2	1	ð	1	1	1	2						
	Screening International Screening		1		1	1			1					9
	Screening - International Screening						1							1
	Screening - Lengthy Lines	1	1	2	3		1	1	1					10
	Screening - Procedures/Process	3	4	5	3	3		9	7					34
	Screening - Retrieving Abandoned/Confis	cated Items		2	1									3

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSS		1				2						1	4
2019												1	1
Screening												1	1
Screening - Security Breach												1	1
2022		1				2							3
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program	- TSA PreC	1				2							3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	104	111	102	131	130	183	189	213	94	105	97	70	1,529
2019	10-7		.02	39	32	44	57	73	51	46	45	38	425
Civil Rights				1	1	2	2	3	2	1	-10	5	17
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina	ation					1	2	2	1			3	9
Civil Rights - Sex/Gender/Gender Identity		ender		1	1			1	1	1			5
Customer Service				11	7	11	19	24	15	5	10	7	109
Customer Service - Others						1							1
Customer Service - TSO				11	7	10	19	24	15	5	10	7	108
Locks				2		4	4	2	5	4	1	1	23
Locks - Missing or Damaged Lock				2		4	4	2	5	4	1	1	23
Lost and Found						3			2		1	1	7
Lost and Found - Airport/TSA						3			2		1	1	7
Mishandling of Passenger Property				8	12	6	13	14	8	14	11	7	93
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage			1		1	2	2	1	7
Mishandling of Passenger Property - Dam	aged/Missing	temsC	hecked Bag	8	9	5	11	11	6	9	8	5	72
Mishandling of Passenger Property - Dam	aged/Missing	ltemsU	nspecified I	uggage	1		1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	1	2	1		3	1	3	1	1	12
Patdown					2		2	2	4	3	2	1	16
Patdown - Flyer					2		2	1	4	3	2	1	15
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				3	1	9	5	7	2	2	4	2	35
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability							1	1		2
Persons w/ Disabilities (PWD) - Diabetes				1		1					1	1	4
Persons w/ Disabilities (PWD) - General				1		1	2					•	4
Persons w/ Disabilities (PWD) - Hearing I	mpairment			*				1					1
Persons w/ Disabilities (PWD) - Internal N		es							1				
Persons w/ Disabilities (PWD) - Medical I			ne Bodv		1				'				<u>_</u>
Persons w/ Disabilities (PWD) - Medically				al Supplies	'	3	1				1		5
Persons w/ Disabilities (PWD) - Metal Imp				a. oappoo		1							1
Persons w/ Disabilities (PWD) - Mobility [Wheelch	air or Scoot	er)		1		2					3
Persons w/ Disabilities (PWD) - Respirato				,					1				1
Persons w/ Disabilities (PWD) - Service A		-1-1-				1		1					2
Persons w/ Disabilities (PWD) - Touch Av		trauma)		1		1					1	1	4
Persons w/ Disabilities (PWD) - Wheelcha							2	2		1			5
Prohibited & Permitted Items	, 000010.,	oog.raj							1	'			1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling				14	7	5	7	9	6	13	10	11	82
Property - Special Handling - Damaged It	ems - Carry-()n		3	1	1	1	2	1	10	10	- 11	9
Property - Special Handling - Damaged It				4	2	1	3	2	'	2	2	3	18
Property - Special Handling - Missing Iten				5		2	1	2	1	2	3	4	20
Property - Special Handling - Missing Iten				2	4	2	2	3	4	9	5	4	35
Screening	is - Checked				2	4	5	12	6	4	6	3	42
Screening - Inconsistency						1	3	1	0		0	3	2
Screening - Inconsistency Screening - Lengthy Lines						1		4			1		6
Screening - Procedures/Process					2	2	5	7	6	4	3	2	31
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	oatad Itama						3	- 1	0	4	1		1
Screening - Retrieving Abandoned/Comis	cated items										1	1	2
2020	54	50	42	36	30	32	5	7	12	19	16	10	321
Civil Rights	5	2	2	36 1	1		•		12	18	10	10	13
Civil Rights - Age	J	1		'									1
Civil Rights - National Origin	1												
Civil Rights - Racial Profiling or Discrimina	1	1	1	1	1					2			7
Civil Rights - Sex/Gender/Gender Identity	3	- 1	1	- 1	- 1								4
Customer Service	11	10		5	9	1	1		1	7		2	57
Customer Service - Others	- 11	10	10	3	9		ı		ı	- 1			1
Customer Service - TSO	11	10		5	9	1	1		1	7		2	56
Locks	6	2		1	1	1	-	1	'	ı	1		13
Locks - Missing or Damaged Lock	6	2		1	1			1			1		13
Lost and Found	U	1		1	ı			'			ı		13
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	9	10	10	13	14	9	1	2	4	2	3	1	78
Mishandling of Passenger Property - Dam					14	9	- '		1		3	1	2
Mishandling of Passenger Property - Dam		9		12	13	7		2	3	2	2	1	66
Mishandling of Passenger Property - Disa		1		1	13	2	1		3		1	1	10
Patdown	1	- 1	2	2	1		1			1	- 1		7
Patdown - Flyer	1		2	2	1					1			7
Persons w/ Disabilities (PWD)	3	5		1	1	1			1	1	1	2	17
Persons w/ Disabilities (PWD) - Autism S		5	1	1	ļ	Į.			ļ.	1	ļ		2
Persons w/ Disabilities (PWD) - Autism 5 Persons w/ Disabilities (PWD) - Breast Ca			1			1				1			
						Į.							1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General		Andination	and Madia	al Cupplica								1	1
Persons w/ Disabilities (PWD) - Medically				ai Supplies								I	1
Persons w/ Disabilities (PWD) - Metal Imp	,	1											
Persons w/ Disabilities (PWD) - Mobility [1											2
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Service A		brouges = \							1		1	1	3
Persons w/ Disabilities (PWD) - Touch Av				1									1
Persons w/ Disabilities (PWD) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha	aii/ OCOOTET/	1			1								2
Prohibited & Permitted Items	/Drositi	1											1
Prohibited & Permitted Items - Medication	rescriptio	1		_				_	_			_	1
Property - Special Handling - Demograd It	[6	8		8	8	16	3	2	6	1	8	3	79
Property - Special Handling - Damaged It	erns - Carry	1	1	1	1	1					2	1	8

ories Pro						(TCC) Data								
Pro		10-Oct	11-Nov	12-Dec	01-Jar	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1.15	roperty - Special Handling - Damaged Ite	1	3		2	2				1				
Pro	roperty - Special Handling - Missing Iten	1	1		2	4	2 4		1	2		1		1
	operty - Special Handling - Missing Iten		3		5		5 11	3	1	3	1	5	2	
Screen		13	11		6	5	1 5		2		4	3	2	
	creening - Inconsistency		1		1									
Sc	creening - Lengthy Lines	1	3		1									
Sc	creening - Procedures/Process	12	6		4	5	1 5		2		4	3	2	
		12			7		, ,							
	creening - Security Breach		1											
2021		11	11		6	12 1°	l 10	21	24	31	41	36	22	23
Civil Ri	Rights						1	1	1	2	1	3		
	vil Rights - Constitutional Rights								1					
		ation									4			
	vil Rights - Racial Profiling or Discrimina									2	1			
	vil Rights - Sex/Gender/Gender Identity	Not Transge	nder				1	1				1		
Custon	mer Service	2	2		3	3	2 4	2	4	7	9	7	3	4
Cu	ustomer Service - Others								1					
		0			0	0		0			0			
	ustomer Service - TSO	2	2		3		2 4	2	3	7	9		3	4
Expedi	ited Passenger Screening Program				1	2	3	8	10	11	20	18	13	8
Ex	xpedited Passenger Screening Program	- TSA Applica	ation Prod	gram		1 :	2 1		1	1		2		
	xpedited Passenger Screening Program				1	1	1 2	8	9	10	20	16	12	3
				0-41-				0	3	10	20	10		
	kpedited Passenger Screening Program	- 15A/DHS E	mpioyees	s - Opt in									1	
Identific	ication (ID) Requirements								1					
lde	entification (ID) Requirements - Domest	C							1					
	onuncation (IB) Requirements Bernest													
Locks														
Lo	ocks - Missing or Damaged Lock						1							
Mishar	ndling of Passenger Property	2	3		2	4	1	1				1	1	
	ishandling of Passenger Property - Dam		1		1	1	1						1	
		-					ı							
	ishandling of Passenger Property - Dam		1		1	3		1				1		
Mis	ishandling of Passenger Property - Disa	rrayed Item	1											
	risdiction											1		
	o Jurisdiction - Refer to Other											1		
Patdow	wn								1				2	
Pa	atdown - Flyer								1				2	
	ns w/ Disabilities (PWD)		1			1			1	1	2	2		
			- 1			1			ı					
	ersons w/ Disabilities (PWD) - Diabetes									1		1		
Pe	ersons w/ Disabilities (PWD) - Diapers/0	Sarments/Dres	ssings/Ma	asks								1		
Pe	ersons w/ Disabilities (PWD) - Medical I	evices - Attac	ched to th	e Body		1								
	. ,		4	.o Douj										
	ersons w/ Disabilities (PWD) - Medically													
	ersons w/ Disabilities (PWD) - Mobility [Wheelch	air or Sco	ooter)						1			
Pe	ersons w/ Disabilities (PWD) - Service A	nimals							1		1			
	ited & Permitted Items					1	1			1	1			
											<u>'</u>			
	rohibited & Permitted Items - Electronic					1								
Pro	ohibited & Permitted Items - Food/Beve	rages								1				
Pro	rohibited & Permitted Items - Liquids/Ge	ls/Aerosols					1				1			
	rty - Special Handling	6	3					5	1	6	2	2	2	2
							1	3	1					
Pro	roperty - Special Handling - Damaged Ite	1	1							3	1			
Pro	roperty - Special Handling - Damaged It	2	2				1	2		2	1	1	1	
	roperty - Special Handling - Missing Iten	1												
							4	2	4			4	4	
	roperty - Special Handling - Missing Iten						1	3	1	1		1	1	
Screen	ning	1	2			1 :	2 1	4	5	3	6	2	1	2
Sc	creening - Inconsistency						2		1			1		
	creening - Lengthy Lines								2	2	3	1	1	
Sc														
										1	3			1
Sc	creening - Procedures/Process	1	2			1	1	4	2					
Sc	Breefing - 1 Tocedures/1 Tocess	1 39	50		54 4	 4 4		106	109					54
Sc 022		-												54
Sc 022 Airline		-			1									54
Sc 022 Airline Air	rline - Policy/Regulations/Service	39	50	(106						54
Sc 022 Airline Air Civil Ri	rline - Policy/Regulations/Service	-		(1									54
Sc 022 Airline Air Civil Ri	rline - Policy/Regulations/Service	39	50	(1			106						54
Sc. 022 Airline Air Civil Ri Civ	rline - Policy/Regulations/Service tights vil Rights - Race	2	50	(1			106						54
Sc 022 Airline Air Civil Ri Civ Civ	rline - Policy/Regulations/Service tights ivil Rights - Race ivil Rights - Racial Profiling or Discrimin	2	1	(1			106						54
Sco D22 Airline Air Civil Ri Civ Civ	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimin vil Rights - Transgender Screening	2	1		1 1	14 4	3 97	106 1 1	109					54
Sco 022 Airline Air Civil Ri Civ Civ	rline - Policy/Regulations/Service tights ivil Rights - Race ivil Rights - Racial Profiling or Discrimin	2	1		1		3 97	106						54
Sc. 022 Airline Air Civil Ri Civ Civ Civ Custom	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimin vil Rights - Transgender Screening	2 2	1 1 3	Ę	1 1 3	2 4	3 97 4 5	106 1 1	109					54
Sc 022 Airline Air Civil Ri Civ Civ Civ Custom Cu	rline - Policy/Regulations/Service tights vil Rights - Race vivil Rights - Racial Profiling or Discrimination vil Rights - Transgender Screening mer Service ustomer Service - TSO	2 2 2 2	1 1 3 3	Ę	3 3	2 4 2	3 97 4 5 4 5	106 1 1 1 10 10	109 10 10					5.
Sc. 2022 Airline Air Civil Ri Civ Civ Civ Custom Cu Expedi	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimin. vil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program	2 2 2 28	1 1 3 3 36	Ę	3 3	2 42 436 44	3 97 4 5 4 5	106 1 1 10 10 76	109					54 3 42
Sc. O22 Airline Air Civil Ri Civ Civ Civ Custom Cu Expedii	rline - Policy/Regulations/Service tights vil Rights - Race vivil Rights - Racial Profiling or Discrimination vil Rights - Transgender Screening mer Service ustomer Service - TSO	2 2 2 28	1 1 3 3	Ę	3 3	2 4 2	3 97 4 5 4 5	106 1 1 1 10 10	109 10 10					5.
Sc. 022 Airline Air Civil Ri Civ Civ Civ Custom Cu Expedii	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimin. vil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program kpedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 44 ;	2	4 5 4 5 7 79	106 1 1 10 10 76	109 10 10 86					54 3 42
Sc. 022 Airline Air Civil Ri Civ Civ Civ Custom Cu Expedii Ex	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimin- vil Rights - Racial Profiling or Discrimin- vil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program spedited Passenger Screening Program spedited Passenger Screening Program spedited Passenger Screening Program	2 2 2 28 - DoD 3	1 1 3 3 36 1	2	3 3 14 3	2 4 2 4 1 1	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4 4	109 10 10 86 8					54
Sci O22 Airline Airine Civil Ri Civi Civ Civ Civ Custom Cu Expedi Ex Ex Ex	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program spedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 3 44 2 41	2	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4	109 10 10 86					54
Sci D22 Airline Airline Civil Ri Civ Civ Civ Custom Custom Cus Expedii Exi Exi Exi	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimin- vil Rights - Racial Profiling or Discrimin- vil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program spedited Passenger Screening Program spedited Passenger Screening Program spedited Passenger Screening Program	2 2 2 28 - DoD 3	1 1 3 3 36 1	2	3 3 14 3	2 4 2 4 1 1	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4 4	109 10 10 86 8					54
Sci O22 Airline Airine Civil Ri Civi Civ Civ Civ Custom Cu Expedi Ex Ex Ex	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program spedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 3 44 2 41	2 4 2 4 1 1	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4 4	109 10 10 86 8					3 3 42
Sci 022 Airline Airl Civil Ri Civi Civ Civ Custom Cu Expedi Ex Ex Ex Locks	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discrimin. vivil Rights - Transgender Screening mer Service ustomer Service - TSO ited Passenger Screening Program xpedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 3 44 2 41 2	2 4 2 4 1 1	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4 4 68	109 10 10 86 8					3 3 42
Sc. O22 Airline Air. Civil Ri Civ. Civ. Civ. Custom Cu Expedi Ex; Ex; Locks	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program kpedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 3 44 2 41 1	2 4 2 4 1 1	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4 4 68	109 10 10 86 8					3 3 42
Sci Ozz Airline Air Civil Ri Civil Custom Cu Expedii Exx Exx Exx Exx Exx Exx Locks Locks Locks Locks Locks are civil Ri	rline - Policy/Regulations/Service tights vil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program xpedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 3 44 2 41 2	2 4 2 4 66 41 1	4 5 4 5 79 1 9 79	106 1 1 10 10 76 4 4 68	109 10 10 86 8					3 3 42
Sci Ozz Airline Air Civil Ri Civil Custom Cu Expedii Exx Exx Exx Exx Exx Exx Locks Locks Locks Locks Locks are civil Ri	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program kpedited Passenger Screening Program	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1	2	3 3 3 44 2 41 2	2 4 2 4 66 41 1	3 97 4 5 4 5 0 79	106 1 1 10 10 76 4 4 68	109 10 10 86 8					54
Sci	rline - Policy/Regulations/Service tights Ivil Rights - Race Ivil Rights - Race Ivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening Ivil Rights - Rights Ivil Rights - R	2 2 2 2 2 2 28 - DoD	1 1 3 3 36 1 1 1 34	2	3 3 3 44 2 41 2	2 4 2 4 36 4 1	4 5 4 5 79 1 9 79	106 1 1 10 10 76 4 4 68	109 10 10 86 88 78					5.
Scio22 Airline Air Civil Ri Civi Civi Civi Custom Cu Expedi Exx Exx Exx Locks Loc Lost an Loc Mishan	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racel vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Screening Program specks - Missing or Damaged Lock and Found set and Found - Airport/TSA ndling of Passenger Property	2 2 2 2 2 28 - DoD 3 24	1 1 3 3 36 1 1 34	4	3 3 3 44 44 5 2 41 1 2 2	2 4 2 4 66 41 1	4 5 4 5 79 1 9 79	106 1 1 10 10 76 4 4 68	109 10 10 86 8 78					54
Scio22 Airline Air Civil Ri Civi Civ Custom Cu Expedi Ex, Ex, Locks Locks Lot ar Loc Mishan	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Screening Program specks - Missing or Damaged Lock and Found set and Found - Airport/TSA indling of Passenger Property ishandling of Passenger Property ishandling of Passenger Property - Dam	2 2 2 28 - DoD 3 24 1	1 1 3 3 36 1 1 34	4	3 3 3 44 44 5 2 41 1 2 2	2 2 2 4 6 4 1 1 85 35 35 35 1	4 5 4 5 79 1 9 79 1 1 1 1 1	106 1 10 10 76 4 4 68 1 1	109 10 10 86 8 78					5.
Sci 2022 Airline Air Civil Ri Civ Custom Custom Expedi Ex, Ex, Ex, Locks Locks Locks ar Lock ar Mishan	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racel vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Screening Program specks - Missing or Damaged Lock and Found set and Found - Airport/TSA ndling of Passenger Property	2 2 2 28 - DoD 3 24 1	1 1 3 3 36 1 1 34	4	3 3 3 44 44 5 2 41 1 2 2	2 4 2 4 36 4 1	4 5 4 5 79 1 9 79	106 1 1 10 10 76 4 4 68	109 10 10 86 8 78					5.
Sci O22 Airline Air Civil Ri Civi Civil Ri Civil Ri Civil Ri Civil Civil Custom Cu Expedii Expedii Expedii Expedii Expedii Expedii Expedii Locks Locks Locks Locks arr Locil Mishan Mis	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Race vivil Rights - Racial Profiling or Discrimin. vivil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program kpedited Passenger Property sistand Found - Airport/TSA andling of Passenger Property ishandling of Passenger Property - Dam	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missing	1 1 3 3 3 6 1 1 3 3 4	2 2 arry-on L	3 3 3 44 2 41 1 2 2	2 2 2 4 6 4 1 1 85 35 35 35 1	4 5 4 5 79 1 9 79 1 1 1 1 1	106 1 10 10 76 4 4 68 1 1	109 10 10 86 8 78					5.
Sci O22 Airline Airline Airline Civil Ri Civi Civi Custom Cu Expedi Ex, Ex, Locks Lost ar Lost ar Mishann Mis Mis Mis	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Race vivil Rights - Racial Profiling or Discrimin. vivil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program xpedited Passenger Property socks - Missing or Damaged Lock and Found books - Airport/TSA andling of Passenger Property ishandling of Passenger Property - Dam ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa ishandling of Passenger Property - Disa	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missing	1 1 3 3 36 1 1 1 34 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 arry-on L	3 3 3 44 3 2 41 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 4 36 40 1	4 5 4 5 0 79 1 79	106 1 1 10 10 76 4 4 68 1 1 1	109 10 10 86 8 78					5.
Sci O22 Airline Air Civil Ri	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program kpedited Passenger Property istandling of Passenger Property ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa wn	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missing	1 1 3 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	3 3 3 44 2 41 1 2 2	2 4 2 4 36 41 1 35 31	4 5 4 5 5 79 1 9 79 1 1 1 1 1 1 1	106 1 1 10 10 76 4 4 68 1 1 1	109 10 10 86 8 78					5.
Sci O22 Airline Air Civil Rift Civil Custom Cu Expedit Exx Exx Exx Exx Exx Looks Looi Lost an Loo Mishan Mist Mist Patdow	rline - Policy/Regulations/Service lights Ivil Rights - Race Ivil Rights - Race Ivil Rights - Racial Profiling or Discrimination Ivil Rights - Transgender Screening Ivil Rights - Transgender	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missing	1 1 3 3 36 1 1 1 34 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	3 3 3 44 3 2 41 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 4 36 41 1 35 31	4 5 4 5 0 79 1 79	106 1 1 10 10 76 4 4 68 1 1 1	109 10 10 86 8 78					54
Sci O22 Airline Air Civil Rift Civil Custom Cu Expedid Exx Ex	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program kpedited Passenger Property istandling of Passenger Property ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa wn	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missing	1 1 3 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	3 3 3 44 3 2 41 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 4 36 41 1 35 31	4 5 4 5 5 79 1 9 79 1 1 1 1 1 1 1	106 1 1 10 10 76 4 4 68 1 1 1	109 10 10 86 8 78					5.
Sc. D22 Airline Air Civil Ri Civ Custom Custom Cu Expedi Exx Exx Locks Loc Lost an Mishan Mis Mis Patdow Pa	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discrimina vivil Rights - Racial Profiling or Discrimina vivil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Screening Program specks - Missing or Damaged Lock and Found sist and Found - Airport/TSA andling of Passenger Property - Dam sishandling of Passenger Property - Dam sishandling of Passenger Property - Dam sishandling of Passenger Property - Disa win atdown - Flyer atdown - Non-Flyer	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missing	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	97 4 5 4 5 79 1 79 1 1 1 1 1 1 1 1	106 1 10 10 10 76 4 4 68 1 1 1	109 10 10 86 86 78					3
Sc. O22 Airline Air Civil Ri Civil Ri Civil Civ	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program expedited Passenger Property expedited Passenger Property ishandling of Passenger Property - Dam eishandling of Passenger Property - Dam eishandling of Passenger Property - Disa expedited Passenger Prope	2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 4 36 41 1 35 31	97 4 5 4 5 79 1 79 1 1 1 1 1 1 1 1	106 1 1 10 10 76 4 4 68 1 1 1	109 10 10 86 8 78					39
Sci O22 Airline Air Civil Ri	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discrimina vivil Rights - Racial Profiling or Discrimina vivil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Screening Program specks - Missing or Damaged Lock and Found sist and Found - Airport/TSA andling of Passenger Property - Dam sishandling of Passenger Property - Dam sishandling of Passenger Property - Dam sishandling of Passenger Property - Disa win atdown - Flyer atdown - Non-Flyer	2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	97 4 5 4 5 79 1 79 1 1 1 1 1 1 1 1	106 1 10 10 10 76 4 4 68 1 1 1	109 10 10 86 86 78					39
Sc. O22 Airline Air Civil Ri Civi Civi Custom Cu Expedi Ex, Ex, Locks Locks Locks Lor Mishan Mis Mishan Patdow Pa Person Pe	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Property spedited Passenger Property ishandling of Passenger Property ishandling of Passenger Property - Dam ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa wn atdown - Flyer atdown - Non-Flyer ns w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Cancer (g	2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	97 4 5 4 5 79 1 79 1 1 1 1 1 1 1 1	106 1 10 10 10 76 4 4 68 1 1 1	109 10 10 86 86 78					39
Sci O22 Airline Air Civil Ri Civi Civil Ri Civi	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program spedited Passenger Property socks - Missing or Damaged Lock and Found socks - Missing or Damaged Lock and Found - Airport/TSA andling of Passenger Property ishandling of Passenger Property - Dam ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa win atdown - Flyer atdown - Non-Flyer as w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Diabetes	2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	97 4 5 4 5 79 1 79 1 1 1 1 1 1 1 1	106 1 1 10 10 76 4 4 68 1 1 1 2 2 5	109 10 10 86 86 78					338
Sci O22 Airline Air Civil Ri Civil Ri Civil Ri Civil Ri Custor Custor Expedif Ex Ex Ex Ex Locks Locks Mishan Mis Misi Patdow Pa Person Pe Pe	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Race vivil Rights - Racial Profiling or Discrimin- vivil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program spedited Passenger Property posts - Missing or Damaged Lock and Found sost and Found - Airport/TSA andling of Passenger Property - Dam ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa win atdown - Flyer atdown - Non-Flyer ms w/ Disabilities (PWD) persons w/ Disabilities (PWD) - Cancer (se persons w/ Disabilities (PWD) - Internal N	2 2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	1 5 4 5 5 0 79 1 9 79 1 1 1 1 1 1 1 1 3	106 1 10 10 10 76 4 4 68 1 1 1 3 2 1 2 5	109 10 10 86 86 78					338
Sci O22 Airline Air Civil Riv Civil Riv Custom Custom Expedif Ex Ex Ex Ex Locks Locks Mishan Mis Misi Patdow Pa Person Pe Pe	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discriminativil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program spedited Passenger Property socks - Missing or Damaged Lock and Found socks - Missing or Damaged Lock and Found - Airport/TSA andling of Passenger Property ishandling of Passenger Property - Dam ishandling of Passenger Property - Dam ishandling of Passenger Property - Disa win atdown - Flyer atdown - Non-Flyer as w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Diabetes	2 2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	97 4 5 4 5 79 1 79 1 1 1 1 1 1 1 1	106 1 1 10 10 76 4 4 68 1 1 1 2 2 5	109 10 10 86 86 78					3 3 42 1 1 3 8
Sci 2022 Airline Air Civil Ri Civi Civ Custor Cu Expedi Ex	rline - Policy/Regulations/Service lights vil Rights - Race vil Rights - Race vil Rights - Racial Profiling or Discrimin. vil Rights - Racial Profiling or Discrimin. vil Rights - Transgender Screening mer Service ustomer Service - TSO itted Passenger Screening Program expedited Passenger Property expedited Passenger Property ishandling of Passenger Property - Dam eishandling of Passenger Property - Dam eishandling of Passenger Property - Dam eishandling of Passenger Property - Disa experiment of P	2 2 2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missirrayed Items-	1 1 3 3 3 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	1 1 1 3 3 3 4 4 4 4 4 5 4 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 4 2 2 36 4 1 35 31	1 5 4 5 5 0 79 1 9 79 1 1 1 1 1 1 1 1 3	106 1 1 10 10 76 4 4 68 1 1 1 2 2 5	109 10 10 86 86 78					3 3 42 1 3 3 9
Sc. 2022 Airline Air Civil Ri Civ Civ Custor Cu Expedii Ex Ex Ex Locks Loo Mishan Mis Mis Patdow Pa Person Pe Pe Pe Pe	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discrimina vivil Rights - Racial Profiling or Discrimina vivil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Property spedited Passenger Property ishandling of Passenger Property - Dam sishandling of Passenger Property	2 2 2 28 - DoD 3 24 1 1 aged/Missing aged/Missirrayed Items Igeneral) Not ledical Device Necessary plants (joint)	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	3 3 3 44 2 41 1 2 2 2 uuggage	2 4 2 2 36 4 1 35 31	1 5 4 5 5 0 79 1 9 79 1 1 1 1 1 1 1 1 3	106 1 1 10 10 76 4 4 68 1 1 1 2 2 5 1 1 1	109 10 10 86 86 78					3 3 42 1 3 3 9
Sc. 2022 Airline Air Civil Ri Civ Civ Custor Cu Expedii Ex Ex Ex Locks Loo Mishan Mis Patdow Pa Person Pe Pe Pe Pe	rline - Policy/Regulations/Service tights vil Rights - Race vil Rights - Racial Profiling or Discrimina vil Rights - Racial Profiling or Discrimina vil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Property spedited Passenger Property ishandling of Passenger Property ishandling of Passenger Property - Dam ishand	2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items- ledical Device Necessary lants (joint) bisability (Not	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	3 3 3 44 2 41 1 2 2 2 uuggage	2 4 2 2 36 4 1 35 31	1 5 4 5 5 0 79 1 9 79 1 1 1 1 1 1 1 1 3	106 1 1 1 10 10 76 4 4 68 1 1 1 2 2 5 1 1	109 10 10 86 88 78 3 1 2 1 1 1					
Sc. 2022 Airline Air Civil Ri Civ Civ Custor Cu Expedii Ex Ex Ex Locks Loo Mishan Mis Patdow Pa Person Pe Pe Pe Pe	rline - Policy/Regulations/Service tights vivil Rights - Race vivil Rights - Racial Profiling or Discrimina vivil Rights - Racial Profiling or Discrimina vivil Rights - Transgender Screening mer Service ustomer Service - TSO iited Passenger Screening Program spedited Passenger Property spedited Passenger Property ishandling of Passenger Property - Dam sishandling of Passenger Property	2 2 2 28 - DoD 3 24 1 aged/Missing aged/Missirrayed Items- ledical Device Necessary lants (joint) bisability (Not	1 1 3 3 3 6 1 1 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arry-on L	3 3 3 44 2 41 1 2 2 2 uuggage	2 4 2 2 36 4 1 35 31	1 5 4 5 5 0 79 1 9 79 1 1 1 1 1 1 1 1 3	106 1 1 10 10 76 4 4 68 1 1 1 2 2 5 1 1 1	109 10 10 86 86 78					

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Categories	10-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) - Touch Av	ersion (pain	/trauma)			1	1							2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1							1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beve	1												1
Property - Special Handling	4	3	2	3		2	1	1					16
Property - Special Handling - Damaged Ite	1		1	2									4
Property - Special Handling - Damaged Ite	1					1							2
Property - Special Handling - Missing Item	ns - Carry-C	2		1									3
Property - Special Handling - Missing Item	2	1	1			1	1	1					7
Screening	1	3	1	2	1	6	7	7					28
Screening - Inconsistency			1				2	1					4
Screening - Lengthy Lines					1	5	2	1					9
Screening - Procedures/Process	1	3		2		1	3	5					15

egories	10-Oct 11	-Nov 12	2-Dec (01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
ITJ	5	5	9	24	13	11	3	3			4	5	
2019	J	J	3	1	13	1	,	1			7	1	
Civil Rights								'				1	
Civil Rights - Headwear												1	
Customer Service						4						1	
				1		1							
Customer Service - TSO				1		1							
Property - Special Handling								1					
Property - Special Handling - Missing Iten	ns - Checked							1					
2020	2	3	1	2	2							1	
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Customer Service	1			1	1								
Customer Service - TSO	1			1	1								
	· ·		4	ı									
Patdown			1		1								
Patdown - Flyer			1		1								
Property - Special Handling				1								1	
Property - Special Handling - Damaged Ite	ems - Checked											1	
Property - Special Handling - Missing Iten	ns - Carry-On			1									
Screening	1	2											
Screening - Lengthy Lines		1											
	4												
Screening - Procedures/Process	1	1											
2021	2	1		1	5	1		2			4	3	
Civil Rights								1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	er						1					
Customer Service	2				2								
Customer Service - TSO	2				2								
Expedited Passenger Screening Program											2	3	
	TCA Des Charl												
Expedited Passenger Screening Program	- TSA PreCheck	Κ									2	3	
Mishandling of Passenger Property					2								
Mishandling of Passenger Property - Dam					1								
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsChec	ked Bagga	age	1								
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Mobility [l Disability (Not W	heelchair c	r Scoot	1									
	l	neelchail C	30001	ı							4		
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Sporting G	oods										1		
Property - Special Handling		1									1		
Property - Special Handling - Missing Iten	ns - Checke	1									1		
Screening					1	1							
Screening - Inconsistency					1								
Screening - Procedures/Process						1							
2022	_			20			•						
	1	1	8	20	6	9	3						
Customer Service		1	2	3	2								
Customer Service - TSO		1	2	3	2								
Expedited Passenger Screening Program			5	11	3	7	3						
Expedited Passenger Screening Program	- DoD		1										
Expedited Passenger Screening Program		on Proc	2										
Expedited Passenger Screening Program			2	11	3	7	3						
	- TOAT TECHEL	`	- 4	- 11	3	- 1	3						
Mishandling of Passenger Property			<u> </u>										
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsC	1										
Patdown				1									
Patdown - Children				1									
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Property - Special Handling				1									
Property - Special Handling - Damaged It	ome Corny On			1									
	ems - Carry-On					_							
Screening	1			3	1	2							
Screening - Inconsistency				2		1							
Screening - Lengthy Lines					1								
Screening - Procedures/Process	1			1		1							

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA		1		1			1	1		1			5
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dis-	arrayed Item	sCarry-on	or Checke	d				1					1
2020		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service	Animals	1											1
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	i - TSA PreC	heck								1			1
2022				1			1						2
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service				1									1
Customer Service - TSO				1									1

Categories MYR 2019 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin	10-Oct 30	11-Nov 22	12-Dec 2		02-Feb 19 4	03-Mar 26 9	04-Apr 23 7	05-May 53 16	06-Jun 40 17	07-Jul 36 11	08-Aug 22 11		Total 339
2019 Civil Rights Civil Rights - Hair Patdowns	30	22	2		4	9							
Civil Rights Civil Rights - Hair Patdowns				5			- /	16	17	11			
Civil Rights - Hair Patdowns						0					- ''	,	87
					1	2							3
Civil Rights - Racial Floring of Discrimin	l stion				1	1 1							2
Customer Service	auon			2	1	1	- 1	4	2	2			1
Customer Service - TSO				2	1 1	1	1 1	1 1	3	3			12
					1	1	1	1	3	3		2	12
Locks Locks - Missing or Damaged Lock				2				1				2	5
Locks - Missing of Damaged Lock Lost and Found				2				1	1			2	5
													1
Lost and Found - Airport/TSA					4				1	0	0		1
Mishandling of Passenger Property	1/h 4: i	l4			1	2	5	5	3	2	2		22
Mishandling of Passenger Property - Dam					4		1		0	0	0	1	2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa					1	2	3	5	2	2	2	1	18
	rrayed items	Carry-on	or Check	ea			1		1				2
Patdown							1	3	1		3		8
Patdown - Flyer							1	3	1		2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								1	3	2	1	1	8
Persons w/ Disabilities (PWD) - Autism S										1			1
Persons w/ Disabilities (PWD) - Internal M												1	1
Persons w/ Disabilities (PWD) - Medically								1	1				2
Persons w/ Disabilities (PWD) - Mobility I			air or Sco	oter)					1		1		2
Persons w/ Disabilities (PWD) - Prosthes	s/Amputees a	nd Casts							1	1			2
Property - Special Handling					1	3		3	3	2	4	2	18
Property - Special Handling - Damaged It	ems - Carry-O	n								1			1
Property - Special Handling - Damaged It	ems - Checked	d				2		1	2		1		6
Property - Special Handling - Missing Iten					1	1		2	1	1	3	2	11
Screening				1		1		2	3	2			10
Screening - Crew Member or Airline Emp	oyee								1				1
Screening - Lengthy Lines	Ĺ					1							1
Screening - Procedures/Process				1				1	2	2	1		7
Screening - Security Breach								1					1
2020	8	7		8	4	1	1	'	2	3	5	3	42
Customer Service	3	1		2		•	•				2		8
Customer Service - Others				1									1
Customer Service - TSO	3	1		1							2		7
Locks	3	- 1		2									2
Locks - Missing or Damaged Lock				2		4							2
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	2			1	2				1		2		10
Mishandling of Passenger Property - Dan	2			1	2				1		2	2	10
Patdown		2			1				1	1			5
Patdown - Flyer		2			1				1	1			5
Property - Special Handling	1	1		3	1		1				1	1	9
Property - Special Handling - Damaged It													1
Property - Special Handling - Damaged It							1						1
Property - Special Handling - Missing Iter		1		3	1						1	1	7
Screening	2	3								2			7
Screening - Crew Member or Airline Emp	oyee									1			1
Screening - Procedures/Process	2	3								1			6
2021	5	3		3	1	3	6	10	21	22	6	16	96
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1			3	4
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimin	ation											2	2
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder										1	1
Claims							1						1
Claims - General							1						1
Customer Service		1		1				3	9	5	1	3	23
Customer Service - CSM										1			1
Customer Service - Others									2				2
Customer Service - TSO		1		1				3	7	4	1	3	20
Expedited Passenger Screening Program						1	1	3	6	12	1	8	32
Expedited Passenger Screening Program	- TSA PreChe	ck				1	1	3	6	12	1		32
Locks		1											1
Locks - Missing or Damaged Lock		1											<u>-</u>
Mishandling of Passenger Property	2			1	1			1		1			6
Mishandling of Passenger Property - Dam		Itams C	arry on Li		1			'					2
Mishandling of Passenger Property - Dam		itemsC	arry-orr Lu	ig i	- 1			1		1			3
								'		- '			1
Mishandling of Passenger Property - Disa	ı										1		
No Jurisdiction													1
No Jurisdiction - Refer to Other	4										1		1
Patdown	1								1			1	3
Patdown - Flyer	1								1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)						1	1	2		1			5
								1					1
Persons w/ Disabilities (PWD) - Cancer (g			and Mad	ical Supplies				1		1			2
Persons w/ Disabilities (PWD) - Medically		edication	and wed	ioui Guppiioo									
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates			оси Саррисс		1							1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/o Persons w/ Disabilities (PWD) - Prosthes	Ostomates s/Amputees a					1	1						1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling	Ostomates s/Amputees a 2	nd Casts		1		1	1	1	1	1	2	1	1 10
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/o Persons w/ Disabilities (PWD) - Prosthes	Ostomates s/Amputees a 2 ems - Carry-O	nd Casts				1		1	1	1	2	1	1

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tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Property - Special Handling - Missing Item	s - Carry-Or	1						1			1		
Property - Special Handling - Missing Item	s - Checked			1						1	1	1	
Screening		1				1	2		2	2	1		
Screening - Lengthy Lines							1						
Screening - Procedures/Process		1				1	1		2	2	1		
2022	17	12	14	12	10	13	9	27					
Civil Rights	1		1					1					
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrimina	1												
Claims					1								
Claims - General					1								
Customer Service	2				1								
Customer Service - TSO	2				1								
Expedited Passenger Screening Program	13	9	12	8	6	10	7	24					
Expedited Passenger Screening Program	2	1											
Expedited Passenger Screening Program	11	8	12	8	6	10	7	24					
Human Capital					1								
Human Capital - Prospective Employment	with TSA				1								
Locks					1								
Locks - Missing or Damaged Lock					1								
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Patdown	1		1			1							
Patdown - Flyer	1		1			1							
Persons w/ Disabilities (PWD)		1		1			1						
Persons w/ Disabilities (PWD) - Diabetes		1					1						
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ached to th	e Body	1									
Property - Special Handling								1					
Property - Special Handling - Damaged Ite	ems - Check	ed						1					
Screening		1		3		2	1	1					
Screening - Lengthy Lines						1							
Screening - Procedures/Process		1		3		1	1	1					

NYL 2019 Customer Service Customer Service - TSO	10-Oct 2	11-Nov 3	12-Dec 1	01-Jan 4 1	02-Feb 4 3			05-May 2 2		07-Jul 5	08-Aug 1	09-Sep 4	Total 33
2019 Customer Service		3	1	-						5	1	4	33
Customer Service	oogod/Missing			1	3	2	- 1	2					
	anged/Missing								1	3	1	1	15
Customer Service - TSO	anged/Missin					1				1			2
	agged/Missin					1				1			2
Locks	agged/Missip							1					1
Locks - Missing or Damaged Lock	aggod/Missin							1					1
Mishandling of Passenger Property	oggod/Miccin				1		1						2
Mishandling of Passenger Property - Dam	nayeu/iviissii i	g ItemsC	hecked Ba	ggage	1		1						2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Av	version (pain/	trauma)										1	1
Property - Special Handling					2	1				1			4
Property - Special Handling - Damaged It	tems - Carry-0	On				1							1
Property - Special Handling - Damaged It	tems - Check	ed			1					1			2
Property - Special Handling - Missing Iter	ns - Checked				1								1
Screening				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confis	scated Items							1					1
2020	1		1	1			1						4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Bag	1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	1										1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iter							1						1
2021	1			1					1	2		3	8
Customer Service				1						1		1	3
Customer Service - TSO				1						1		1	3
Expedited Passenger Screening Program										1		2	3
Expedited Passenger Screening Program	- TSA PreCh	neck								1		2	3
Property - Special Handling									1				1
Property - Special Handling - Damaged It	tems - Check	ed							1				1
Screening	1												1
Screening - Procedures/Process	1												1
2022		3		1	1		1						6
Expedited Passenger Screening Program		1					1						2
Expedited Passenger Screening Program	- TSA PreC	1					1						2
Patdown					1								1
Patdown - Flyer					1								1
Screening		2		1									3
Screening - Procedures/Process		2											2
Screening - Shoe Screening		_		1									1

A Civil Rights Civil Rights - Sex/Gender/Gender Identi Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling Property - Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	9 ty- Not Transge	ltemsCh	6	1-Jan 8	02-Feb 2	03-Mar 12 2	04-Apr 8 1	05-May 6 1	06-Jun 4 1	07-Jul 5 3	08-Aug 6 2 1		Total
Civil Rights Civil Rights - Sex/Gender/Gender Identi Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	ty- Not Transge	ender J ItemsCh			2					3	2 1		1;
Civil Rights Civil Rights - Sex/Gender/Gender Identicution Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Day Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identicution	maged/Missing	ltemsCh	ecked Baggaç	je		2	1	1	1		1	3	
Civil Rights - Sex/Gender/Gender Identic Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identic	maged/Missing	ltemsCh	ecked Baggaç	je						1			
Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	maged/Missing	ltemsCh	ecked Baggag	je						1	ı		
Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	Items - Checke		ecked Baggaç	је						1			
Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	Items - Checke		ecked Baggaç	је						-			
Mishandling of Passenger Property - Da Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	Items - Checke		ecked Baggaç	је						1			
Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	Items - Checke		ecked Baggag	ge							1		
Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi		ed									1		
Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi		d						1	1			1	
Property - Special Handling Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi		d						1	1			1	
Property - Special Handling - Damaged Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi		d										2	
Screening Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi		·u										2	
Screening - Procedures/Process 2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	6					2	1			0			
2020 Civil Rights Civil Rights - Sex/Gender/Gender Identi	6					2				2			
Civil Rights Civil Rights - Sex/Gender/Gender Identi	6					2	1			2			
Civil Rights - Sex/Gender/Gender Identi			3	7	1	4			1	1	3	1	2
				1									
	ty- Not Transge	nder		1									
				2	1								
Customer Service - TSO				2	1								
			4										
Locks			!	1									
Locks - Missing or Damaged Lock			1	1									
Mishandling of Passenger Property	2					1					2		
Mishandling of Passenger Property - Da	ım 2					1					1		
Mishandling of Passenger Property - Dis		-Carry-on o	r Checked								1		
Persons w/ Disabilities (PWD)	12,22,10,110	, j 0.11 c		2		1			1				
Persons w/ Disabilities (PWD) - Genera				1		- 1			- 1				
,													
Persons w/ Disabilities (PWD) - Medica		dedication a	and Medical S	upplies					1				
Persons w/ Disabilities (PWD) - Metal In	mplants (joint)					1							
Persons w/ Disabilities (PWD) - Mobility	Disability (Not	Wheelchai	r or Scoot	1									
Property - Special Handling	1		1			1				1	1		
Property - Special Handling - Damaged		d	•								1		
		·u	4			4				4	- 1		
Property - Special Handling - Missing Ite			1			1				1			
Screening	3		1	1		1						1	
Screening - Crew Member or Airline Em	pl 1												
Screening - Inconsistency												1	
Screening - Procedures/Process	2		1	1		1							
2021	1	1				1	4		2	1	1		1
Customer Service		•				•	_		2	1	•		
Customer Service - TSO									2	1			
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Progra	m _. - TSA PreCh	eck									1		
Mishandling of Passenger Property		1				1	2						
Mishandling of Passenger Property - Da	maged/Missing	ItemsCa	rrv-on Luggag	ie			1						
Mishandling of Passenger Property - Da		1	, on Laggag				1						
			- Charles			4	'						
Mishandling of Passenger Property - Dis	sarrayeu items-	-carry-on c	п Спескеа			1							
Property - Special Handling	1						1						
Property - Special Handling - Damaged)n					1						
Property - Special Handling - Damaged	Ite 1												
Screening							1						
Screening - Procedures/Process							1						
2022	2	3	3	1	1	5	3	5					2
		3	3		1	5	3						
Civil Rights				1				2					
Civil Rights - Profiling								1					
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrim	ination			1									
Customer Service	1	1	1					1					
Customer Service - TSO													
	1	1	1					1					
Expedited Passenger Screening Program		1				1	2	1					
Expedited Passenger Screening Progra	m - TSA PreC	1				1	2	1					
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Da	maged/Missii	1											
Persons w/ Disabilities (PWD)	1				1	2							
Persons w/ Disabilities (PWD) - Prosthe	eie/Amputoos	and Coots			- 1	1							
Persons w/ Disabilities (PWD) - Wheeld		segway			1	1							
Property - Special Handling	1												
Property - Special Handling - Damaged	Ite 1												
Screening			2			2	1	1					
Screening - Crew Member or Airline Em	nlovee		1				'	'					
	Pioyee												
Screening - Inconsistency			1										
Screening - Procedures/Process						2	1	1					

		T	SA Contact	Center (TC	C) Data Too	ol - FOIA							
Categories	10-Oct 1	1-Nov	12-Dec	01-Jan (02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	54	58	84	76	62	70	84	94	43	73	63	79	840
2019				18	10	22	27	22	27	31		30	218
				10	10			22	21	31	31	30	
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				1	1	2	1		3	1			9
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									2				2
Civil Rights - Racial Profiling or Discrimin	otion				1	1	1		1	1			5
					ı		- 1		- 1	- 1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	ider				1							1
Customer Service				1	1	3	7	2	2	5	5	1	27
Customer Service - Others							1				1		2
Customer Service - TSO				1	1	3	6	2	2	5	4	1	25
Locks					1	2	1	1	3	1		1	
													12
Locks - Missing or Damaged Lock					1	2	1	1	3	1	2	1	12
Lost and Found										1		1	2
Lost and Found - Airport/TSA										1		1	2
Mishandling of Passenger Property				8	2	6	4	3	4	5	8	11	51
	l nagad/Missing	Itama Ca	rn, on Luga			0		0		0			
Mishandling of Passenger Property - Dam											3	2	5
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCh	ecked Baç	8	2	3	4	2	4	3		7	37
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	or Checked			3		1		2	1	2	9
Patdown				1				3	2	2	2	1	11
Patdown - Flyer				1				3	2	2		1	11
				- 1									
Persons w/ Disabilities (PWD)					1		1	1	1		1	3	8
Persons w/ Disabilities (PWD) - Internal N	Aedical Devices	S						1					1
Persons w/ Disabilities (PWD) - Medically	/ Necessary Me	edication	and Medica	Supplies							1		1
Persons w/ Disabilities (PWD) - Mobility [1		1		1			1	4
	- , ,		5. 550018	.,			- '		- 1			1	1
Persons w/ Disabilities (PWD) - Touch Av												1	
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway										1	1
Property - Special Handling				6	3	6	6	5	9	9	12	10	66
Property - Special Handling - Damaged It	ems - Carry-Or	1		1							2	1	4
Property - Special Handling - Damaged It				1	2	3		2	3	3		1	18
				- 1						3			
Property - Special Handling - Missing Iten					1	1	2	1	2		2	1	10
Property - Special Handling - Missing Iten	ns - Checked			4		2	4	2	4	6	5	7	34
Screening				1	1	3	6	7	3	7	1	2	31
Screening - Inconsistency								1			1		2
						1	4	- '		- 1			
Screening - Lengthy Lines							1			1			3
Screening - Procedures/Process					1	1	4	6	3	6		2	23
Screening - Security Breach				1		1	1						3
2020	22	17	39	35	18	12	2	6	7	18	8	19	203
Civil Rights			1	2	2				-		1		6
Civil Rights - National Origin			1										
			- 1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimin	ation			1	1						1		3
Civil Rights - Transgender Screening					1								1
Customer Service	1	2	5	3	1	3	1			2	1	4	23
Customer Service - TSO	1	2	5	3	1	3	1			2		4	23
Locks	1	1	2	3					2		1	1	11
Locks - General	1											1	2
Locks - Missing or Damaged Lock		1	2	3					2		1		9
Lost and Found		1		1	1	1		1	1			1	7
Lost and Found - Airport/TSA		1		1	1	1		1	1			1	7
Mishandling of Passenger Property	9	1	15	13	5	1		1	1	7	1	5	59
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	rrv-on Lua	1									1
Mishandling of Passenger Property - Dam			13	7	5	1		1	1	6	1	4	43
					3			- 1					
Mishandling of Passenger Property - Disa	5	1	2	5						1		1	15
Patdown		1		2	3					1			7
Patdown - Flyer				2	3					1			6
Patdown - Non-Flyer	1	1											1
Persons w/ Disabilities (PWD)	1	3	2		1		1			1		1	10
		3			ı		- 1			- 1		1	
Persons w/ Disabilities (PWD) - Autism S			1										1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1					1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/0		sings/Mag	sks							1		1	2
Persons w/ Disabilities (PWD) - General		on igorivias								1		- 1	
. ,		1											1
Persons w/ Disabilities (PWD) - Internal N					1								1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											1
Persons w/ Disabilities (PWD) - Mobility [1										1
Prohibited & Permitted Items	1		1										1
													<u></u>
Prohibited & Permitted Items - General			1										1
Property - Special Handling	8	7	12	7	4	4		2	3	4	4	6	61
Property - Special Handling - Damaged It	.ems - Carry-Or	1	1		1								2
Property - Special Handling - Damaged It		4	2	3	1	2		1		1	1	2	19
										1	- 1		
Property - Special Handling - Missing Iten		1	1	1				1	1				5
Property - Special Handling - Missing Iten	r 6	2	8	3	2	2			2	3		4	35
Screening	2	1	1	4	1	3		2		3		1	18
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1	4	1	3		1		3		1	15
		I	I	4	1	3				3		- 1	
Screening - Security Breach	1							1					2
2021	6	5	5		9	8	9	19	9	24	24	30	148
A intime							1						1
Airline	1						1						1
													1
Airline - Policy/Regulations/Service					4								0
Airline - Policy/Regulations/Service Civil Rights					1			1					2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin	ation				1			1					2
Airline - Policy/Regulations/Service Civil Rights	ation	1	1			1	2		1	4	2	2	
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin	ation	1	1		1	1	2	1 2	1 1	4			2 17
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service	ation				1			1			2	2 2 20	2

agrico.	40.0-4				TCC) Data			05 14	00 1	07 1	00 4	00.0	T-4-1
jories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program							1	2			2		1
Expedited Passenger Screening Program	- TSA PreCl	heck	1		2	4	2	11	6	12	16	16	7
Hazardous Materials Safety													
Hazardous Materials Safety - General			1	1									
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domest												1	
Mishandling of Passenger Property	5	1	1	1					1	1	1		1
Mishandling of Passenger Property - Dam	5	1	1	1					1	1	1		1
Persons w/ Disabilities (PWD)						1				3	1	1	
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelch	air or Scoo	oter)						1			
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts								1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1						1	
Prohibited & Permitted Items					1							1	
Prohibited & Permitted Items - Electronic	Devices											1	
Prohibited & Permitted Items - Food/Beve	erages				1								
Property - Special Handling	1	3	1	1	3	1	1	1		4	2	3	
Property - Special Handling - Damaged It	ems - Carrv-									2			
Property - Special Handling - Damaged It		1			1					2		1	
Property - Special Handling - Missing Iten					1		1	1			1		
Property - Special Handling - Missing Iten		2		1	1	1					1	2	
Screening					1	1	2	2				2	
Screening - Inconsistency					1			1					
Screening - Procedures/Process						1	2					2	
2022	26	36	40) 23	25		46						2
Airline	20	30	40	, 23	1	20	40	1					21
					1								
Airline - Policy/Regulations/Service	0	4		4		4		1					
Civil Rights	2	1		1	1	1							
Civil Rights - Age	1												
Civil Rights - Race						1							
Civil Rights - Racial Profiling or Discrimina		1		1									
Civil Rights - Screening of Religious Cultu					1								
Customer Service	4	2			1		2						
Customer Service - TSO	4	2			1		2						
Expedited Passenger Screening Program	10	31			19	20	38						2
Expedited Passenger Screening Program	- TSA Appl	2	2	2	1		5						
Expedited Passenger Screening Program	10	29	33	3 17	' 18	20	33	32					19
Mishandling of Passenger Property		2	1	1 3	}	1	1	2					
Mishandling of Passenger Property - Dam	naged/Missi	2		2		1	1	2					
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1	1 1									
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - Gener	al				1								
Patdown	1						1						
Patdown - Flyer	1						1						
Persons w/ Disabilities (PWD)	-			1			1	1					
Persons w/ Disabilities (PWD) - Cognitive	l Developme	ental /Ment		1				1					
Persons w/ Disabilities (PWD) - Medically				r cal Sunnlies	2		1						
Prohibited & Permitted Items	1	Modioation	r di id iviodi	оаг оаррпос	,								
Prohibited & Permitted Items - Knives/Too													
Property - Special Handling	1			1 2)	1	1	1					
Property - Special Handling - Damaged It	1						ı	1					
		ad				4	4	4					
Property - Special Handling - Damaged It						1	1	1					
Property - Special Handling - Missing Iten				1									
Property - Special Handling - Missing Iten		1		. 2		_	_	_					
Screening	7				2		2						2
Screening - Inconsistency					1		1	2					
Screening - Lengthy Lines						1							
Screening - Procedures/Process	7			1	1	2	1	4					1

			IOA COIILA	ct ocnici (100) Data	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGD					1		2	1	1	1			6
2019							1			1			2
Customer Service							1						1
Customer Service - Others							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2021					1				1				2
Civil Rights									1				1
Civil Rights - Constitutional Rights									1				1
Customer Service					1								1
Customer Service - TCC					1								1
2022							1	1					2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	n - TSA Pre(Check					1						1
Screening								1					1
Screening - Procedures/Process								1					1

Section Sect	Categories	40.0-4	44 Nav		act Center (OF Mari	00 1	07 11	00 4	00 0	Total	
2019 10 10 10 10 10 17 12 21		10-Oct	11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Advanced imaging Technology (ATT). Figure Advanced imaging Technology (ATT). Figure Could Rights - Securificant closed or county. Not Irrangender Could Rights - Securificant closed or county. Not Irrangender Could Rights - Transporter Secure (County County		51	5	0 4										732	
Advanced insigning and virulous (ATT - Piper Co-Vill Right - Sease Concention - Not Transported					11	8	19	14	18	10	17		21	130	
Cold Rights														1	
Duil Higher - Servicion Content Center Proposed 1 1 1 1 1 1 1 1 1		er I							0		-			1	
Cold Rights - Senata Chieratoren Not Transperder		Net Terms							2					4	
Color Program Services			ender								1	1		2	
Customer Service 2		nsgenaer I												1	
Customs Services - 150														1	
Looks A Mining or Damaged Look														17	
Local - Missing or Demanged Lock										3		1		17	
Lost and Found - Algorithm - A														8	
Lot and Found - African 1					2	1		1					2	8	
Michaelding of Passerge Property - Durangel Missing Berne-Chresked Bay														3	
Michandelling of Passenger Property - Dearwaged Memors - Chrocked Ray 3 1 6 4 2 3 2 5 2 5 3 3 Michandelling of Passenger Property - Dearwaged Memors - Chrocked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														3	
Mishardding of Passenger Property - Disarreged Interns—Cerry-on or Checked 1														36	
Peddoon - Children						1				3	2	5		31	
Pattorn		rrayed Items	Carry-c	on or Check										5	
Particon Property					1	1	1	1	1	1	1	1	4	12	
Personal Wilsabilities (PWD) - Audient Specifier Personal Wilsabilities (PWD) - Dates 1 1 1 1 1 1 1 1 1										1				1	
Pensons w Disabilities (PWD) - Disables 1 1 1 1 1 1 1 1 1					1	1	1	1						11	
Persons w Disabilities (PWID) - Indicated by the Body							1		1		2	2	2	8	
Persons w Oinsabilities (PWI) - Modelan Success / Medication and Middles Supplies	Persons w/ Disabilities (PWD) - Autism S	pectrum										1	1	2	
Persons or Disabilities (PWID) - Modelly Incidentally Incidental Persons or Disabilities (PWID) - Windester Mission (Scotters) 1	Persons w/ Disabilities (PWD) - Diabetes										1			1	
Persons w Oilanabilities (PWID) - Michalari Scooted Segreys 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Medical [Devices - Atta	ached to	the Body							1			1	
Persons of Disabilities (PWD) - Witched Warrior 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatio	on and Med	lical Supplies								1	1	
Penars w Olizabilities (PWID) - Wounded Warrior 2 3 3 3 4 2 1 3 3 4	Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheeld	hair or Sco	oter)		1							1	
Persons w Disabilities (PWD) - Wornded Warnier 1 3 4 2 1 3 3 4 4 2 1 3 3 4 4 5 7 7 7 7 7 7 7 7 7	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1					1	
Property - Special Handling - Damaged Ibans - Carry-On												1		1	
Property - Special Handling - Damaged Items - Checked 2					2	3	3	4	2	1	3		4	22	
Properly - Special Handling - Masing Items - Checked		ı ems - Carrv-ı	On											1	
Property - Special Handling - Missing Itams - Ceary-On								2					2	4	
Property - Special Handling - Missing Items - Checked						1	1				1			4	
Screening - Children					2				2	1				13	
Screening - Indicatency		is - Checked										- 1		19	
Screening - Langtly Lines					ı	ı	4				1	ı	4		
Screening - Procedures									1					1	
Screening - Procedures Froceasy 1														1	
Screening - Retrieving Abandoned/Confiscated Items 1														3	
2020					1	1	2	2	1	1	1	1		13	
Civil Rights - Racial Profiling or Discrimination														1	
Civif Rights - Racial Profiling or Discrimination 1			1	2 1		13	13	3		2	1	1	2	95	
Customer Service - TSO														3	
Customer Service - TSO					1									1	
Customer Service - TSO		2												2	
Locks 1 2 1													1	13	
Lods and Found 1	Customer Service - TSO					1	2	2			1		1	13	
Lost and Found				1	2 1									4	
Lost and Found - Airport/TSA	Locks - Missing or Damaged Lock			1	2 1									4	
Mishandling of Passenger Property	Lost and Found				1									1	
Mishandling of Passenger Property - Disarrayed Item	Lost and Found - Airport/TSA				1									1	
Mishandling of Passenger Property - Disarrayed Item	Mishandling of Passenger Property	6		4	7 3	6	3			1		1		31	
Patdown	Mishandling of Passenger Property - Dam	6		3	7 3	5	3			1		1		29	
Persons w/ Disabilities (PWD)	Mishandling of Passenger Property - Disa	rrayed Item		1		1								2	
Persons w/ Disabilities (PWD)	Patdown				1	1	1							3	
Persons w/ Disabilities (PWD)	Patdown - Flyer				1	1	1							3	
Persons w/ Disabilities (PWD) - Ceneral		3		1	1	1	1							7	
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1	. ,				itv 1									1	
Persons W/ Disabilities (PWD) - Internal Medical Dev		· ·			,		1							1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1		l Medical Dev		1										1	
Persons w/ Disabilities (PWD) - Mobility 1	,				lical Sunnlies	1								1	
Persons w/ Disabilities (PWD) - Touch Av	. , , ,		Modiodii	on and mod	пост остриос	'								1	
Persons w/ Disabilities (PWD) - Wounded 1														1	
Property - Special Handling														1	
Property - Special Handling - Damaged Items - Checl 1 3 1 1 1				2	5 2	2	1			1			1	16	
Property - Special Handling - Missing Items - Carry-On										- '				6	
Property - Special Handling - Missing Iten 1				1	3										
Request for Assistance				4										2	
Request for Assistance - Other				1			1			1				8	
Screening	•													2	
Screening - Inconsistency 1	•													2	
Screening - Lengthy Lines 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		1			2 1	1	5	1						15	
Screening - Procedures/Process 1 3 2 1 3 1 200 27 32 47 15 201 2				1										1	
2021 2 5 3 2 7 12 20 27 32 47 15						1								3	
Civil Rights 1 3 1 Civil Rights - Constitutional Rights 1 2 Civil Rights - Racial Profiling or Discrimination 1 2 1 2 2 1 3 3 9 7 5 1 Customer Service - Others 1 2 1 3 3 9 7 5 1 Customer Service - Others 1 1 3 3 9 7 5 1 Customer Service - Others 1 1 3 3 9 7 5 1 Customer Service - TSO 1 1 1 1 1 1 1 1 1 1 <th col<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>11</td></th>	<td></td> <td>11</td>														11
Civil Rights - Constitutional Rights		2		5	3	2	7	12		27	32			172	
Civil Rights - Racial Profiling or Discrimination 1 2 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 2 Customer Service Others 1 3 3 9 7 5 1 Customer Service - Others 1 1 3 3 9 7 5 1 Expedited Passenger Screening Program Known Crew Member 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 1 2 1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td>3</td><td></td><td>5</td></t<>									1			3		5	
Civil Rights - Sex/Gender/Gender Identity - Not Transgender 1 Customer Service 1 3 1 3 9 7 5 1 Customer Service - Others 1 1 5 1 3 9 7 5 1 Customer Service - TSO 1 2 1 3 3 9 7 5 1 Expedited Passenger Screening Program 1 1 5 14 14 19 25 9 Expedited Passenger Screening Program - Known Crew Member 1 2 1 2 1 Expedited Passenger Screening Program - TSA Application Program 1 2 1 2 1	Civil Rights - Constitutional Rights												1	1	
Customer Service 1 3 1 3 9 7 5 1 Customer Service - Others 1	Civil Rights - Racial Profiling or Discrimina	ation							1			2		3	
Customer Service - Others 1 Customer Service - TSO 1 2 1 3 3 9 7 5 1 Expedited Passenger Screening Program 1 1 5 14 14 19 25 9 Expedited Passenger Screening Program - Known Crew Member 1 1 2 1 Expedited Passenger Screening Program - TSA Application Program 1 2 1	Civil Rights - Sex/Gender/Gender Identity	Not Transg	ender									1		1	
Customer Service - TSO 1 2 1 3 3 9 7 5 1 Expedited Passenger Screening Program 1 1 5 14 14 19 25 9 Expedited Passenger Screening Program - Known Crew Member 1 1 5 1	Customer Service			1	3		1	3	3	9	7	5	1	33	
Expedited Passenger Screening Program 1 1 5 14 14 19 25 9 Expedited Passenger Screening Program - Known Crew Member 1 1 1 2 1 1 1 2 1	Customer Service - Others				1									1	
Expedited Passenger Screening Program 1 1 5 14 14 19 25 9 Expedited Passenger Screening Program - Known Crew Member 1 1 1 2 1 1 1 2 1	Customer Service - TSO			1	2		1	3	3	9	7	5	1	32	
Expedited Passenger Screening Program - Known Crew Member 1 Expedited Passenger Screening Program - TSA Application Program 1 2 1	Expedited Passenger Screening Program													88	
Expedited Passenger Screening Program - TSA Application Program 1 2 1		- Known Cre	ew Memb	er										1	
						1			2	1				4	
				-				5			19	25	9	83	
Locks 1 1		1001					1		12	10	10	20		2	
Locks - Missing or Damaged Lock 1 1														2	

ries	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	To
	2	2	12-060	U I-Jaii	02-FeD	US-IVIAI	04-Apr	US-IVIAY	06-Jun	J/-Jul	vo-Aug 2		10
Mishandling of Passenger Property							1		1				
Mishandling of Passenger Property - Dam		1							4				
Mishandling of Passenger Property - Dam		1	01 1 1						1				
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked				1				2		
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Mobility [Disability (No		air or Scoote	er)							1		
Property - Special Handling		2					1	1	2	1			
Property - Special Handling - Damaged It		On								1	2	1	
Property - Special Handling - Damaged It		1						1	1				
Property - Special Handling - Missing Iten		1									3		
Property - Special Handling - Missing Iten	ns - Checke	1					1		1				
Screening					1	3	1	1	1	5	6	3	
Screening - Children												1	
Screening - Inconsistency										1			
Screening - Lengthy Lines									1	2	5		
Screening - Procedures/Process					1	3	1	1		2			
022	35	33	29	53	30	47	50	58					
Civil Rights	2	1			2	1	1						
Civil Rights - Hair Patdowns	1												
Civil Rights - Race	·					1	1						
Civil Rights - Racial Profiling or Discrimin	l ation	1			1		'						
Civil Rights - Sex/Gender/Gender Identity					1								
Customer Service	2	4	7	10	2	5	6	6					
Customer Service - TSO	2	4	7	10	2	5	6	6					
			18					44					
Expedited Passenger Screening Program	24	26		36	21	33	34						
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program		5	1	5		1	2	1					
Expedited Passenger Screening Program	22	21	17	31	21	32	32	42					
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	1		1	1			1						
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	1	1			1						
Mishandling of Passenger Property - Disa	1												
No Jurisdiction				1				1					
No Jurisdiction - Refer to CBP								1					
No Jurisdiction - Refer to Other				1									
Patdown		1				2	2	2					
Patdown - Flyer		1				2	2	2					
Persons w/ Disabilities (PWD)	2			1		2		1					
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Diabetes	·					1							
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Internal N		20.						1					
Persons w/ Disabilities (PWD) - Mobility [air or Scoot	1		1		- 1					
Property - Special Handling	1	VVIIGEION	1	2	3	- 1	1	2					
Property - Special Handling - Damaged It			- 1	2	3		1	1					
		a d	4		4		1	1					
Property - Special Handling - Damaged It			1		1								
Property - Special Handling - Missing Iten		1			1								
Property - Special Handling - Missing Iten					1			1					
Screening	3	1	2	2	1			2					
Screening - Inconsistency	1			1		1	1						
Screening - Lengthy Lines					1		2						
	2		2			3	2	2					

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

Categories	40.0-4			ct Center (1			04 4	05.14	00 1	07 1.1	00 4	00.0	T-4-1
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OKC	30	38	32	29	39	48	45	39	30	28	30		415
2019				8	6	11	10	6	8	14	9	11	83
Civil Rights						1	1				1		3
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimina	ation					1					1		2
Customer Service				1	1	2	3	3	4	2	1	2	19
Customer Service - Others								1					1
Customer Service - TSO				1	1	2	3	2	4	2	1	2	18
Locks					2		1			2	2		8
Locks - Missing or Damaged Lock					2		1			2	2		8
				2		4		4	0				
Mishandling of Passenger Property	10.41	11	No. of the Line	3	2	1	1	1	2	4	1	1	16
Mishandling of Passenger Property - Dam					2	1	1	1	1	3		1	12
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checked	1					1	1	1		4
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						2						1	3
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	air or Scoot	er)		1							1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts										1	1
Persons w/ Disabilities (PWD) - Wheelcha						1							1
Property - Special Handling		-3)		3	1	3	2		2		4	3	18
Property - Special Handling - Damaged Ite	l ome Chocko	d		1		1	1		1		1	2	7
		u		1		<u> </u>			· ·				
Property - Special Handling - Missing Item											•		1
Property - Special Handling - Missing Item	ns - Checked			1	1	2	1		1		3	1	10
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				1		2	2	2		4		3	14
Screening - Crew Member or Airline Empl	oyee							1					1
Screening - Procedures/Process				1		2	2	1		4		2	12
Screening - Retrieving Abandoned/Confise	cated Items											1	1
2020	14	5	7	7	10	4	5		1	6	3		65
Civil Rights	1-7	3		- '	10	-	J			0		3	1
					1								
Civil Rights - Hair Patdowns					1								1
Customer Service		1	1	1								2	5
Customer Service - Others												2	2
Customer Service - TSO		1	1	1									3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	5	2	2		2		2			1	1		15
Mishandling of Passenger Property - Dam	laged/Missing	ItemsC		gage	1								1
Mishandling of Passenger Property - Dam		2	2	3-3-	1		2				1		13
Mishandling of Passenger Property - Disa		Carry or	or Chacker	4	<u> </u>					1	1		1
	irayeu items-	-Carry-or	of Checker		4					ı	4		
Patdown				1	1						1		3
Patdown - Flyer				1	1						1		3
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medically				1									2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	ind Casts	i			1							1
Property - Special Handling	6	1	2	3	2	3	2			3	1		23
Property - Special Handling - Damaged Ite	1										1		2
Property - Special Handling - Damaged Ite		1	1	2	1	3	1						13
Property - Special Handling - Missing Item				1									1
Property - Special Handling - Missing Item			1		1		1			3			7
Screening	2		2	1	4		1		1	2		1	14
				1					· ·			'	
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		2		3		1		1	2		1	13
2021	2	4	5	3	3	7	9	13	21	8	18	13	106
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Customer Service	1	1	3	1	1	1	1	1	2		2	2	16
Customer Service - CSM			1										1
Customer Service - TSO	1	1			1	1	1	1	2		2	2	15
Expedited Passenger Screening Program		•			2	3	4	4	13	4	12		51
Expedited Passenger Screening Program	- DoD								10	1	12	2	3
Expedited Passenger Screening Program		ation Pro-	rram						2				2
Expedited Passenger Screening Program Expedited Passenger Screening Program			grani		^	^	A	A		^	40	7	
	- TOA Prech				2	3	4	4	11	3	12	7	46
Locks		1						1			1		3
Locks - Missing or Damaged Lock		1						1			1		3
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		1					2					4
Mishandling of Passenger Property - Dam	1		1					2					4
Patdown							2			1			3
Patdown - Flyer							2						2
Patdown - Flyer as Observer										1			
•								2		1			
Persons w/ Disabilities (PWD)	Disability (N. 1	M/lea - L -	-1					2					2
Persons w/ Disabilities (PWD) - Mobility D				er)				1					1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a							1					1
Property - Special Handling		1				2		2	2	1	1		9
Property - Special Handling - Damaged Ite						1		1	1				3
Property - Special Handling - Damaged Ite						1					1		2
Property - Special Handling - Missing Item									1				1
Property - Special Handling - Missing Item		1						1		1			3
Screening	555	1		2		1	2	1	3	2	2	1	16
Screening - Inconsistency			1			1		1	1	1		1	4
Screening - Inconsistency Screening - Lengthy Lines			1				1	I	1	<u>1</u>			
										1		,	2
Screening - Procedures/Process		1		2		1	1		2		2	1	10
2022	14	29	20	11	20	26	21	20					161

		7	rsa Contac	ct Center (1	ГСС) Data Т	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1			3						4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Customer Service	1	6			3	3	1	1					15
Customer Service - TSO	1	6			3	3	1	1					15
Expedited Passenger Screening Program	5	19	15	8	16	17	15	15					110
Expedited Passenger Screening Program	- DoD				1								1
Expedited Passenger Screening Program	1	2			2	3							8
Expedited Passenger Screening Program	4	17	15	8	13	14	15	14					100
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In					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 Imp	1												1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts				1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Checke	d	1										1
Screening	7	4	4	1		4	1	4					25
Screening - Lengthy Lines	1	1	1			1		4					8
Screening - Procedures/Process	5	3	3	1		3							15
Screening - Retrieving Abandoned/Confis	1						1						2

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

Catagorias	40.0-4	44 N				-	Tool - FOIA	04 4	05.14	00 1	07 1.1	00 4	00.0	T - 4 - 1
Categories	10-Oct	11-Nov				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OMA	50	3	37	54	38	60	57	54	65	38	47			578
2019					6	11	12	12	16	25	20		15	135
Civil Rights					2				2	2	5	1	1	13
Civil Rights - Age					1					1			1	3
Civil Rights - Constitutional Rights												1		1
Civil Rights - Racial Profiling or Discrim	ination									1	3			4
Civil Rights - Sex/Gender/Gender Ident	ty- Not Transg	ender			1				1		2			4
Civil Rights - Transgender Screening									1					1
Customer Service							4	1	1	4	3	1	2	16
Customer Service - Others											1			1
Customer Service - TSO							4	1	1	4	2		2	15
							4							
Locks								1		4	2			9
Locks - Missing or Damaged Lock								1		4	2	1	1	9
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
Mishandling of Passenger Property					2	2		3	4	4	7	6	5	33
Mishandling of Passenger Property - Da	amaged/Missin	g Items	-Checked	Baç	2	2		3	2	3	4	5	3	24
Mishandling of Passenger Property - Di									2	1	3	1	2	9
Patdown						1	2	2	4	2		2		16
Patdown - Flyer						1	2	2	4	2		1	3	15
						- '			- 4			1		13
Patdown - Flyer as Observer														
Persons w/ Disabilities (PWD)						1	1			1		1	1	5
Persons w/ Disabilities (PWD) - Autism													1	1
Persons w/ Disabilities (PWD) - Metal I	mplants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	/ Disability (No	t Wheeld	chair or So	cooter)		1	1							2
Persons w/ Disabilities (PWD) - Wheele	chair/ Scooter/	Segway										1		1
Property - Special Handling		/			1	3	2	4	4	4	2			22
Property - Special Handling - Damaged	Items - Check	ed			1	2			1	2			· ·	7
Property - Special Handling - Damaged					1		1	4						
							1	1	1			1	1	5
Property - Special Handling - Missing It	ems - Checked					1		3	2	2	2			10
Screening					1	4	3	1	1	3	1	5	1	20
Screening - Inconsistency							1					1		2
Screening - Lengthy Lines						1	1							2
Screening - Procedures/Process					1	3	1		1	3	1	3	1	14
Screening - Retrieving Abandoned/Con	fiscated Items							1						1
Screening - Security Breach												1		1
2020	21	4	0	25	10	9	7	1	4	3	8			112
	21				10	9			4	3		- 4	10	
Advanced Imaging Technology (AIT)			1	1										2
Advanced Imaging Technology (AIT) - F	lyer		1	1										2
Civil Rights				1	2	1	1							5
Civil Rights - Hair Patdowns				1										1
Civil Rights - Racial Profiling or Discrim	ination					1	1							2
Civil Rights - Sex/Gender/Gender Ident	ty- Not Transq	ender			1									1
Civil Rights - Transgender Screening	<u></u>				1									1
Customer Service				3	1	1	1				1	1		8
Customer Service - TSO				3	1	1	1				1			8
Locks	6		1	1		1	1				1		1	12
Locks - Missing or Damaged Lock	6		1	1		1	1				1		1	12
Mishandling of Passenger Property	3		2	7	1	3	2	1	1	1	1	2	1	25
Mishandling of Passenger Property - Da	am 1		1	5	1	1	2	1	1	1	1	2	1	18
Mishandling of Passenger Property - Da	amaged/Missin	a Items	-U	1										1
Mishandling of Passenger Property - Di		-	1	1		2								6
Patdown	1		1	1	2	1								6
	-			- 1										
Patdown - Flyer	1		1		2	1								5
Patdown - Flyer as Observer				1										1
Persons w/ Disabilities (PWD)	2		1	2	1									6
Persons w/ Disabilities (PWD) - Cogniti	ve 1													1
Persons w/ Disabilities (PWD) - Diabete	es			1										1
Persons w/ Disabilities (PWD) - Genera	ıl			1										1
Persons w/ Disabilities (PWD) - Medica		Medication	on and Me	edic	1									1
Persons w/ Disabilities (PWD) - Wheele			1											2
Property - Special Handling	6		3	4	2	1	1		2	1	2		2	24
Property - Special Handling - Damaged			J	1			- 1		1	1	2			9
Property - Special Handling - Damaged Property - Special Handling - Missing It			2	1	4					1				
			2		1				1					5
Property - Special Handling - Missing It			1	3	1	1	1						2	10
Screening	3		1	5	1	1	1		1	1	3	1	6	24
Screening - Inconsistency				1										1
Screening - Procedures/Process	2		1	3	1	1	1		1	1	2	1	6	20
Screening - Retrieving Abandoned/Con	fis 1			1							1			3
2021	9		6	5	5	7	6	13	14	10	19	17	14	125
Civil Rights	_		•	1		1	•	2	1	1	1			8
Civil ragins														1
Civil Diabte Constitutional Diabte				4										
Civil Rights - Constitutional Rights				1										
Civil Rights - Racial Profiling or Discrim				1		1		1		1	1	1		5
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident	ty- Not Transg	ender		1		1		1		1	1	1		1
Civil Rights - Racial Profiling or Discrim	ty- Not Transg	ender		1		1			1	1	1	1		
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident	ty- Not Transg	ender		1		1			1	1	1	1		1
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims	ty- Not Transg	ender		1		1		1	1	1	1	1		1
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General	ty- Not Transg ransgender		3		2			1 1 1			1			1 1 1 1
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service	ty- Not Transg		3	2	2	1		1	1	2	1	3		1 1 1 1 19
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC	ty- Not Transg ransgender			2	2 2	1		1 1 1	1	2	1	3	3	1 1 1 1 19 2
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO	ty- Not Transg ransgender		3					1 1 1	1		1		3	1 1 1 1 19 2 17
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP	ty- Not Transg ransgender			2		1		1 1 1	1	2	1	3	3	1 1 1 1 19 2
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO	ty- Not Transg ransgender			2		1		1 1 1	1	2	1	3	3	1 1 1 1 19 2 17
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP	ty- Not Transg ransgender			2		1		1 1 1	1 1 1	2	1	3	3	1 1 1 1 19 2 17
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail	ty- Not Transg ransgender			2 2		1		1 1 1	1 1 1	2	1	3	3	1 1 1 1 19 2 17 1 1 1
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General	ty- Not Transg ransgender			2		1		1 1 1 1	1 1 1	2		3	3	1 1 1 1 19 2 17 1 1 1 1
Civil Rights - Racial Profiling or Discrim Civil Rights - Sex/Gender/Gender Ident Civil Rights - Sexual Orientation - Not T Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail	ransgender 1		3	2 2		1		1 1 1	1 1 1	2	1	3	3	1 1 1 1 19 2 17 1 1 1

egories	10-Oct 11-			01-Jan	CC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program				un	00	nui	1	4	2			3	25
Locks	1 10/11/100/100/1						1		1				2
Locks - Missing or Damaged Lock							1		1				2
Mishandling of Passenger Property	3			3		2	1	2		1	1		13
Mishandling of Passenger Property - Dan	naged/Missing Ite	msCarry	on Lug	1		1							2
Mishandling of Passenger Property - Dan	naged/Missing Ite	msCheck	ked Bagg	age		1		1					2
Mishandling of Passenger Property - Disa	3			2			1	1		1			g
Patdown	2				1		1			4		2	12
Patdown - Flyer	2						1			4	. 2	2	11
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)							1	1		2		1	5
Persons w/ Disabilities (PWD) - Diabetes								1		1			2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Metal Im							4			1			1
Persons w/ Disabilities (PWD) - Service	Animais I		- 1			4	1					4	1
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol ar	d Tobosoo		1			1	1			1		1	1
Prohibited & Permitted Items - Alcohol ar	I TODACCO		1				1						1
Prohibited & Permitted Items - Knives/To	olo/Dozoro/Charn	Ohioete	ı				1					1	
Prohibited & Permitted Items - Liquids/Ge		Objects				1	- 1			1		ı	2
Property - Special Handling	1	2			1	2	1	3		3		1	14
Property - Special Handling - Damaged I	ems - Carry-On				ı			1			1	1	2
Property - Special Handling - Damaged I		2			1	1	1			2	1	1	2
Property - Special Handling - Missing Iter					1	ı	1	1					2
Property - Special Handling - Missing Iter						1				1			2
Screening	2	1			3	1	1	1	3			1	15
Screening - Children	_							1					1
Screening - Inconsistency									1		1		2
Screening - Procedures/Process	1				2	1	1		2			1	9
Screening - Security Breach	1				1								2
Screening - Shoe Screening		1											1
2022	20	21	24	17	33	32	28	31					206
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 Discrimin		1	3	1	1								6
Customer Service	3	2	2	1	4	3	4						23
Customer Service - TSO	3	2	2	1	4	3	4						23
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23					135
Expedited Passenger Screening Program		1	1				1						4
Expedited Passenger Screening Program		3	40	0	0.4	1	40	2					405
Expedited Passenger Screening Program	7	11	13	8	21	26	18	21					125
Locks Missing or Damaged Lock							1						1
Locks - Missing or Damaged Lock Mishandling of Passenger Property	1	1		2	1	1	- 1	2					8
Mishandling of Passenger Property - Dan			on Lugar			1							1
Mishandling of Passenger Property - Dan		1	-orr Lugge	1				1					3
Mishandling of Passenger Property - Disa		'		1	1			1					4
No Jurisdiction	1			'	'			'					1
No Jurisdiction - Refer to Other	1												1
Patdown	1	1			1		1	1					5
Patdown - Children	·	1			1		1						3
Patdown - Flyer	1							1					2
Persons w/ Disabilities (PWD)	2	1	1	1	2								7
Persons w/ Disabilities (PWD) - Internal I			1										1
Persons w/ Disabilities (PWD) - Medicall		ication and	d Medical	Supplies	1								1
Persons w/ Disabilities (PWD) - Metal Im	, ,				1								1
Persons w/ Disabilities (PWD) - Prosthes		Casts		1									1
Persons w/ Disabilities (PWD) - Service													1
Persons w/ Disabilities (PWD) - Wheelch		1											2
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Breast Mil	1												1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols		1										1
Property - Special Handling			2	1	1	1							5
Property - Special Handling - Damaged I	tems - Checked		1	1									2
Property - Special Handling - Missing Iter	ns - Carry-On				1	1							2
													1
Property - Special Handling - Missing Iter	ns - Checked		1										
	ns - Checked 3		1	1	2		3						10
Property - Special Handling - Missing Iter	3				2		3						10
Property - Special Handling - Missing Iter Screening	3			1	1 1								10

			ISA CUIILA	or center (CC) Data	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OME			1	1		1		1					4
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	hecked Baç	1									1
2020			1										1
Patdown			1										1
Patdown - Flyer			1										1
2022						1		1					2
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	Check						1					1

					C) Data Too								
Categories	10-Oct	11-Nov	12-Dec (01-Jan	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	46	51	49	60	54	76	54	75	41	32	47	48	633
2019				11	13	16	7	21	23	14	26	10	141
Civil Rights								2	1	2	1	1	7
Civil Rights - Hair Patdowns										1		1	2
Civil Rights - National Origin								1		'			1
Civil Rights - Racial Profiling or Discrimina	otion												
								1			1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder							1				1
Civil Rights - Transgender Screening										1			1
Customer Service				2	6	2	5	2	1	3	6		27
Customer Service - Others											1		1
Customer Service - TSO				2	6	2	5	2	1	3	5		26
Locks						2			1		2		5
Locks - Missing or Damaged Lock									1				
						2					2		5
Lost and Found											2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property				6	1	4		8	5	6	8	4	42
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCar	ry-on Lugga	ge		1				2	1		4
Mishandling of Passenger Property - Dam	naged/Missing	ItemsChe	ecked Bac	5	1			7	4	4	5	4	30
Mishandling of Passenger Property - Dam								1					1
						2		'	1		2		7
Mishandling of Passenger Property - Disa	rrayed items	Carry-on o	ГСпеске	1		3			1		2		
Patdown						1	1	2			2	1	7
Patdown - Flyer						1	1	2			2	1	7
Persons w/ Disabilities (PWD)							1	2	4	1	1	1	10
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			1
Persons w/ Disabilities (PWD) - Cognitive		ital /Mental	Disability				1						<u>.</u>
Persons w/ Disabilities (PWD) - Diabetes		, INIOTHAL	abiiity						1				1
Persons w/ Disabilities (PWD) - General	L							1	1				2
Persons w/ Disabilities (PWD) - Internal M									1				1
Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edication a	and Medical S	Supplies							1	1	2
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility D		Wheelchair	r or Scooter)	١				1					1
Property - Special Handling	I I I I I I I I I I I I I I I I I I I	***************************************		'	3	2		2	6	2	3	2	20
		_			3				1				
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Damaged Ite		d			1				1		2	1	5
Property - Special Handling - Missing Item	ns - Carry-On				1			1	2			1	5
Property - Special Handling - Missing Item	ns - Checked				1	2		1	2	2	1		9
Screening				3	3	5		3	5		1	1	21
Screening - Inconsistency					1								1
Screening - Procedures/Process				3	2			3				1	
				3		5		3	5			1	19
Screening - Retrieving Abandoned/Confis											1		1
2020	22	16	13	19	13	8	2	2	3	5	5	10	118
Civil Rights	1	1	1									3	6
Civil Rights - Age	1												1
Civil Rights - Racial Profiling or Discrimina	ation	1	1									2	4
Civil Rights - Sex/Gender/Gender Identity												1	1
Customer Service		4	1	3	3	1	2	1	2	1	1		21
	2		- 1	3	3	- 1		- 1		- 1			
Customer Service - Others		1											1
Customer Service - TSO	2	3	1	3	3	1	2	1	2	1	1		20
Locks	1	1		1									3
Locks - Missing or Damaged Lock	1	1		1									3
Lost and Found	1				1								2
Lost and Found - Airport/TSA	1				1								2
Mishandling of Passenger Property	6	5	4	7	4	1		1		1	3	2	34
Mishandling of Passenger Property - Dam	1	1	1										3
Mishandling of Passenger Property - Dam	5	3	2	6	4			1		1	3	1	26
Mishandling of Passenger Property - Disa	rrayed Item	1	1	1		1						1	5
Patdown	1	1	2	1	2	1							8
Patdown - Flyer	1	1	2	1	2	1							8
						- 1							
Persons w/ Disabilities (PWD)	2	2	1	1	1					1			8
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Medically	1	1		1									3
Persons w/ Disabilities (PWD) - Mobility D	1									1			2
Persons w/ Disabilities (PWD) - Respirato		1											1
Property - Special Handling	5	2	4	5		3				1	1	2	23
Property - Special Handling - Damaged Ite	-		1	0		3				- '			
		11	1									_	1
Property - Special Handling - Damaged Ite				1		1					1	2	7
Property - Special Handling - Missing Item				1									2
Property - Special Handling - Missing Item	2	2	3	3		2				1			13
Screening	3			1	2	2			1	1		3	13
Screening - Procedures/Process	3			1	2	2			1	1		3	13
2021	10	7	9	7	5	12	8	11	15	13	16	28	141
	10			'	3	14	0	- ''		13		20	
Civil Rights	L		1						1		2		4
Civil Rights - Racial Profiling or Discrimina	ation		1						1		2		4
Claims			1										1
Claims - General			1										1
Customer Service	1	1	3	2	1	4	1	4	3	2		7	29
Customer Service - TSO	1	1	3	2	1	4	1	4	3	2		7	29
	· ·	- '	0				- '					,	
Duplicate E-mail				1									
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	1	3	2	4	3	7	10	32
Expedited Passenger Screening Program	- TSA Applica	ation Progra	am									2	2
Expedited Passenger Screening Program			1		1	1	3	2	4	3	7		30
Identification (ID) Requirements		***	'						7			1	1
	I												
Identification (ID) Requirements - Minors I	T											1	1
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2

gories	10-Oct	11-Nov	TSA Conta 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Mishandling of Passenger Property	3	5				1	•	•	1				
Mishandling of Passenger Property - Dam	naged/Missir	1		1									
Mishandling of Passenger Property - Dam		4				1							
Mishandling of Passenger Property - Disa							1	1	1				
Patdown	1			_							1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)		1				1			1	1		3	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Internal M		ces				1						1	
Persons w/ Disabilities (PWD) - Medical I			he Body							1		1	
Persons w/ Disabilities (PWD) - Medically		1	,										
Persons w/ Disabilities (PWD) - Touch Av		trauma)							1				
Prohibited & Permitted Items			1	1									
Prohibited & Permitted Items - Alcohol an	nd Tobacco		1										
Prohibited & Permitted Items - Liquids/Ge				1									
Property - Special Handling	4		1			2	1	3	3	1	3	4	
Property - Special Handling - Damaged It		On	'	'				1		1	0		
Property - Special Handling - Damaged It		011	1	1							2	1	
Property - Special Handling - Missing Iter				- 1		1		1	1			2	
Property - Special Handling - Missing Iter						1		1	- 1		1	1	
Screening	2			1	3				2	4	3	3	
Screening - Children				- 1)		- 1		1	3	3	
<u> </u>				1		1				1		1	
Screening - Inconsistency				1		1				0		1	
Screening - Lengthy Lines						1		4	0	2	2	0	
Screening - Procedures/Process	2				3		1	1	2	1	1	2	
Screening - Retrieving Abandoned/Confis	1					1							
2022	14	28						41					
Civil Rights		1	1		1		3	1					
Civil Rights - Hair Patdowns							1						
Civil Rights - Race							1	1					
Civil Rights - Racial Profiling or Discrimin	ation	1	1		1								
Civil Rights - Sex/Gender/Gender Identity	/- Not Transg	ender					1						
Customer Service	3	5	5 2	2	. 2	. 8	4	4					
Customer Service - TSO	3	5	5 2	2	. 2	! 8	4	4					
Expedited Passenger Screening Program	5	14	17	14	. 16	20	24	26					
Expedited Passenger Screening Program	1	2	2 2		4			2					
Expedited Passenger Screening Program	4	12	2 15	14	. 12	20	24	24					
Locks							1	2					
Locks - Missing or Damaged Lock							1	2					
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property		1		2		1	1						
Mishandling of Passenger Property - Dan	naged/Missir	1		1		1							
Mishandling of Passenger Property - Dam	-	a ItemsC	Checked Ba	ggage			1						
Mishandling of Passenger Property - Disa		-											
Patdown		2				6	2						
Patdown - Flyer		2				6							
Persons w/ Disabilities (PWD)	2	1			2								
Persons w/ Disabilities (PWD) - Autism S		'											
	1	1											
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/0		occinac/AA	ooko			1							
. , , ,		essings/M	asks			1							
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I													
, , ,		N. A 12 42			1								
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Mobility I				ter)		1							
	is/Amputees				1								
Persons w/ Disabilities (PWD) - Prosthes		4	2	2			1	4					
Property - Special Handling	1												
Property - Special Handling Property - Special Handling - Damaged It				1									
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1		1					1					
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	ns - Carry-C	On 1					1						
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ns - Carry-C	On 1		1			1						
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	ns - Carry-C	On 1	1	1		! 3		1					
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	ns - Carry-C	On 1	1	1		! 3 1	1	1					
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	ns - Carry-C	On 1	1 2 3	3	2	1	1	1 2 4 1					

Cotogorios	40.0-4		TSA Contac				04.4	05.14	00 1	07 1.1	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	341	341	388	363	378	673	652	599	236	310	317	289	4,887
2019				78	69	92	101	118	103	136	126	107	930
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Fly	er								1		1		2
Civil Rights				7	6	2	9	6	10	9	10	8	67
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Hair Patdowns						1				1	2	2	6
Civil Rights - National Origin									1	1	1		3
Civil Rights - Perceived Religion							1	2	1		1		5
Civil Rights - Racial Profiling or Discrimina				2	4	1	4	2	3	5	5		28
Civil Rights - Sex/Gender/Gender Identity		ender		3	1		3			1	1	3	12
Civil Rights - Sexual Orientation - Not Tra	nsgender			2	1			2	5			1	11
Customer Service				18	18	23	24	33	27	31	27	25	226
Customer Service - Others				1		1	2	1	2	3			10
Customer Service - TSO				17	18	22	22	32	25	28	27	25	216
Human Capital				1									1
Human Capital - Prospective Employmen	t with TSA			1									1
Locks				1	3	6	9	7	5	9	5		54
Locks - Missing or Damaged Lock				1	3	6	9	7	5	9	5		54
Lost and Found				4	1		1	2	1	3	2	1	15
Lost and Found - Airport/TSA				4	1		1	2	1	3	2	1	15
Mishandling of Passenger Property				19	9	18	15	25	16	23	27	26	178
Mishandling of Passenger Property - Dam	iaged/Missin	g ItemsC	arry-on Lug	3	1	1	1	1		2	1	4	14
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Baç	13	8	13	11	19	12	17	22	19	134
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	nspecified I	1		1	1					1	4
Mishandling of Passenger Property - Disa				2		3	2	5	4	4	4	2	26
Patdown				2	3	3	8	2	5	8	2		39
Patdown - Flyer				2	2	3	8	2	5	7	2		36
Patdown - Flyer as Observer					1							1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				6	3	3	4	3	3	2	8	4	36
Persons w/ Disabilities (PWD) - Autism S	ı pectrum										1		1
Persons w/ Disabilities (PWD) - Cancer (g		Breast Ca	ncer	1					1				2
Persons w/ Disabilities (PWD) - Cognitive					1					1	2		4
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Diapers/0		essings/Ma	asks	1					1				2
Persons w/ Disabilities (PWD) - Hearing I		500m.go/m.	20110		1			1					2
Persons w/ Disabilities (PWD) - Medical I		ached to th	ne Body		'			'	1				1
Persons w/ Disabilities (PWD) - Medically				al Sunnlies		1	1			1	1	1	5
Persons w/ Disabilities (PWD) - Metal Imp		Medication	Taria Mcaice	2		'	'			1		1	3
Persons w/ Disabilities (PWD) - Mobility [t Wheelch	air or Scoot			1						<u> </u>	1
Persons w/ Disabilities (PWD) - Ostomy/0		T VVIICCIOII	all of occor	GI)		- '		1					1
Persons w/ Disabilities (PWD) - Prosthesi		and Casta		1			1	1					2
Persons w/ Disabilities (PWD) - Prostries				- 1		1	1						1
Persons w/ Disabilities (PWD) - Respirato			ent			- 1	2				1	1	4
Persons w/ Disabilities (PWD) - Touch Av		trauma)			1						ļ	ı	1
Persons w/ Disabilities (PWD) - Visual IIII		Sogwov		1	- 1			1			2	1	5
	I Scooleir	Segway		13	13	25	22	19	21	32	26	19	190
Property - Special Handling Property - Special Handling - Damaged It	ome Corn	On		13	2	25	1	2	1	6	20	19	14
Property - Special Handling - Damaged It				1		5	6	5	2	8	8		38
Property - Special Handling - Missing Iten				5	4	4	5	1	6	6	6		41
Property - Special Handling - Missing Item Property - Special Handling - Missing Item				6	7								
Screening	is - Checked	ı		7	13	16 12	10 9	11 21	12 14	12	12		97
				- 1	13	12		21	14	19	18	9	122
Screening - Children							1				1		2
Screening - Gate Pass								1					1
Screening - Inconsistency					1	2		1			1		5
Screening - Lengthy Lines				1	3		3	2	3	1	2		15
Screening - Procedures/Process				6	9	10	5	14	10	17	13		92
Screening - Retrieving Abandoned/Confis	cated Items									1		1	2
Screening - Security Breach								3	1		1		5
2020	115	96		96	92	60	10	15	19	46	44		741
Civil Rights	7	7		6	3	4	2	2		4	3		43
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimina		5		3	1	3	2	1		2			27
Civil Rights - Sex/Gender/Gender Identity			1	2	1	1					1		7
Civil Rights - Sexual Orientation - Not Tra					1					1			2
Civil Rights - Transgender Screening	1		1					1					3
Customer Service	22	21	16	23	23	10	2	2	2	10	4		138
Customer Service - Others	2	2			3		1			1		1	10
Customer Service - TSO	20	19	16	23	20	10	1	2	2	9	4		128
Identification (ID) Requirements	1											1	2
Identification (ID) Requirements - Domest	1											1	2
Locks	6	7		3	3	4		1	1	1		1	37
Locks - Missing or Damaged Lock	6	7	10	3	3	4		1	1	1		1	37
Lost and Found	2	2	2	2	3	1	1		1	1		2	17
Lost and Found - Airport/TSA	2	2	2	2	3	1	1		1	1		2	17
Mishandling of Passenger Property	22	22	27	24	22	15		2	4	11	12	8	169
Mishandling of Passenger Property - Dam	2	3		2	3	1							15
Mishandling of Passenger Property - Dam	18	14		19	16	14		2	2	9	11	7	134
Mishandling of Passenger Property - Disa		5		3	3				2	2	1	1	20
Patdown	3	1		3	2	2				1	2		20
Patdown - Flyer	3	1		3	2	2				1	2		19
Patdown - Flyer as Observer			1										1
* * *													

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

Persons w/ Disabilities (PWD) - Wheeld Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol a Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Food/Bernohibited & Permitted Items - Food/Bernohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medication Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Iteroperty - Special Handling - Damaged Property - Sp	hair/ Scooter/ Sellar / Scooter/ Scoote	gway p Objects	1 1 ecessary Ite 1	ems 3	1 1 5 1 2	1 1 13	1 12	1 1 22	2 2	07-Jul 4 1	2		Total
Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol a Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Food/Ber Prohibited & Permitted Items - General Prohibited & Permitted Items - Knives/T Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medicatic Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Profiling	nd Tobacco Grooming Items //erages	p Objects edically Ne 7 1 1 4 2	1 ecessary Ite	1	1 5 1		12	1	2	2	2		11
Prohibited & Permitted Items - Alcohol a Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Food/Ber Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medication Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Profiling	Grooming Items //erages	edically Ne	1 ecessary Ite	1	1 5 1	13		1	2	2	2		3 1 1 2 2
Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Food/Ber Prohibited & Permitted Items - General Prohibited & Permitted Items - Knives/T Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medication Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Item Screening - Crew Member or Airline Emm Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confunctional Information Required/Insufficient Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights - Profiling Civil Rights - Perceived Religion Civil Rights - Profiling	Grooming Items //erages	edically Ne	ecessary Ite	1	5 1	13				2	2		1 1 2 2 2
Prohibited & Permitted Items - Food/Ber Prohibited & Permitted Items - General Prohibited & Permitted Items - Knives/T Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	pools/Razors/Shar sels/Aerosols on/Prescription/M 20 lit 1 lit 4 en 3 en 12 8 ployee 1 rosseted Items 168 information	edically Ne	ecessary Ite	1	5 1	13				1			1 2 2
Prohibited & Permitted Items - General Prohibited & Permitted Items - Knives/T Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medicatic Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Lost Baggage Airline - Policy/Regulations/Service Civil Rights Piccived Religion Civil Rights - Perceived Religion Civil Rights - Profiling	pools/Razors/Shar pools/Razors	edically Ne	ecessary Ite	1	5 1	13		22		1			2
Prohibited & Permitted Items - Knives/T Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medication Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	sels/Aerosols on/Prescription/M 20 lite 1 lite 4 em 3 em 12 8 ployee 1 7 siscated Items 168 nformation	edically Ne	ecessary Ite	1	1	13		22		1			2
Prohibited & Permitted Items - Liquids/C Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	sels/Aerosols on/Prescription/M 20 lite 1 lite 4 em 3 em 12 8 ployee 1 7 siscated Items 168 nformation	edically Ne	1 1 5	1	1	13		22		1			1
Prohibited & Permitted Items - Medicatic Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	20	7 1 1 1 4 2	1 1 5	1	1	13		22	14	1			
Prohibited & Permitted Items - Medicatic Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	20	7 1 1 1 4 2	1 1 5	1	1	13		22	14	1			
Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	20 It	7 1 1 1 4 2	1 1 5	1	1	13		22	14	13	4.4		
Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	It	1 1 1 4 2	1 5	1	1						14	7	13
Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Profiling	Ite	1 1 4 2	5				2		1	2			1
Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	n 3 12 8 ployee 1 7 riscated Items 168 nformation	1 4 2	5		_	7	6	6	1		. 3		3
Property - Special Handling - Missing Ite Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion	n 12 8 ployee 1 7 riscated Items 168 nformation	4 2	5										
Screening Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	8 ployee 1 7 iscated Items 168 nformation	2				2	1	2	2	5			2
Screening - Crew Member or Airline Em Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	ployee 1 7 iscated Items 168 nformation			2	2	4	3	14	10	6			6
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	7 riscated Items 168 nformation	2	4		3	5	7	3	7	5	3	4	5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	7 iscated Items 168 nformation	2	1				1						
Screening - Procedures/Process Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	168 nformation	2			1		2	1	2				
Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	168 nformation	2						1	2		1		
Screening - Retrieving Abandoned/Conf 2022 Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	168 nformation		3		2	5	4	1	3	4	2	4	3
Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	168 nformation		1							1			
Additional Information Required/Insufficient Additional Information Required/Insufficient Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	nformation	217	238	166	183	471	465	370					2,27
Additional Information Required/Insuffici Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling		217	230	1	103	4/1	405	3/0					
Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	ent Information -												
Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	1 1			1									
Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling		1	1		1	1	2	2					!
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling						1		1					
Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	1	1	1		1		2	1					
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Profiling	3	3	2		1	3	4	3					1
Civil Rights - Perceived Religion Civil Rights - Profiling	1												
Civil Rights - Profiling	1						1						
	<u>'</u>						1						
Civil Rights - Race						3	2	2					
Civil Rights - Racial Profiling or Discrim		3	1		1								
Civil Rights - Sexual Orientation - Not T	ansgender		1										
Civil Rights - Transgender Screening								1					
Claims				1			1	1					
Claims - General				1				1					
Claims - Status							1						
Customer Service	14	20	24	- 11	0	22	28	24					
	14		21	14	8			24					15
Customer Service - Others		1	1			1	1						
Customer Service - TSO	14	19	20	14	8	21	27	24					14
Expedited Passenger Screening Program	125	162	163	124	150	421	396	311					1,85
Expedited Passenger Screening Progra	m - Active Duty M	lilitary						1					
Expedited Passenger Screening Progra	m 3					1							
Expedited Passenger Screening Progra		26	10	6	10	10	13	10					9:
Expedited Passenger Screening Progra		135	153	118	140	410	383	300					1,75
Expedited Passenger Screening Progra		1	100	110	170	410	000	- 000					1,70
Hazardous Materials Safety	1			1									
Hazardous Materials Safety - General	1			1									
HAZMAT Endorsement	1												
HAZMAT Endorsement - General	1												
Identification (ID) Requirements		1	1										
Identification (ID) Requirements - Dome	stic	1	1										
Locks					1		1	1					
Locks - Missing or Damaged Lock					1		1	1					
Lost and Found		2		4									
		3		1		1	2	1					
Lost and Found - Airport/TSA		3		1		1	2	1					
Mishandling of Passenger Property	1		7	1	4	3	5	7					2
Mishandling of Passenger Property - Da	maged/Missing It	emsC	1			1	1	3					
Mishandling of Passenger Property - Da	m 1		6	1	4	1	3	2					1
Mishandling of Passenger Property - Dis	sarrayed ItemsC	arry-on or	Checked			1	1	2					
No Jurisdiction	2	,	4	2	2		4	1					1
No Jurisdiction - No Referral					1		1						
No Jurisdiction - Refer to CBP	1		- 1				3						
	1		1				3						
No Jurisdiction - Refer to FAA					1								
No Jurisdiction - Refer to Other	1		3	2				1					
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - Gen	eral				1								
Patdown	1	6	5	3		1	1						1
Patdown - Flyer	1	5	5	3		1	1						1
Patdown - Flyer as Observer		1											
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5					3
			0	'									
Persons w/ Disabilities (PWD) - Cancer		1						1					
Persons w/ Disabilities (PWD) - Diabete						1	1						
Persons w/ Disabilities (PWD) - Diapers		1	1										
Persons w/ Disabilities (PWD) - Genera	1		1		1	1							
	1 1	1											
Persons w/ Disabilities (PWD) - Hearing					1								
			Body					1					
Persons w/ Disabilities (PWD) - Internal													
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica		1	2		1			2					
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica			1			1		1					
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal Ir													
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal Ir Persons w/ Disabilities (PWD) - Mobility	Disability (N	1		1									
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal Ir	Disability (N	1	1	1									2
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal Ir Persons w/ Disabilities (PWD) - Mobility	Disability (No Ostomates	1	1	1									2
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal Ir Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Persons w/ Disabilities (PWD) - Prosthe	Disability (No /Ostomates	1	1	1		1							1
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal Ir Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Persons w/ Disabilities (PWD) - Prosthe Persons w/ Disabilities (PWD) - Respira	Disability (No /Ostomates si 1 to 2			1		1							3
Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Metal In Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Persons w/ Disabilities (PWD) - Prosthe	Disability (No/Ostomates si 1 ttq 2 Animals	1	1 1 1	1	1	1	1						

			ISA COMICA	a center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	9	4	13	9	4	6	8	6					59
Property - Special Handling - Damaged Ite	3	1	4	1		1	1						11
Property - Special Handling - Damaged Ite	1		2		1	1	1	1					7
Property - Special Handling - Missing Item	2	2	4	2	2	2		3					17
Property - Special Handling - Missing Item	3	1	3	6	1	2	6	2					24
Screening	4	10	13	8	7	9	11	8					70
Screening - Crew Member or Airline Empl	oyee		1										1
Screening - Inconsistency	1	1	1	2			2						7
Screening - Lengthy Lines					1	2		4					7
Screening - Procedures/Process	3	9	11	6	6	5	5	2					47
Screening - Retrieving Abandoned/Confis	cated Items					2	4	1					7
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable	e Commun	1											1

Categories	10 Oct	14 Nov	TSA Con			•		04 Ann	OF Mov	OC lum	07 1	00 4	00 Con	Total
		11-Nov	12-Dec				3-Mar		<u> </u>	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF 2019	22	38	5 ;	54	35 8	42	56 14	50 6	83 13	33	31	32 11		507
Advanced Imaging Technology (AIT)					0	4	14		13	18	14	- 11	16	104
Advanced Imaging Technology (AIT) - Fly	/er										1			1
Civil Rights	yei 				1			1		1	1		2	6
Civil Rights - Age										1				1
Civil Rights - Racial Profiling or Discrimin	nation				1			1			1		1	4
Civil Rights - Sex/Gender/Gender Identity		nder											1	1
Customer Service					1		3		1	4		1	4	14
Customer Service - Others									1	1				2
Customer Service - TSO					1		3			3		1	4	12
Locks								1	1	2				4
Locks - Missing or Damaged Lock								1	1	2				4
Mishandling of Passenger Property						2	3		1	3	3	3	4	19
Mishandling of Passenger Property - Dan	l naged/Missing	Items(Checked F	Baddade		2	2		1	2	3	3		15
Mishandling of Passenger Property - Disa							1			1			2	4
Patdown		ourry or	11 01 011001	tou	2				1	1	2	2		9
Patdown - Flyer					2				1	1	2	2		9
Persons w/ Disabilities (PWD)							1			2	2	1	1	7
Persons w/ Disabilities (PWD) - Autism S	Spectrum						- '			1				1
Persons w/ Disabilities (PWD) - Addishing	Pecuum												1	1
Persons w/ Disabilities (PWD) - Medical	Dovisos Atta	shod to t	ho Body									1		1
				diaal Cun	nlina						1			
Persons w/ Disabilities (PWD) - Medicall		euicatio	ii aliu iviet	licai Sup	piles						1			<u>'</u>
Persons w/ Disabilities (PWD) - Metal Im		M/boolek	hair ar Car	otor)						1				
Persons w/ Disabilities (PWD) - Mobility				ooter)			- 4			1				1
Persons w/ Disabilities (PWD) - Prosthes	I	nu Casi	5		2	1	1					1		1
Property - Special Handling					2	1	6	3	6	2	4	1	2	27
Property - Special Handling - Damaged II							1		1					2
Property - Special Handling - Damaged II		1					1		1	2	2			6
Property - Special Handling - Missing Iter							1	1			1		2	5
Property - Special Handling - Missing Iter	ns - Checked				2	1	3	2	4		1	1		14
Screening					1	1	1	1	3	3	1	3	2	16
Screening - Inconsistency										1				1
Screening - Lengthy Lines								1						1
Screening - Procedures/Process					1	1	1		3	2	1	3	2	14
TSA Contact Information					1									1
TSA Contact Information - General					1									1
2020	7	11	1 1	15	10	9	5	1	3	6	4	2		73
Civil Rights	1				1									2
Civil Rights - Constitutional Rights	1													1
Civil Rights - Sex/Gender/Gender Identity	/- Not Transge	nder			1									1
Customer Service		1	1	3	1	1		1		1		1		9
Customer Service - TSO		1	1	3	1	1		1		1		1		9
Locks									1			1		2
Locks - Missing or Damaged Lock									1			1		2
Mishandling of Passenger Property	1	4	1	2	3	5	1		1	1	1			19
Mishandling of Passenger Property - Dan	n 1	3	3	1	3	4	1		1	1				15
Mishandling of Passenger Property - Dan	naged/Missing	Itemsl	Jnspecifie	d Lugga	ge	1					1			2
Mishandling of Passenger Property - Disa		1		1										2
Patdown	1	2	2	2			1							6
Patdown - Flyer	1	2	2	2			1							6
Persons w/ Disabilities (PWD)		1	1	2	1	1	1							6
Persons w/ Disabilities (PWD) - Cognitive	e /Developmer	tal /Men	nt	1										1
Persons w/ Disabilities (PWD) - Medicall				dic	1	1								2
Persons w/ Disabilities (PWD) - Ostomy/														
Persons w/ Disabilities (PWD) - Service	Ostomates			1		'								1
Persons w/ Disabilities (PWD) - Wheelch		1	1	1		'								1
Property - Special Handling	Animals		1	1			1							1
Property - Special Handling - Damaged I	Animals	egway			2				1	4	3			1 1 1
Property - Special Handling - Damaged I	Animals pair/ Scooter/ S	egway 1		5	2	1	1		1	4	3			1 1 1 19
Property - Special Handling - Missing Iter	Animals pair/ Scooter/ S 1 tems - Carry-O	egway 1			2				1	4 1 1	3			1 1 1 19
	Animals lair/ Scooter/ S lair/ Scooter/ S lair/ Scooter/ S to 1	egway 1		5	2	1	1		1	1	3			1 1 1 19 1 2
Property - Special Handling - Missing Iter	Animals lair/ Scooter/ S 1 tems - Carry-Ot 1 ns - Carry-On	egway 1	1	5	1					1 1				1 1 1 19 1 2 6
Property - Special Handling - Missing Iter	Animals lair/ Scooter/ S lair/ Scooter/ S tems - Carry-O ms - Carry-On ms - Checke	egway 1 n	1	5 2 3	1	1	1		1	1 1 1	3			1 1 1 19 1 2 6
Screening	Animals lair/ Scooter/ S 1 tems - Carry-Ot 1 ns - Carry-On	egway 1 n	1	5	1	1	1			1 1 1				1 1 1 19 1 2 6 10
Screening Screening - Inconsistency	Animals lair/ Scooter/ S lair/ Scooter/ S tems - Carry-O ms - Carry-On ms - Checke	egway 1 n	1	5 2 3	1 1 2	1	1			1 1 1				1 1 1 19 1 2 6 10 10
Screening Screening - Inconsistency Screening - Military	Animals lair/ Scooter/ S 1 tems - Carry-O 1 1 s - Carry-On ms - Checke 3	egway 1 n 1 2	1 2 1	2 3 1	1	1 1	1			1 1 1				1 1 1 19 1 2 6 10 10
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process	Animals air/ Scooter/ S 1 tems - Carry-O 1 1 ms - Carry-O ms - Checke 3	egway 1 n	1 2 1	5 2 3	1 1 2	1	1			1 1 1				1 1 19 1 2 6 10 10 11 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach	Animals lair/ Scooter/ S 1 tems - Carry-O 1 ns - Carry-On ns - Checke 3 2 1	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	2 3 1	1 1 2 1	1 1 1	1 1 1	7	1	1 1 1 1	3	10	15	1 1 19 1 2 6 10 10 1 1 1 6
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach	Animals air/ Scooter/ S 1 tems - Carry-O 1 1 ms - Carry-O ms - Checke 3	egway 1 n 1 2	1 2 1	2 3 1	1 1 2	1 1 1 7	1	7		1 1 1 1 1		19	15	1 1 1 19 1 2 6 10 10 1 1 1 6 2 2
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights	Animals lair/ Scooter/ S 1 tems - Carry-O 1 ns - Carry-On ns - Checke 3 2 1	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	2 3 1	1 1 2 1	1 1 1	1 1 1	7	1	1 1 1 1	3	19	15	1 1 1 19 1 2 6 10 10 1 1 1 6 2 10 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	2 3 1	1 1 2 1	1 1 7 1	1 1 1	7	1	1 1 1 1 1	3	1	15	1 1 1 19 1 2 6 10 10 1 1 1 6 2 105 3
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	2 3 1	1 1 2 1 5	1 1 1 7	1 1 1	7	1	1 1 1 1	3		15	1 1 1 19 1 2 6 10 10 1 1 1 6 2 105 3 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	2 3 1	1 1 2 1 5	1 1 7 1	1 1 1	7	1	1 1 1 1	3	1	15	1 1 1 19 1 2 6 10 10 11 1 1 6 2 105 3 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 2 3 1 1	1 1 2 1 5	1 1 7 1 1	1 1 1		10	1 1 1 1 1	13	1		1 1 1 1 1 2 6 10 10 1 1 1 6 2 105 3 1 2
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 7 1	1 1 1	7	1	1 1 1 1	3	1		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service Customer Service - TCC	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 2 3 1 1	1 1 2 1 5	1 1 1 7 1 1 1 2	1 1 1	3	10	1 1 1 1 1 1 9 1 1	3 13	1 1 3	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO	Animals air/ Scooter/ S 1 tems - Carry-O tms - Carry-On ms - Checke 2 1 3	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 7 1 1	1 1 1 9	3	10	9 1 1 1 1 1	3 13 3	1 3 3	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	Animals air/ Scooter/ S 1 tems - Carry-O 1 ms - Carry-On ns - Checke 2 1 3 attion	egway 1 1 n 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 1 2	1 1 1	3	10	1 1 1 1 1 1 9 9 1 1 1	3 13	1 1 3	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	Animals lair/ Scooter/ S lair/ Scooter/ S lems - Carry-O lair 1 lems - Carry-On ms - Checke 2 1 3 lation	egway 1 1 n 1 2 2 1 1 4 4	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 1 2	1 1 1 9	3	10	9 1 1 1 1 1	3 13 3	3 3 9	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Animals air/ Scooter/ S lair/ S lair/ Scooter/ S lair/ S	egway 1 n 1 2 1 4	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 1 2	1 1 9 9	3 3 1	1 10 2 2 2 3 3	1 1 1 1 1 1 2 2 2 5 1	3 13 3 3 5	1 1 3 3 9	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	Animals air/ Scooter/ S lair/ S lair/ Scooter/ S lair/ S	egway 1 n 1 2 1 4	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 1 2	1 1 1 9	3	10	1 1 1 1 1 1 9 9 1 1 1	3 13 3	3 3 9	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	Animals air/ Scooter/ S lair/ S lair/ Scooter/ S lair/ S	egway 1 n 1 2 1 4	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 1 2	1 1 9 9	3 3 1	1 10 2 2 2 3 3	1 1 1 1 1 1 2 2 2 5 1	3 13 3 3 5	1 1 3 3 9	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	Animals air/ Scooter/ S lair/ S lair/ Scooter/ S lair/ S	egway 1 n 1 2 1 4	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 2 2	1 1 9 9	3 3 1	1 10 2 2 2 3 3	1 1 1 1 1 1 2 2 2 5 1	3 13 3 3 5	1 1 3 3 9	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements	Animals air/ Scooter/ S 1 tems - Carry-C ams - Carry-On ms - Checke 2 1 3 attion - DoD - TSA Applica - TSA PreChe	egway 1 n 1 2 1 4	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 2 3 1 1 1 4 4	1 1 2 1 5	1 1 1 7 1 1 2 2 2 1 1	1 1 9 9	3 3 1	1 10 2 2 2 3 3	1 1 1 1 1 1 2 2 2 5 1	3 13 3 3 5	1 1 3 3 9	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements	Animals air/ Scooter/ S 1 tems - Carry-O Ms - Carry-On ms - Checke 2 1 3 attion - DoD - TSA Applica - TSA PreChe	egway 1 n 1 2 1 4 4 tition Proceck	l 2 1 1	5 2 3 1 1 4	1 1 2 1 1 5	1 1 1 7 1 1 2 2 2 1 1 1 1	1 1 1 9	3 3 1	1 10 2 2 2 3 3	1 1 1 1 1 1 2 2 2 5 1	3 3 3 5	1 1 3 3 9 1 8	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Military Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimir Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements	Animals air/ Scooter/ S lair/ S	egway 1 n 1 2 1 4 Aution Proceck	l 1 2 1 1 1	5 2 3 1 1 4	1 1 2 1 5	1 1 1 7 1 1 2 2 2 1 1	1 1 9 9	3 3 1	1 10 2 2 2 3 3	1 1 1 1 1 1 2 2 2 5 1	3 13 3 3 5	1 1 3 3 9	2 2 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

ories	10-Oct	11-Nov	TSA Contact	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
				01-Jan 1				uo-way	UD-JUN			03-2eb	rota
Mishandling of Passenger Property - Dam					1	1				1	1		
Mishandling of Passenger Property - Dam								4			1		
Mishandling of Passenger Property - Disa	rrayed items I	Carry-or	1 or Checker	2			-	1				-	
Patdown							1					1	
Patdown - Flyer							1	4			-	1	
Persons w/ Disabilities (PWD)			1			2		1			1		
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Medical [1					
Persons w/ Disabilities (PWD) - Medically											1		
Persons w/ Disabilities (PWD) - Mobility [er)		1							
Persons w/ Disabilities (PWD) - Prosthesi						1							
Property - Special Handling	2	1			1	3	2		1				
Property - Special Handling - Damaged It								1		1	1	1	
Property - Special Handling - Damaged It		1			1		1		1				
Property - Special Handling - Missing Iten	1					2	1	1		1			
Request for Assistance											1		
Request for Assistance - Non-Persons w/	Disabilities (1		
Screening		2		1	1	2		1		1	2	1	
Screening - Inconsistency					1						1	1	
Screening - Lengthy Lines								1					
Screening - Procedures/Process		2		1		2				1	1		
2022	12	23	35	12	22	28	36	57					
Airline							1						
Airline - Policy/Regulations/Service							1						
Civil Rights				1		1							
Civil Rights - Racial Profiling or Discrimina	ation			1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender				1							
Customer Service	1	1	5	4	1	3	2	4					
Customer Service - TSO	1	1	5	4	1	3	2	4					
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45					
Expedited Passenger Screening Program	- DoD	1			1	2	1	1					
Expedited Passenger Screening Program		5		1	1	_							
Expedited Passenger Screening Program		12		5		17	29	44					
Expedited Passenger Screening Program		1											
Identification (ID) Requirements			2										
Identification (ID) Requirements - Domest	ic.		2										
Mishandling of Passenger Property	İ		1		1								
Mishandling of Passenger Property - Disa	rraved Items	Carry-or			1								
No Jurisdiction	1	ourry or											
No Jurisdiction - Refer to Other	1												
Patdown	'		1					2					
Patdown - Flyer			1					2					
Persons w/ Disabilities (PWD)		1					1	1					
	 N =======			I Committee			1						
Persons w/ Disabilities (PWD) - Medically		viedication 1		ıı ouppiies			1	1					
Persons w/ Disabilities (PWD) - Wheelcha	aii/ Scooler/	1			1								
Property - Special Handling	L	0	1	1	1	2	1	2					
Property - Special Handling - Damaged It				1				1					
Property - Special Handling - Damaged It								1					
Property - Special Handling - Missing Iten						1							
Property - Special Handling - Missing Iten			1		1	1	1						
Screening	1	2	4		2		1	3					
Screening - Inconsistency						1	1						
Screening - Lengthy Lines			2										
Screening - Military								1					
Screening - Opposite Gender			1										
Screening - Procedures/Process	1	2	1		2	2		2					

			ISA Conta	ct Center ((CC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	2	1	1	1	3	2	1	1	1	2	2	1	18
2019				1	2		1	1	1	2	1	1	10
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property					1				1	2	1		5
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage					1	2	1		4
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d	1								1
Property - Special Handling				1	1			1					3
Property - Special Handling - Missing Iten	ns - Carry-O	n		1									1
Property - Special Handling - Missing Iten	ns - Checked	d			1			1					2
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program	- TSA PreC	heck									1		1
2022	2	1	1		1	2							7
Civil Rights	1												1
Civil Rights - Headwear	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	1			1	1							4
Expedited Passenger Screening Program	1	1			1	1							4
Screening						1							1
Screening - Procedures/Process						1							1

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

			. Or Oonta	ot	i oo, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTZ	1		1			1		2	1			1	7
2019									1			1	2
Civil Rights									1				1
Civil Rights - Age									1				
Screening												1	
Screening - Retrieving Abandoned/Confis	cated Items											1	
2021	1												
Screening	1												
Screening - Lengthy Lines	1												
2022			1			1		2					
Customer Service								1					
Customer Service - TSO								1					1
Expedited Passenger Screening Program			1			1		1					
Expedited Passenger Screening Program	- TSA PreCh	neck	1			1		1					

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

egories	10-Oct 11-	Nov 1	12-Dec 01	l-Jan	C) Data T 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
AE	3	3	8	4	4	3	6 OT-Api	6 - May	5	6	10 10	3	, 010
2019	J	J		-	-	J	3	1	5	5	9	3	
Advanced Imaging Technology (AIT)							,			J	1	,	
Advanced Imaging Technology (AIT) - Fly	or										1		
Customer Service	CI .							1	1		3	1	
Customer Service - Others								- '	- 1		1	- '	
Customer Service - Others Customer Service - TSO								1	1		2	1	
Mishandling of Passenger Property								- 1	- 1	1		1	
Mishandling of Passenger Property - Dam	agod/Missing Ita	me Cho	okod Boggoo	0						1		1	
Patdown	aged/iviissirig ite	IIISCITE	ckeu bayyay	С			1		1	1		1	
Patdown - Flyer							<u>1</u>		1	1		1	
Persons w/ Disabilities (PWD)							1		1	1	2	I	
									1	1			
Persons w/ Disabilities (PWD) - Hearing II											1		
Persons w/ Disabilities (PWD) - Internal M									1				
Persons w/ Disabilities (PWD) - Medically			nd Medical Si	upplies						1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way									1		
Property - Special Handling									2				
Property - Special Handling - Missing Item									1				
Property - Special Handling - Missing Item	s - Checked								1				
Screening							2			2	3		
Screening - Crew Member or Airline Empl	oyee						1						
Screening - Procedures/Process							1			2	3		
2020	1	3	4	3	3								
Civil Rights		1		1									
Civil Rights - Age		1		1									
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property		1	1		1								
Mishandling of Passenger Property - Dam	aged/Missii	1	1										
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or	Checked		1								
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)				1								
Property - Special Handling	1		2	1									
Property - Special Handling - Damaged Ite	ems - Carry-On			1									
Property - Special Handling - Missing Item			2										
Screening		1	1	1									
Screening - Procedures/Process		1	1	1									
2021	1	- '-	•			2				1	1		
Customer Service	•									•	1		
Customer Service - TSO											1		
Expedited Passenger Screening Program						1					1		
Expedited Passenger Screening Program	- TSA PreCheck					1							
Mishandling of Passenger Property	13ATTOTIECE					1							
Mishandling of Passenger Property - Disa	rrayed Itama Ca	rry on or	Chacked			1							
	nayeu nemsCa	ary-on or	CHECKEU			1				1			
Patdown Flyor										1			
Property Special Handling	1									1			
Property - Special Handling Missing Item	1												
Property - Special Handling - Missing Item							_	_					
2022	1		4	1	1	1	3	5					
Expedited Passenger Screening Program	1		2	1	1	1	2	5					
Expedited Passenger Screening Program	1		2	1	1	1	2	5					
Patdown			2										
Patdown - Flyer			2										
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way					1						

			I SA CUIILA	ici Center (i	CC) Data	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH		1		2		1		1			1		F
2019											1		1
Screening											1		
Screening - Procedures/Process											1		
2020				2									
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Breast C	ancer			1									
Property - Special Handling				1									
Property - Special Handling - Missing Iter	ns - Checke	d		1									
2021								1					
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	ed				1					
2022		1				1							
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA PreC	1											
No Jurisdiction						1							
No Jurisdiction - Refer to Other						1							

			ISA Conta	ct Center (ICC) Data	1001 - FUIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG		1		1	1		2		1	2	2		10
2019				1	1				1				3
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling				1					1				2
Property - Special Handling - Missing Iter	ms - Checke	ed		1					1				2
2021							1			2	2		5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	n - TSA Appl	ication Prog	gram				1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	ressings/Ma	asks								2		2
Screening										1			1
Screening - Procedures/Process										1			1
2022		1					1						2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	n'- TSA Pre(Check					1						1
Screening		1											1
Screening - Procedures/Process		1											1

			A Contact C		•								
Categories						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	49	78	113	85	114	148	132	112	51	46		42	1,006
2019				16	21	26	22	23	17	26		7	173
Civil Rights				1		2	1	2	1	2	. 1		10
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimina	ation			1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity-		der				1							1
Customer Service	Trunogoni	uoi		2	4	7	5	1	1	3	2	1	26
Customer Service - TSO				2	4	7	5	1	1	3		1	
					4							ı	26
Locks						4	1	1	1	1			8
Locks - Missing or Damaged Lock						4	1	1	1	1			8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				5	8	3	4	4	9	5	1	1	40
Mishandling of Passenger Property - Dam	naged/Missing If	temsCarr	y-on Lug	1						2	!	1	4
Mishandling of Passenger Property - Dam	naged/Missing If	temsChe	cked Baç	4	7	3	4	4	7	2	! 1		32
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on or	Checked		1				2	1			4
Patdown				1			1			2	!		4
Patdown - Flyer				1			1			1			3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1		2	3	1		2		1	11
Persons w/ Disabilities (PWD) - Breast Ca	ancor			'		1							
. ,						- 1	4						<u>'</u>
Persons w/ Disabilities (PWD) - Diabetes							1					a .	
Persons w/ Disabilities (PWD) - Hearing In		Maria de Cara	0 : :									1	1
Persons w/ Disabilities (PWD) - Mobility D			or Scooter)								1		1
Persons w/ Disabilities (PWD) - Prosthesi										1			1
Persons w/ Disabilities (PWD) - Touch Av							1			1			2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway		1		1	1	1					4
Property - Special Handling				6	4	6	6	8	3	6	6	4	49
Property - Special Handling - Damaged Ite	ems - Carry-On					1	1			1	2		5
Property - Special Handling - Damaged Ite				2		1			2	2		2	9
Property - Special Handling - Missing Item				1	2			2	1	1		1	8
Property - Special Handling - Missing Item				3	2	4	5	6		2	. 4	1	27
Screening	I CHOCKOU				5	2	1	6	2	4			24
Screening - Crew Member or Airline Empl	lovee					1	1	0					1
	loyee					1					4		
Screening - Inconsistency						- 1					1		2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process					4		1	6	1	4	. 3		19
Screening - Security Breach					1								1
2020	13	20	31	28	33	18	1	4	7	7	2	8	172
Civil Rights					2	1			1				4
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimina	ation					1							1
Civil Rights - Screening of Religious Cultu	ural and Ceremo	onial Items			1								1
Civil Rights - Sexual Orientation - Not Trai									1				1
Customer Service	1	3	6	5	8	4		3	1			1	32
Customer Service - Others			1					1					2
Customer Service - TSO	1	3	5	5	8	4		2	1			1	30
Locks	1	1		1	1	1				1		1	7
	1	1		1	1	1				1		1	
Locks - Missing or Damaged Lock		- 1		- 1		- 1						I	7
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4	5	10	9	9	8			1	1		2	49
Mishandling of Passenger Property - Dam		4	10	9	8	7			1	1		2	45
Mishandling of Passenger Property - Disa	1	1			1	1							4
Patdown	2			1		1						1	5
Patdown - Flyer	1			1		1						1	4
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	3	1	3	4								12
Persons w/ Disabilities (PWD) - Cancer (c	general) Not	1											1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal M				1									1
Persons w/ Disabilities (PWD) - Mobility D			or Scoot	1	2								3
Persons w/ Disabilities (PWD) - Ostomy/0		riiooioiiaii	01 00001	'									1
Persons w/ Disabilities (PWD) - Prosthesi	1	d Costs			1								
					ı								
Persons w/ Disabilities (PWD) - Touch Av			1										1
Persons w/ Disabilities (PWD) - Wheelcha	aii/ Scooter/	2			1							-	3
Property - Special Handling	4	5	11	6	6	1	1		3	3	1	2	43
Property - Special Handling - Damaged Ite			2	2									4
Property - Special Handling - Damaged Ite		3	2	2	2				1	1		2	15
Property - Special Handling - Missing Item		2	1		2		1			1			7
Property - Special Handling - Missing Item	r 2		6	2	2	1			2	1	1		17
Screening		3	3	3	2	2		1	1	2	. 1	1	19
Screening - Crew Member or Airline Empl	loyee					1							1
Screening - Procedures/Process	Ľ.	3	2	2	2	1		1	1	2	. 1		15
Screening - Security Breach			1	1	_	•						1	3
2021	6	8	7	10	12	10	34	24	27	13	19	27	197
		,	•			2	2	1		.,	13	۷.	6
Civil Rights				1									U
Civil Rights Civil Rights - Age				1				1					1
Civil Rights - Age				1		1							1
Civil Rights - Age Civil Rights - Constitutional Rights						1	1						1
Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina				1				1					1 1 4
Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Claims			1			1	1						1 1 4 1
Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina			1 1			1	1						1 1 4

		TSA	Contact C	enter (TCC) Data Tool	- FOIA							
Categories	10-Oct 11	I-Nov 12	2-Dec 0	1-Jan 0:	2-Feb 03	3-Mar 0	4-Apr 0	5-May 06	3-Jun 0	7-Jul (8-Aug	09-Sep	Total
Customer Service	1	1	2	7	2	3	7	6	6	2	1	3	41
Customer Service - Others						-	1	-	-	-			1
Customer Service - TSO	1	1	2	7	2	3	6	6	6	2	1	3	40
Expedited Passenger Screening Program	'	- '	1	,	3	4	17	9	12	9	16	18	89
	DoD				3	4		9	12	9	10	10	
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program					1			1	1			1	4
Expedited Passenger Screening Program			1		2	4	16	8	11	9	15	17	83
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - C	pt In								1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property		2	1				•	1	1				5
Mishandling of Passenger Property - Dam	l laged/Missir	2	1					1	1				5
	lageu/iviissii		1		4				ı				
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
No Subject			1										1
No Subject - General			1										1
Patdown	1						1	1	2				5
Patdown - Flyer	1						1		2				4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1				1		3	1				2	8
Persons w/ Disabilities (PWD) - Diabetes							1						1
							1					1	
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal N		1.4											1
Persons w/ Disabilities (PWD) - Medical D					1								1
Persons w/ Disabilities (PWD) - Medically				upplies			2					1	3
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	heelchair c	r Scooter)					1					1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/An	nmunition		1										1
Property - Special Handling	1	4		1	1	1	1	4	3	2	1	2	21
Property - Special Handling - Damaged Ite	l ' eme - Carry-On					•	1	1	-				2
Property - Special Handling - Damaged Ite		2			1		- '	1		1	1		6
									4		ı		
Property - Special Handling - Missing Item									1	1			2
Property - Special Handling - Missing Iten		2		1		1		2	2			2	11
Screening	1	1		1	4		2		3		1	2	15
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	1		1	3		2		3		1	2	14
2022	30	50	75	31	48	94	75	61					464
Civil Rights				1	1	1	1						4
Civil Rights - Age					1	1							2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimina	l ation			1									1
Customer Service	5	8	7	5	3	6	7	4					45
	5		/	5	3	0	- /	4					
Customer Service - CSM	_	11											1
Customer Service - TSO	5	7	7	5	3	6	7	4					44
Expedited Passenger Screening Program	22	39	58	20	36	75	59	53					362
Expedited Passenger Screening Program	- Known Crew I	Member				1							1
Expedited Passenger Screening Program	- TSA Appl	1	7	1	1	1	2	3					16
Expedited Passenger Screening Program		38	51	19	35	72	57	50					344
Expedited Passenger Screening Program						1							1
Identification (ID) Requirements	1 07 1 2 1 1 0 2 1 1 1	p.0,000 C	1										1
Identification (ID) Requirements - Domesti	i o		1										- 1
	io 		1 4										1
Lost and Found			7										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missing It	emsC	1										1
No Jurisdiction		1				1							2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other													1
D. I. I		1											2
Patdown		1			1	1							
		1			1	1							2
Patdown - Flyer			2	1		1		1					
Patdown - Flyer Persons w/ Disabilities (PWD)		1	3	1		1		1					7
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes			3			1		1					7 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir				1		1		1					7 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1	1			1		1					7 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D	olants (joint) Disability (Not W	1	1			1		1					7 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp	olants (joint) Disability (Not W	1	1			1		1					7 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D	olants (joint) Disability (Not W Ostomates	1	1			1		1					7 1 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C	plants (joint) Disability (Not W Distomates Persion (pair	1 'heelch	1			1		1					7 1 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha	plants (joint) Disability (Not W Distomates Persion (pair	1 'heelch	1			1	2						7 1 1 1 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	plants (joint) Disability (Not W Distomates Persion (pair pair/ Scooter/ Sec	1 'heelch	1 1 1	1	1	1 1 1 1		1					7 1 1 1 1 1 1 1 21
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	plants (joint) Disability (Not Williams) Distormates Persion (pair Pair/ Scooter/ Seconds 3	1 'heelch	1 1 1 1 4 1	1	4 2	1 1 1	2 2	1					7 1 1 1 1 1 1 1 21
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its	plants (joint) Disability (Not W Disability (Not	1 'heelch	1 1 1	3	1	1 1 1 1		1					7 1 1 1 1 1 1 1 21 8
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	plants (joint) Disability (Not W Detomates ersion (pair air/ Scooter/ Seg 1 1 1	1 'heelch	1 1 1 1 4 1 2	3	4 2 1	1 1 1 1 4 2 1		1 1					7 1 1 1 1 1 1 1 21 8
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	plants (joint) Disability (Not W Detomates ersion (pair air/ Scooter/ Seg 1 1 1	1 /heelch 1 gway	1 1 1 1 4 1	3 1 1 1 1	4 2 1	1 1 1 1 1	2	1 1					77 11 11 11 11 11 11 21 8 5 5
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	plants (joint) Disability (Not W Detomates ersion (pair air/ Scooter/ Seg 1 1 1	1 'heelch	1 1 1 1 4 1 2	3	4 2 1	1 1 1 1 4 2 1		1 1					77 11 11 11 11 11 11 11 121 88 55 33 55
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	plants (joint) Disability (Not W Destormates Persion (pair Pair/ Scooter/ Seg Pair/ Scooter/ Seg Pair/	1 /heelch 1 gway	1 1 1 1 4 1 2	3 1 1 1 1	4 2 1	1 1 1 1 1	2	1 1					77 11 11 11 11 11 11 21 8 5 5
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	plants (joint) Disability (Not W Destormates Persion (pair Pair/ Scooter/ Seg Pair/ Scooter/ Seg Pair/	1 /heelch 1 gway	1 1 1 1 4 1 2	3 1 1 1 1	4 2 1	1 1 1 1 1	2	1 1					77 11 11 11 11 11 11 11 11 11 15 15 18 18
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	plants (joint) Disability (Not W Destormates Persion (pair Pair/ Scooter/ Seg Pair/ Scooter/ Seg Pair/	1 /heelch 1 gway	1 1 1 1 4 1 2	3 1 1 1 1	4 2 1	1 1 1 1 1 4 2 1 1 1 5	6	1 1					7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines	plants (joint) Disability (Not W Destormates Persion (pair Pair/ Scooter/ Seg Pair/ Scooter/ Seg Pair/	1 /heelch 1 gway	1 1 1 1 4 1 2	3 1 1 1 1 1	4 2 1 3 1	1 1 1 1 1 1 4 2 1 1 5	6	1 1 2					1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emple	plants (joint) Disability (Not W Detormates rersion (pair air/ Scooter/ Seg 1 1 1 s - Checked oyee	1 /heelch 1 gway	1 1 1 1 4 1 2	3 1 1 1 1 1	4 2 1	1 1 1 1 1 4 2 1 1 1 5	6	1 1					7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

### 19 10 10 10 10 10 10 10	Categories	40.0=4		TSA Contac					OF Mari	00 1	07 1	00 4	00 0	Tatal
1985 1985 1986	-	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Cold Rights		104	108	119										
Carl lights - Interconer 1								28						
Oxil Signs - South Profiting or Disconnection Oxil Signs - South Profit Signs - Employed Signs - Control Sign	-				3	1	1			1	1	1	1	
Cold lights - Sea-General Center Settle No. 1 an approach 1 1 2 2 3 3 3 3 3 3 3 3									1					
Columbria (1997) Columbria (1	1					1	1		
Customer Service	Civil Rights - Sex/Gender/Gender Identity	 Not Transg 	ender		1					1				2
Customs Farinda - 750	Civil Rights - Transgender Screening				1		1						1	3
Customer Sentimes - Sign	Customer Service				6	2	4	8	11	4	10	8	8	61
Looka	Customer Service - Others										2	1		3
Looks Users of Dennaged Look	Customer Service - TSO				6	2	4	8	11	4	8	7	8	58
Lecks - Advancy or Demograph Look 2	Locks									1		1		
Loca and Found Loca	Locks - Missing or Damaged Lock							1		1		1	1	
Leaf and Financia - Proport Financial Company - Description - Descri													1	
Melaracting of Presented Property - Demograph Majori [Intern-Carry or Luggage 1													1	
Maharading of Presenger Property - Demographical planes - Carry or Lagages	•				6	6	4	3	8	15	12	11		
Michaeling of Personery Postporty - Descripted liters—Carry-Gen of Direcked Fel. Michaeling of Personery Postporty - Descripted liters—Carry-Gen of Direcked Personery Fel. Personery Fel. Personery Description (PVP)		l naged/Missin	a Itame C	Carry on Lug			- 4		0		12	- 11		
Ministracillia of Phesosper Properly - Disearaysed Interne-Carry-on O'Chickle Palastone Palastone Physical Property Carry Physical Classification (PVC) Phys		-	-				4	2	0		11	0		
Pattoon			-			5	4		0					
Pations - Flyer		irrayeu items	Carry-or	TOI CHECKE	- 1	0			2				3	
Persons of Disabilities (PVID) - Author Sporture														
Persons w/Dashbillee (PWD) - Peace Connect 1 1 1 1 1 1 1 1 1														
Persons of Disabilities (PWD) - Charger (general) Nat Bessell Cancer 1					3	6	3	1	3	6		5	2	
Persons on Deachillities (PMO) - Control regeneral Notil Disack Concer 1	. ,													
Persons on Clasabilities (PVCI) - Cougletive (Developmental Mental Disability 1	. ,										1			
Pennara won Disabilities (PWO) - Dispersion Searong/Masks					1					1				
Persons of Deablities (PVD) - Claremail 1 1 3 3 3 4 3 5 5 2 2 3 4 1 5 5 2 2 3 3 4 3 5 5 2 2 3 3 4 5 5 2 2 3 3 4 5 5 2 2 3 3 4 5 5 2 2 3 3 4 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 2 3 3 5 5 2 3 3 5 5 2 3 3 5 5 2 3 3 5 5 3 3 3 5 5 3 3	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disability		1								1
Persons w Disabilities (PWD) - General 1 1 1 3 3 3 1 1 1 1	Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w Disabilities (PWD) - Horizon Exponent 1	Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	essings/M	asks						1				1
Persons w Disabilities (PWD) - Medically Supersess y Medication and Medical Supplies	Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w Disabilities (PWD) - Modal Implication and Modral Supplies	Persons w/ Disabilities (PWD) - Hearing I	mpairment				1								1
Persons w Disabilities (PWD) - Metal Implication and Medical Supplies 1	Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ached to tl	he Body		1			1					2
Persons will Dashitistic (PWD) - Mobility Depolity (Not Wheelchair or Scoot					al Supplies	1			2	2		3		
Persons will Disabilities (PWD) - Mobility Disability (Notwinderbair or Stood 1 1 1 1 1 1 1 1 1								1						
Persons will Dashillites (PWD) - Truch Average mic (partifus and trust) 1			t Wheelch	nair or Scoot		1	1			1	1		1	
Persons will Dashitties (PWD) - Tucker Aversion (path/naturals) Persons will Dashitties (PWD) - Wheelchaft Societ's Segway 1													1	
Persons w/ Disabilities (PVD) - Wheelchair/ Scoolar Segresy	. ,											1		
Property - Special Handling - Damaged Items - Chrocked							1			1				
Property - Special Handling - Damaged Ilems - Carry-On		l CCCCCCI	ocgway		10	2		0	0		6	5	10	
Property - Special Handling - Damaged Items - Chroked		ome Corn	On					9	0				10	
Property - Special Handling - Missing Items - Carry-On								4	4				4	
Property Special Handling - Missing Items - Checked												I		
Screening - Inconsistency														
Screening - Inconsistency		ns - Checked	l											
Screening - Inceptly Lines 2						2		5	3		10			
Screening - Procedures Process 2 5 5 6 3 4 8 2 1 30					1		2					1	1	
Screening - Retirewing Abandomed/Confiscated Items														
Screening - Security Breach 31 31 36 32 22 23 3 4 10 26 11 27 256	•					2	5	5	3	4		2	1	
Advanced Imaging Technology (AIT)		cated Items									1			
Advanced Imaging Technology (AIT) - Fiver 1														
Advanced Imaging Technology (AIT) - Flyer		31	31	36		22	23	3	4	10	26	11	27	256
Civil Rights - Age														
Civil Rights - Age	Advanced Imaging Technology (AIT) - Fly	er			1									1
Civil Rights - Perceived Religion Civil Rights - Racial Profiting or Discrimination 2 2 1 5 5 Civil Rights - Sancial Profiting or Discrimination 2 2 1 5 5 Civil Rights - Sancial Profiting or Discrimination 2 2 1 3 3 3 3 3 3 3 4 4 5 5 2 3 3 3 3 4 4 5 5 2 3 3 3 3 3 4 5 5 2 3 3 3 3 3 3 3 3 3	Civil Rights	1	4	2	1	1				3		1	1	14
Civil Rights - Racial Profiling or Discrimination 2	Civil Rights - Age			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transe,	Civil Rights - Perceived Religion											1		1
Civil Rights - Transgender Screening	Civil Rights - Racial Profiling or Discrimin	ation	2	!						2			1	5
Customer Service - Others	Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1			1				1				3
Customer Service - Others	Civil Rights - Transgender Screening	1	1	1	1									4
Customer Service - Others		6	8	7	4		4	1				5	2	37
Customer Service - TSO														
Identification (ID) Requirements		6			4		4	1						
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss 1		Ü	'	,								0		
Locks		hing Ticket s	nd Roardi	ing Page Ige										
Locks - Missing or Damaged Lock		Tillig Ticket a	iliu Doalui										1	
Lost and Found Lost and Found - Airport/TSA														
Lost and Found - Airport/TSA				1	1								1	
Mishandling of Passenger Property 8 4 12 9 8 11 1 1 5 3 9 72 Mishandling of Passenger Property - Dam 6 2 8 6 7 7 1 1 1 2 1 1 9 Mishandling of Passenger Property - Dam 6 2 8 6 7 7 1 1 1 2 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														
Mishandling of Passenger Property - Damaged/Missii 1 1 2 1 1 9 Mishandling of Passenger Property - Dam 6 2 8 6 7 7 1 1 1 2 1 5 47 Mishandling of Passenger Property - Damaged Missinition 2 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														
Mishandling of Passerger Property - Dam 6 2 8 6 7 7 1 1 2 1 5 47 Mishandling of Passenger Property - Disa 2 1 3 1 1 3 1 1 3 16 Patdown 1 2 1 1 3 3 8 Patdown - Flyer 1 2 1 1 3 3 8 Persons W/ Disabilities (PWD) 2 2 2 4 5 1 5 5 1 5 4 6 1 6 6 7 7 1 1 1 3 1 1 1 3 1						8		1	1	1				
Mishandling of Passenger Property - Disa 2														
Patdown			2		6	7		1	1	1				
Patdown - Flyer 1 2 1 1 3 8 Persons w/ Disabilities (PWD) 2 2 2 4 5 1 5 1 16 Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability 1 1 2 3 3 </td <td>Mishandling of Passenger Property - Disa</td> <td>2</td> <td>1</td> <td></td> <td>1</td> <td>1</td> <td>3</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>3</td> <td>16</td>	Mishandling of Passenger Property - Disa	2	1		1	1	3					1	3	16
Persons w/ Disabilities (PWD) 2 2 2 2 4 5 1 16	Patdown		1	2	1	1					3			8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability	Patdown - Flyer		1	2	1	1					3			8
Persons w/ Disabilities (PWD) - Diabetes 2	Persons w/ Disabilities (PWD)	2	2	2	4	5	1							16
Persons w/ Disabilities (PWD) - General 1	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disability			1							1
Persons w/ Disabilities (PWD) - General 1	Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - Hearing Impairment	Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary 1 3 4	. ,	mpairment				1								
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 Persons w/ Disabilities (PWD) - Ostomy/d 1 1 Persons w/ Disabilities (PWD) - Service A 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 1 Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Firearm/Ammunition 1 1 Property - Special Handling 9 7 7 5 2 4 2 3 13 7 59 Property - Special Handling - Damaged Items - Carry 1 1 3 5	. , ,		1											
Persons w/ Disabilities (PWD) - Ostomy/d														
Persons w/ Disabilities (PWD) - Service A 1 1 1 1 3 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 1 1 1 3 Prohibited & Permitted Items 1 1 1 1 1 Prohibited & Permitted Items - Firearm/Ammunition 1 1 1 1 1 Property - Special Handling 9 7 7 5 2 4 2 3 13 7 59 Property - Special Handling - Damaged Items - Carry 1 1 1 3 5					1									
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 2 2 3					'									1
Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Firearm/Ammunition 1 1 Property - Special Handling 9 7 7 5 2 4 2 3 13 7 59 Property - Special Handling - Damaged Items - Carry 1 1 3 5	. ,		4	4		1								2
Prohibited & Permitted Items - Firearm/Ammunition 1 1 1 Property - Special Handling 9 7 7 5 2 4 2 3 13 7 59 Property - Special Handling - Damaged Items - Carry 1 1 3 5		0000101/	- 1	1	4	- 1								
Property - Special Handling 9 7 7 5 2 4 2 3 13 7 59 Property - Special Handling - Damaged Items - Carry 1 1 3 5		nmunition												
Property - Special Handling - Damaged Items - Carry 1 1 3 5			_	_							40		-	
						2	4		2	3			/	
Property - Special Handling - Damaged Ity 5 1 1 1 1 2 1 3 5 19													_	
	Property - Special Handling - Damaged It	5	1		1		1		2	1	3		5	19

		TSA	Contact C	enter (TCC	C) Data Too	I - FOIA							
Categories	10-Oct 11-N	ov 12	-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iter	2	2	1		1					2			8
Property - Special Handling - Missing Iter	2	3	6	3	1	3			2	5		2	27
Screening	5	5	3	4	5	3	1	1	3	3	2	7	42
Screening - Inconsistency	1	1		-	1							•	3
Screening - Lengthy Lines	'	1			1								1
Screening - Procedures/Process	4	2	2	4		2	4	4	2	2	0	7	
· · · · · · · · · · · · · · · · · · ·	4	3	3	4	2	3	1	1	3	3	2	7	36
Screening - Retrieving Abandoned/Confis	cated items				1								1
Screening - Security Breach		1											1
2021	16	14	8	11	10	12	26	28	45	46	54	49	319
Additional Information Required/Insufficient In	formation							1					1
Additional Information Required/Insufficie	nt Information - EM	IAIL ONL	Υ					1					1
Civil Rights			2			2	1	1	2	1		3	12
Civil Rights - Racial Profiling or Discrimin	ation					2	1			1		2	6
Civil Rights - Sex/Gender/Gender Identity			1						2				3
Civil Rights - Sexual Orientation - Not Tra			1										1
Civil Rights - Transgender Screening								1				1	2
Claims								1				'	1
Claims - General								1					1
Customer Service	2	3	1	3	5	4	3	4	7	7	6	6	51
Customer Service - TSO	2	3	1	3	5	4	3	4	7	7	6	6	51
Expedited Passenger Screening Program			1	1	2	2	10	14	15	22	33	35	135
Expedited Passenger Screening Program	- DoD							2					2
Expedited Passenger Screening Program	- TSA Application	Program					1	3	1		2	3	10
Expedited Passenger Screening Program			1	1	2	2	8	9	14	22	31	32	122
Expedited Passenger Screening Program		vees - Oi					1						1
Identification (ID) Requirements	l Torrestio Emple	,,000 0	pem				1			1	2		4
. , , ,	io						1			1	2		3
Identification (ID) Requirements - Domes										- 1			
Identification (ID) Requirements - Real ID							1						1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Lost and Found	1								1	1			3
Lost and Found - Airport/TSA	1								1	1			3
Mishandling of Passenger Property	3	3		1	1		3	3	2	3	1	1	21
Mishandling of Passenger Property - Dan		-			1		1	1		-		1	5
Mishandling of Passenger Property - Dan		3		1	- '		2	2	2	2	1	'	
			Na a lea al	1							ı		15
Mishandling of Passenger Property - Disa		y-on or C								1			1
Patdown	1		1				3		2	1	4		12
Patdown - Children										1			1
Patdown - Flyer	1						3		2		4		10
Patdown - General			1										1
Persons w/ Disabilities (PWD)	3	5		1					4	1	2		16
Persons w/ Disabilities (PWD) - Diabetes	1										2		3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical		to the Bo	dv						2				2
Persons w/ Disabilities (PWD) - Mobility I		to the bo	ray										1
				1					0				
Persons w/ Disabilities (PWD) - Prosthes				1					2				3
Persons w/ Disabilities (PWD) - Respirate		upment								1			1
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Visual Im		3											3
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1											1
Prohibited & Permitted Items			1		1								2
Prohibited & Permitted Items - Food/Beve	rages		1		1								2
Property - Special Handling	2	1	1		1	1	2		10	3	2	3	26
Property - Special Handling - Damaged It	ems - Carry-On								3	1		1	5
Property - Special Handling - Damaged It							2		1	1	1		6
Property - Special Handling - Missing Iter									2	1	<u>'</u>	2	5
		1	1		1	4			4	- 1	4		
Property - Special Handling - Missing Iter	I	ı	ı		1	1			4		1		10
Request for Assistance										1			1
Request for Assistance - Non-Persons w/										1			1
Screening	4	2		4		2	3	3	2	4	4	1	29
Screening - Inconsistency						1		2					3
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process	3	2		4		1	2	1	1	4	3		21
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportab	l le Communication							1					1
TWIC			4	1				- '					
			1	1									2
TWIC - General		00	1	1									2
2022	57	63	75	57	42	79	102	115					590
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	4	1	6	2	2		4	2					21
Civil Rights - Headwear			2										2
Civil Rights - National Origin								1					1
Civil Rights - Race							2	1					3
Civil Rights - Racial Profiling or Discrimin	4	1	2	1	1								9
		- 1		- 1	1		2						3
Civil Rights - Sex/Gender/Gender Identity	- NOUTRANSGENDER		_		1		2						
Civil Rights - Transgender Screening			2	1									3
Claims				2									2
Claims - General				2									2
Customer Service	7	8	9	7	5	8	5	2					51
Customer Service - TCC						1							1
Customer Service - TSO	7	8	9	7	5	7	5	2					50
DHS TRIP	·						1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	35	40	44	34	20	63	81	99					
Expedited Lassenger objectiling Flograffi	30	42	44	34	32	US	01	99					430

		T	SA Contac	t Center (1	CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program	1	8	5	3	2			5					24
Expedited Passenger Screening Program	34	34	39	31	30	62	81	94					405
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					8
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsCa	arry-on Lug	gage			2	1					3
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1	2			1	1					5
No Jurisdiction				2		1							3
No Jurisdiction - Refer to Other				2		1							3
Patdown	2	2			1	1	2	1					9
Patdown - Flyer	2	2				1	2	1					3
Patdown - Non-Flyer					1								4
Persons w/ Disabilities (PWD)	2	3	6	2	1	1	4	2					21
Persons w/ Disabilities (PWD) - Diabetes	1		1				1	1					4
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dr	essings/Ma	1										
Persons w/ Disabilities (PWD) - General							1	1					
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to the	e Body		1	1							
Persons w/ Disabilities (PWD) - Medically	1	1	1										
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	1				1						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1									
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	2											- :
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1	1			1						
Persons w/ Disabilities (PWD) - Wounded	l Warrior		1										
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - General			1										
Property - Special Handling	3	4	3	2	1	2	1	1					17
Property - Special Handling - Damaged Ite	ems - Carry	1	2	2			1						6
Property - Special Handling - Damaged Ite	2				1			1					
Property - Special Handling - Missing Item	ns - Carry-O	n				1							
Property - Special Handling - Missing Item	1	3	1			1							6
Screening	3	3	5	4		2		4					2
Screening - Crew Member or Airline Empl	oyee		1										
Screening - Inconsistency		1						2					3
Screening - Lengthy Lines			1			1		1					3
Screening - Procedures/Process	3	2	3	4		1		1					14

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

Categories	10-Oct	11-Nov	12-Dec			02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	10-001	11-NOV		: 01-Ja 3	10	02-Feb 19	03-War 34	04-Apr 15	19	06-Jun 7			· · · · · · · · · · · · · · · · · · ·	
2019	- 11	- 1			2	5	10	5	2	1	5			34
Civil Rights						1	.,,		-	•	1			2
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	nder				1					1			2
Customer Service							2	1		1		1		5
Customer Service - TSO							2	1		1		1		5
Locks							1							1
Locks - Missing or Damaged Lock							1							1
Lost and Found Lost and Found - Airport/TSA							2							2
Mishandling of Passenger Property						1	1	1						3
Mishandling of Passenger Property - Dam	l aged/Missing	Items F	rivate Scre	enina Co	ntra	1	1							2
Mishandling of Passenger Property - Dam								1						1
Patdown						1								1
Patdown - Flyer						1								1
Persons w/ Disabilities (PWD)					1	1	2					3		7
Persons w/ Disabilities (PWD) - Cancer (g	jeneral) Not E	Breast Ca	ancer									1		1
Persons w/ Disabilities (PWD) - Diabetes	1 4 - (1 - 1 - 4)				1	4								1
Persons w/ Disabilities (PWD) - Metal Imp	,	Mhaala	hair ar Cae	otor)		1	1							1
Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Respirato				ooter)			1					1		1
Persons w/ Disabilities (PWD) - Respirato		Equipi	ient				1							1
Persons w/ Disabilities (PWD) - Wheelcha		Segway										1		1
Property - Special Handling		ogway					1	3	1					5
Property - Special Handling - Damaged Ite	ı ems - Carry-C	n						1						1
Property - Special Handling - Damaged Ite							1							1
Property - Special Handling - Missing Item	ns - Carry-On								1					1
Property - Special Handling - Missing Item	s - Checked							2						2
Screening					1	1	1		1		4			8
Screening - Procedures/Process						1	1		1		4			7
Screening - Retrieving Abandoned/Confisc				_	1									1
2020	2	:	2	4		4	7	1	1	2	1	2	1	27
Civil Rights						1								1
Civil Rights - Racial Profiling or Discrimina	ation		4			1								1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ogod/Missir		1 1				1 1							2
Patdown	lageu/iviissii		I	3		1	- 1						1	5
Patdown - Children				1		- '								1
Patdown - Flyer				2									1	3
Patdown - Flyer as Observer						1								1
Persons w/ Disabilities (PWD)						2	1					1		4
Persons w/ Disabilities (PWD) - Autism Sp	pectrum					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary N	1edicatio	n and Med	dical Supp	lies							1		1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility D				ooter)		1								1
Property - Special Handling	1		1								1			4
Property - Special Handling - Damaged Ite			4									1		1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item			1								1			1
Screening	1			1			5	1	1	2				11
Screening - Inconsistency	'			1			<u> </u>	!						1
Screening - Lengthy Lines							1							1
Screening - Procedures/Process	1						4	1	1	2				9
2021	2		1	3	1	2	4	1	3	4		3	6	
Civil Rights						1							1	2
Civil Rights - Constitutional Rights						1							1	2
Customer Service			1	1	1		1							4
Customer Service - CSM				1										1
Customer Service - TSO			1		1		1							3
Expedited Passenger Screening Program									1	1	3	1		10
Expedited Passenger Screening Program			ogram										1	1
Expedited Passenger Screening Program Identification (ID) Requirements	- TSA PreCn	еск							1	1	3	1	3	
Identification (ID) Requirements - Domesti	io.						1							1
Mishandling of Passenger Property	ic			1			1							1
Mishandling of Passenger Property - Dam	aned/Missing	Items	0	1			- 1							1
Mishandling of Passenger Property - Dam							1							1
Patdown		itomo	OHOOKOG E	aggago			1		1	1				3
Patdown - Flyer							1		*	1				2
Patdown - Flyer as Observer							•		1					1
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Medically	1													1
Property - Special Handling										1		1		2
Property - Special Handling - Damaged Ite	ems - Carry-C)n								1		1		2
Screening	1			1		1		1	1	1		1		
Screening - Inconsistency				1									1	2
	1		7	•		1		1	1	1		1		6
Screening - Procedures/Process			,	6	7	8	13	8	13					69
2022	7		1											
2022 Civil Rights	7	,				2			1					
2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	7 1 1					2								3
2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity-	7 1 1								1					3
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service	7 1 1				2				1					3 1 3
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	7 1 1 - Not Transge	nder		5	2	2	11	6	1 1 1					3 1 3 3
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service	7 1 1	nder	5	5			11	6	1					3 1 3 3 51

			OA COIIIa	ct Center (ICC) Data	1001 - 1 012							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 Me	edical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			1	1		2							4
Property - Special Handling - Damaged Iter	ms - Carry-	On	1	1									2
Property - Special Handling - Missing Items	s - Carry-O	n				2							2
Screening	1	1		1									3
Screening - Crew Member or Airline Emplo	yee			1									1
Screening - Procedures/Process	1	1											2

Catagorios	40.0=4			ct Center (1				OF Mari	00 1	07 1	00 4	00 0	Tatal
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	4	3	4	_		2	2	1	2		3	5	2
2019				1		1	1				1	1	
Customer Service											1		
Customer Service - TSO											1		
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling				1		1	1						
Property - Special Handling - Damaged It		d				1							
Property - Special Handling - Missing Iter	ns - Checked			1			1						
2020	3	1	3								2	1	10
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Customer Service	1												
Customer Service - TSO	1												
Mishandling of Passenger Property	2		1									1	
Mishandling of Passenger Property - Dam	2		1									1	
Property - Special Handling			1								1		
Property - Special Handling - Missing Iter	ns - Carry-On		1										
Property - Special Handling - Missing Iter	ns - Checked										1		
Screening		1	1										
Screening - Procedures/Process		1	1										
2021							1		2			3	
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreChe	eck										1	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Checke	d					1				
Property - Special Handling									1			2	
Property - Special Handling - Missing Iter	ns - Checked								1			2	
2022	1	2	1	1		1		1					
Expedited Passenger Screening Program		2				1							
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	1				1							
Property - Special Handling			1	1									
Property - Special Handling - Damaged It	ems - Checke	d	1										
Property - Special Handling - Missing Iter				1									
Screening	1							1					
Screening - Procedures/Process	1							1					

and a second sec	10.0						Tool - FOIA							
gories		11-Nov	12-De		Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
lF	6	3		6	4	4	2	_		2	1	2	1	3
2019						1	1	1				1	1	
Customer Service						1	1							
Customer Service - TSO						1	1							
Locks												1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property													1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked	Baggage									1	
Property - Special Handling								1						
Property - Special Handling - Damaged Ite	ems - Checke	d						1						
2020	4	1		4	1	2				1				1
Civil Rights	1			1										
Civil Rights - Hair Patdowns				1										
Civil Rights - Racial Profiling or Discrimina	1													
Customer Service	1			2		1								
Customer Service - TSO	1			2		1								
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on		1										
Patdown		1												
Patdown - Flyer		1												
Persons w/ Disabilities (PWD)	2													
Persons w/ Disabilities (PWD) - Prosthesi	1													
Persons w/ Disabilities (PWD) - Touch Av	1													
Property - Special Handling					1	1				1				
Property - Special Handling - Damaged Ite	ems - Checke	d				1				1				
Property - Special Handling - Missing Item	ns - Checked				1									
2021	1				1			1		1	1	1		
Expedited Passenger Screening Program											1			
Expedited Passenger Screening Program	- TSA PreCh	eck									1			
Locks												1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property	1				1			1						
Mishandling of Passenger Property - Dam	1				1			1						
Prohibited & Permitted Items										1				
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sh	arp Objec	ts							1				
2022	1	2		2	2	1	1							
Customer Service				1										
Customer Service - TSO				1										
Expedited Passenger Screening Program	1	2			2	1	1							
Expedited Passenger Screening Program	1	2			2	1	1							
Property - Special Handling				1										
Property - Special Handling - Damaged Ite	ems - Checke	d		1										

Categories	40.0-4			t Center (T			04 4	05 Mar.	00 1	07 1	00 4	00.0	Tatal
-	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	233	222	238	232	241	305	302	322	159	188			2,817
2019				57	45	43	46	69	68	99			580
Civil Rights				6	4		4	4	1	2	1	4	26
Civil Rights - Age								1				1	2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimin	ation			1	2		2	1		1	1	1	9
Civil Rights - Sex/Gender/Gender Identity		ender		5	1		1		1			1	9
Civil Rights - Sexual Orientation - Not Tra							1			1			2
Civil Rights - Transgender Screening	lingender						- '	1		- '		1	2
												ı	
CSM/Stakeholder Follow-up								1					1
CSM/Stakeholder Follow-up - General								1					1
Customer Service				9	7	10	7	9	22	22	21	17	124
Customer Service - Others							1	1	1	1	1	1	6
Customer Service - TSO				9	7	10	6	8	21	21	20	16	118
Locks				2	2	2	4	1	2	4			24
Locks - Missing or Damaged Lock				2	2	2	4	1	2	4			24
Lost and Found										4			
				1	2	3	1				2		9
Lost and Found - Airport/TSA				1	2	3	1				2		9
Mishandling of Passenger Property				19	8	9	9	15	10	22			125
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsC	arry-on Lug	5		1		3	1	2	2	1	15
Mishandling of Passenger Property - Dan				12	6	7	7	9	8	17	22	7	95
Mishandling of Passenger Property - Dan		-						1					2
Mishandling of Passenger Property - Disa				1	2	1	2	2	1	3	1		13
	irrayed items	Carry-Orr	Of Checker						'			4	
Notice of Violation/Civil Penalties	L									1		1	2
Notice of Violation/Civil Penalties - Gener	rai									1		1	2
Patdown				3	4		2	7	2	5			31
Patdown - Flyer				3	4		1	5	2	5	2	5	27
Patdown - Flyer as Observer							1	2			1		4
Persons w/ Disabilities (PWD)				3	3	5	4	5	8	8	2	1	39
Persons w/ Disabilities (PWD) - Autism S	nootrum			- 0	- 0			1	0	0			
. ,								- 1					1
Persons w/ Disabilities (PWD) - Cancer (1			1	2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Menta	al Disability	1	1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Hearing	Impairment					1							1
Persons w/ Disabilities (PWD) - Internal N		es							1				1
Persons w/ Disabilities (PWD) - Medical			e Body							1			<u>_</u>
				-1 Committee		-				ı			
Persons w/ Disabilities (PWD) - Medically		viedication	and Medica			1							1
Persons w/ Disabilities (PWD) - Metal Im				1					1				2
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelcha	air or Scoot	1		2			3	1			7
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates							1					1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts					1						1
Persons w/ Disabilities (PWD) - Respirate			ent				1			1			2
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		trauma)			1				1	1			3
, ,	- 1				- 1				- 1				
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ :	Segway				1	1	3		1			7
Property - Special Handling				13	13	11	8	17	11	28	21	14	136
Property - Special Handling - Damaged It	ems - Carry-0	Эn		2	1	2	1	2	3	1	1		13
Property - Special Handling - Damaged It	ems - Checke	ed		1	4	1	1	6	3	7	6	2	31
Property - Special Handling - Missing Iter				5	5	2	1	2	2	7	7	3	34
Property - Special Handling - Missing Iter				5	3	6	5	7	3	13	7		58
	lis - Checkeu			3	- 3	0		,	3	10		3	
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				1	2	3	7	10	12	7	14	6	62
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - International Screening												1	1
Screening - Lengthy Lines								3			4	1	8
				4	- 1	0	7		4.4	_			
Screening - Procedures/Process				1	1	2	7	7	11	5		4	47
Screening - Retrieving Abandoned/Confis	cated Items				1					2			3
Screening - Security Breach						1			1				2
2020	84	65	80	60	35	37	4	6	9	17	23	36	456
Civil Rights	3	2	2	5	1							4	17
Civil Rights - Constitutional Rights	Ĭ			1								1	2
Civil Rights - Headwear				1								1	1
-	_											_	
Civil Rights - Racial Profiling or Discrimin		2		1	1							2	8
Civil Rights - Sex/Gender/Gender Identity	4 1		1	1								1	4
Civil Rights - Transgender Screening			1	1									2
Customer Service	17	13	17	14	8	8	1			3	4	6	91
Customer Service - CSM						1	•						1
Customer Service - Others			1			- '						1	4
Gustoffier Service - Officis	- 1	4										- 1	86
Customer Comitee TOO	1	1		4.4	^	-	4			^	4	-	
Customer Service - TSO	16	12	16	14	8	7	1			3	4	5	
Locks	16 1	12 5	16 7	4	8	3	1			1	4	5	21
	16	12	16		8		1				4	5	
Locks	16 1	12 5	16 7	4	1	3	1		1	1		2	21
Locks Locks - Missing or Damaged Lock Lost and Found	16 1 1 2	12 5 5 1	16 7 7 2	4		3 3 2	1		1	1		2	21 21 12
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	16 1 1 2 2	12 5 5 1	16 7 7 2 2	4	1	3 3 2 2	1			1 1 1		2 2	21 21 12 12
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	16 1 1 2 2 2	12 5 5 1 1	16 7 7 2 2 12	4	1	3 3 2 2 2	1			1 1 1 1 5	2	2 2	21 21 12 12 78
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	16 1 1 2 2 2 27	12 5 5 1 1 12 4	16 7 7 2 2 12 1	4 4	1 1 2	3 3 2 2 9	1			1 1 1 1 5	2	2 2 1	21 21 12 12 78 9
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	16 1 1 2 2 2 27 1 20	12 5 5 1 1 12 4	16 7 7 2 2 12 1 1	4	1 1 2	3 3 2 2 2	1			1 1 1 1 5	2	2 2 1	21 21 12 12 78 9 58
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	16 1 1 2 2 27 1 1 20	12 5 5 1 1 12 4 5	16 7 7 2 2 12 1	8	1 1 2 1 1	3 3 2 2 9	1			1 1 1 1 5	2	2 2 1	21 21 12 12 78 9
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	16 1 1 2 2 2 27 1 20	12 5 5 1 1 12 4	16 7 7 2 2 12 1 1	4 4	1 1 2	3 3 2 2 9	1			1 1 1 1 5	2	2 2 1	21 21 12 12 78 9 58
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	16 1 1 2 2 2 27 1 1 20 6	12 5 5 1 1 12 4 5	16 7 7 2 2 12 1 1 10	8	1 1 2 1 1	3 3 2 2 9 2 7	1		1	1 1 1 1 5	2	2 2 1	21 21 12 12 78 9 58 11
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	16 1 1 2 2 27 1 1 20 4 6	12 5 5 1 1 12 4 5 3	16 7 7 2 2 12 1 1 10 1	8 8	1 1 2 1 1 1	3 3 2 2 9 2 7	1		1	1 1 1 1 5	2 2	2 2 1	21 21 12 12 78 9 58 11 17
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	16 1 1 2 2 27 1 1 20 6 3 3	12 5 5 1 1 12 4 5 3 2	16 7 7 2 2 12 1 10 1 4 4	8 8 2 2	1 1 2 1 1 2 2	3 3 2 2 9 2 7	1		1	1 1 1 1 5 1 4	2 2 1 1	2 2 1	21 21 12 12 78 9 58 11 17 16
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	16 1 1 2 2 27 1 1 20 6 3 3	12 5 5 1 1 12 4 5 3 2 2	16 7 7 2 2 2 12 1 10 1 4 4	8 8	1 1 2 1 1 1	3 3 2 2 2 9 2 7	1		1	1 1 1 1 5	2 2 1 1	2 2 1 1 1 2	21 21 12 12 78 9 58 11 17 16 1
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	16 1 1 2 2 27 1 1 20 6 3 3	12 5 5 1 1 12 4 5 3 2	16 7 7 2 2 12 1 10 1 4 4	8 8 2 2	1 1 2 1 1 2 2	3 3 2 2 9 2 7	1		1	1 1 1 1 5 1 4	2 2 1 1	2 2 1	21 21 12 12 78 9 58 11 17 16

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

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	4	1	12 200	1		3	· · · · · · · · · · · · · · · · · · ·		2		6		2
Property - Special Handling - Missing Item	1	2	1			1	2		3	3		1	1
Property - Special Handling - Missing Item	4	3	1	1		1	3		1	2		1	2
Screening	4	4	2	1		9	3		5	4		4	4
Screening - Inconsistency			_		1	2						1	
Screening - Lengthy Lines			1				1						
Screening - Procedures/Process	4	3	1	1	3	6			5	4	4	3	3
Screening - Retrieving Abandoned/Confisc						1							
Screening - Security Breach		1											
2022	114	128	140	103	145	183	197	185					1,19
Airline							2						, -
Airline - Policy/Regulations/Service							2						
Civil Rights	2	1	1		4		1	1					1
Civil Rights - Perceived Religion							1						
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrimina	2	1			3								
Civil Rights - Transgender Screening			1		1								
Customer Service	19	12	6	6	12	9	12	19					9
Customer Service - TSO	19	12	6	6	12	9	12						9
Expedited Passenger Screening Program	77	95	124	85	118	154	156	144					95
Expedited Passenger Screening Program			124	2		104	100	177					30
Expedited Passenger Screening Program		y Willitary 1	1		1	1		1					
Expedited Passenger Screening Program	6	12	12	4		3	5	6					5
Expedited Passenger Screening Program	71	82	111	79		148	149	136					88
Expedited Passenger Screening Program				19	1111	2	2						00
Locks	- TOA/DHS	Lilipioyees	- Opt III			1	1	- 1					
Locks - Missing or Damaged Lock						1	1						
Locks - Missing of Damaged Lock Lost and Found					1	1	1						
Lost and Found - Airport/TSA													
'		0	4		1	1	0						
Mishandling of Passenger Property		2	1	1			2	3					
Mishandling of Passenger Property - Dam		2					1						
Mishandling of Passenger Property - Dam	aged/iviissin	g itemsCi	пескеа вас	1				3					
No Jurisdiction				1			4						
No Jurisdiction - Refer to CBP							2						
No Jurisdiction - Refer to Other				1			2						
Patdown	3	2	1		2	2	2						1
Patdown - Flyer	3	1	1		2	2		1					
Patdown - Flyer as Observer							1						
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)	3	1	1	2		3		2					•
Persons w/ Disabilities (PWD) - Autism Sp		1	1				1						
Persons w/ Disabilities (PWD) - Internal M	1						1						
Persons w/ Disabilities (PWD) - Medical D		ached to the	e Body	1			1						
Persons w/ Disabilities (PWD) - Medically						2	1	1					
Persons w/ Disabilities (PWD) - Ostomy/C				1									
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts						1					
Persons w/ Disabilities (PWD) - Wheelcha	1					1							
Prohibited & Permitted Items	3	1											
Prohibited & Permitted Items - Electronic	1												
Prohibited & Permitted Items - Firearm/Ar	1	1											
Prohibited & Permitted Items - Medication	1												
Property - Special Handling	5	6	2	4	5	4	5						
Property - Special Handling - Damaged Ite	1	2	1	1		1		2					
Property - Special Handling - Damaged Ite	3			1	2			1					
Property - Special Handling - Missing Item	1	3	1		1	1	2	1					
Property - Special Handling - Missing Item	s - Checke	1		2	2	2	3	1					
Screening	2	8	4	4	3	9	8	9					4
Screening - Inconsistency	1	1	2				4	1					
Screening - Lengthy Lines							2	2					
Screening - Procedures/Process	1	7	2	4	3	8							
Screening - Retrieving Abandoned/Confisc	ated Items		_			1		1					

		TS	SA Contact	Center (TO	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	286	300	310	366	404	506	426	462	245	218	219	245	3,987
2019				83	80	122	123	121	104	92	84	95	904
Civil Rights				5	1	5	6	2	4	4	5	3	35
Civil Rights - Age				1			1				1		3
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						2							2
Civil Rights - Racial Profiling or Discrimina	ation			2	1	1	3	1	2	1	2	3	16
Civil Rights - Screening of Religious Cultu		nonial Item	S						_		1		1
Civil Rights - Sex/Gender/Gender Identity				1		1	2	1	2	3	1		11
Civil Rights - Transgender Screening	Tiot Trange	ildoi		'		1					'		1
Customer Service				11	12		24	22	25	15	15	22	
Customer Service - Others				14	13	23	24	23	25	15	15	23	175
				4.4	40		0.4		0.5	45	1		4
Customer Service - TSO				14	13	22	24	22	25	15	14	22	171
Locks				1	5	5	7	7	3	3	5	2	38
Locks - General					1								1
Locks - Missing or Damaged Lock				1	4	5	7	7	3	3	5	2	37
Lost and Found					4	7	4	3	2	3	3	3	29
Lost and Found - Airport/TSA					4	7	4	3	2	3	3	3	29
Mishandling of Passenger Property				21	19	29	26	22	26	20	17	19	199
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	rrv-on Lug	1	2		1	1	1	1		1	8
Mishandling of Passenger Property - Dam				20	11	24	19	19	23	15	14	13	158
					1.1	24	19	19	20	13	1	13	1
Mishandling of Passenger Property - Dam				iggage	0			0	2	4		_	
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-on c	or Checked		6	5	6	2	2	4	2	5	32
Patdown					1	7	6	2	1	1	5	4	27
Patdown - Flyer					1	6	6	2	1		4	3	23
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				8	10	4	7	6	5	11	4	5	60
Persons w/ Disabilities (PWD) - Autism S	pectrum				-						1		1
Persons w/ Disabilities (PWD) - Cancer (g		reast Cano	cer	1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes		itai /iviciitai	Disability	1	1		1		0	4		- '	6
		t /b. A	Lea	ı	1		1		2	1			
Persons w/ Disabilities (PWD) - Diapers/0	jarments/Dres	ssings/ivias	KS								1		1
Persons w/ Disabilities (PWD) - General				1				1		1			3
Persons w/ Disabilities (PWD) - Hearing I					1								1
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ched to the	Body							1			1
Persons w/ Disabilities (PWD) - Medically	Necessary M	ledication a	and Medical	Supplies	2		1	2	2	2	2	1	12
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility D		Wheelchai	ir or Scooter	r)	2	1	2	1		1		1	8
Persons w/ Disabilities (PWD) - Ostomy/0				2									2
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts				1	1			1			3
Persons w/ Disabilities (PWD) - Respirato			n+	1			- '						1
. , , ,			IL	ı			-						
Persons w/ Disabilities (PWD) - Touch Av		auma)			1		1						2
Persons w/ Disabilities (PWD) - Visual Im								1					1
Persons w/ Disabilities (PWD) - Wheelcha		egway		1	1	1		1	1	3		2	10
Persons w/ Disabilities (PWD) - Wounded	Warrior									1			1
Property - Special Handling				18	14	24	27	32	23	18	14	20	190
Property - Special Handling - Damaged Ite	ems - Carry-O	n		3	1	1	4	2		2	1	5	19
Property - Special Handling - Damaged Ite	ems - Checke	d		2	5	4	2	2	5	1	6	4	31
Property - Special Handling - Missing Item				4	4	11	7	8	7	4	1	6	52
Property - Special Handling - Missing Item				9	4	8	14	20	11	11	6	5	88
Request for Assistance	io Onconou				•	1		2	1	1			5
Request for Assistance - Other						'		2	1	1			4
•	(MCLICOC)					4			- 1				
Request for Assistance - Wounded Warrio	or (MSDSOC)					1							1
Screening				16	13	17	16	22	14	16	16	16	146
Screening - Crew Member or Airline Empl	oyee			1							1		2
Screening - Inconsistency				2	1	2	1		1	2	2		11
Screening - Lengthy Lines				1				1		2			4
Screening - Procedures/Process				9	11	14	14	18	10	12	13	15	116
Screening - Retrieving Abandoned/Confis	cated Items			2	1			2	1				6
Screening - Security Breach				1		1	1	1	2			1	7
2020	94	98	108	99	109	74	14	23	28	44	34	41	766
Civil Rights	3	5	8	3	1	5		1	1	1	2	2	32
Civil Rights - Age		- 0	0	1		- 0							1
Civil Rights - Constitutional Rights	1		2	- '									3
			2						4		4		
Civil Rights - Hair Patdowns	2		1						1		1		5
Civil Rights - National Origin						1				1			2
Civil Rights - Racial Profiling or Discrimina		3	3	1		3		1			1	1	13
Civil Rights - Sex/Gender/Gender Identity	- Not Transլ	2	1	1	1							1	6
Civil Rights - Sexual Orientation - Not Tra	nsgender		1			1							2
Customer Service	17	17	28	20	21	17	4	4	8	6	6	11	159
Customer Service - Others		1	1	1	2				1				6
Customer Service - TSO	17	16	27	19	19	17	4	4	7	6	6	11	153
Identification (ID) Requirements	"	10	21	10	10	17	7	7	- 1	U	U	- 11	1
						1							1
Identification (ID) Requirements - Domest		_	_							_	_		
Locks	4	6	8	2	9	1	1	1	1	2	3		38
Locks - Missing or Damaged Lock	4	6	8	2	9	1	1	1	1	2	3		38
Lost and Found	5	3	2	4	4	1				1	2		22
Lost and Found - Airport/TSA	5	3	2	4	4	1				1	2		22
Mishandling of Passenger Property	22	23	29	25	23	18	2	1	7	7	2	6	165
Mishandling of Passenger Property - Dam	3	4	5	2	2	1			1			1	19
Mishandling of Passenger Property - Dam	12	14	23	17	19	14	1	1	6	7	2	4	120
			231	6	2	3	1	1	Ü	- /		1	
Mishandling of Passenger Property - Disa		5			2		1		4				26
Patdown	2	2	4	1		3		1	1	1	1	1	17
Patdown - Children	1	1											2
Patdown - Flyer	1	1	3	1		3		1	1	1			12

ries					•	I - FOIA							
	10-Oct 1	1-Nov 12		1-Jan 0:	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer			1								1		
Patdown - Non-Flyer												1	
Persons w/ Disabilities (PWD)	7	7	4	10	7	9		1		1	3	5	54
Persons w/ Disabilities (PWD) - Autism Sp		1		1									2
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Cancer (d	1	1									1		3
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1		1		1						1	
Persons w/ Disabilities (PWD) - Diabetes	1	1		2									
Persons w/ Disabilities (PWD) - Diapers/G	iarments/Dress	ings/Masks		1									1
Persons w/ Disabilities (PWD) - General	1					4						1	6
Persons w/ Disabilities (PWD) - Hearing In			1	1									2
Persons w/ Disabilities (PWD) - Medical D			,	1		1							2
Persons w/ Disabilities (PWD) - Medically		2	1		1	1							6
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D		/heelchair o	r Scoot	2								1	3
Persons w/ Disabilities (PWD) - Ostomy/0						1							2
Persons w/ Disabilities (PWD) - Prosthesis										1		1	2
Persons w/ Disabilities (PWD) - Respirator	ry and Inhaler I	Equipment			1			1			1		3
Persons w/ Disabilities (PWD) - Service A	nimals										1		1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	uma)			1								
Persons w/ Disabilities (PWD) - Wheelcha	1	1	2	1	4							1	10
Prohibited & Permitted Items												1	4
Prohibited & Permitted Items - Alcohol and	Tobacco											1	
Property - Special Handling	17	25	15	21	27	13	2	7	6	19	11	10	173
Property - Special Handling - Damaged Ite	4		2	3	2	3				3		2	19
Property - Special Handling - Damaged Ite	3	5	2	3	6	4		4	3	3	6	2	41
Property - Special Handling - Missing Item	3	4	4	6	9	2			2	4	1	2	37
Property - Special Handling - Missing Item	7	16	7	9	10	4	2	3	1	9	4	4	76
Request for Assistance	- 1	10	1	J	10	7		1	- 1	9	4	+	1
Request for Assistance - Other								1					1
Screening	47	10	10	12	17	6	E		A	6	A	E	
Screening - Crew Member or Airline Emplo	17	10	10	13	17	6	5	6	4	6	4	5	103
	,								1				1
Screening - Inconsistency	1		4			4							1
Screening - Lengthy Lines	2	40	1	1	45	1	_						5
Screening - Procedures/Process	11	10	6	11	15	5	5	6	3	6	4	4	86
Screening - Retrieving Abandoned/Confis	2		1	1	2								6
Screening - Security Breach	1		2									1	4
1	46	31	28	26	53	64	69	88	113	82	101	109	810
Additional Information Required/Insufficient Info					1				1				2
Additional Information Required/Insufficien	t Information -	EMAIL ONL	_Y		1				1				2
Airline													
,							1	2					3
Airline - Policy/Regulations/Service							1	2					3
Airline - Policy/Regulations/Service Civil Rights	3	2	2	1	6	1		2 5	6	2	4	2	3 37
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Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 1 1 1 2 2 2 2 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 14 31 1 1 1 29 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 1 6 3 3 1 2	1 1 1 1 19 63 4 59 1 1 1 1 1 1	3 37 1 2 2 2 26 33 1 1 169 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Damand India Screen Expedited Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of Passenger Property - Damand Mishandling of P	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1	1 1 14 1 13 13 1 1 1 1	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 6 3 1 2 1	1 1 1 19 63 4 59 1 1 1 1 1 1	33 37 11 22 22 26 26 33 11 44 33 11 169 22 11 11 14 224 33 11 11 12 12 12 9 9 48 13 26 9 5 5 5 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Lock Detail Passenger Screening Program Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other No Subject No Subject - General	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 1 1 1 2 2 2 2 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 1 6 3 3 1 2	1 1 1 1 19 63 4 59 1 1 1 1 1 1	3 37 1 2 2 26 36 31 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 14 16 16 11 1 1 2 2 2 2 1 1 1 2	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 1 1 6 3 1 2 1 1	1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	33 37 11 22 26 26 33 11 44 33 11 169 22 11 114 224 33 31 11 12 12 99 99 55 55 22 23 11
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1	1 1 14 1 13 13 1 1 1 1	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 13 13 42 4 38 2 2 1 1 1 6 3 1 2 1 1 4	1 1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	3 3 37 1 2 2 2 2 2 2 6 3 3 1 1 4 4 3 3 1 1 169 2 2 1 1 11 14 2 2 4 3 3 3 1 1 1 1 2 9 9 9 4 8 1 3 2 6 5 5 5 2 2 2 3 1 1 8
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Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dams Identification (ID) Requirements - Domestice Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Lost and Found Found Lost and Found	mployee) 3 Not Transgence 15 15 - Active Duty M - DoD - TSA Applicati - TSA PreChece 1 1 2 2 1 1 aged/Missit rayed Items—C	2 der 6 6 fillitary on Program k 2 2 1 1 4 4 Carry-on or (1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 15 14 16 16 16 17 17 17 17 17 17 17 17 17 17 17 17 17	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 1 1 6 3 1 1 2 1 1	1 1 1 1 19 63 4 59 1 1 1 1 1 1 1 1	3 37 1 2 2 26 33 1 1 169 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 1 1 1 2 2 2 2 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 14 31 1 1 1 29 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 1 6 3 3 1 2	1 1 1 1 19 63 4 59 1 1 1 1 1 1	
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Locks and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 14 16 16 11 1 2 2 2 2 1 1 1 2	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 13 13 42 4 38 2 2 1 1 1 6 3 1 2 1 1 4	1 1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	1 1 2 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 17 17 18 17 18 17 18 17 18 18 18 18 18 18 18 18 18 18 18 18 18	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 13 13 42 4 38 2 2 1 1 1 6 3 1 2 1 1 4	1 1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	166 244 1. 224 1. 1. 224 1. 1. 2. 2. 2. 1. 1. 1. 2. 2. 2. 2. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other No Subject No Subject - General Patdown - Flyer Patdown - Flyer Patdown - Flyer	mployee) 3 Not Transgence 15 15 - Active Duty Market Dodd - TSA Application TSA PreCheck 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 17 17 18 17 18 17 18 17 18 18 18 18 18 18 18 18 18 18 18 18 18	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 13 13 42 4 38 2 2 1 1 1 6 3 1 2 1 1 4	1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	33 37 11 22 22 26 33 11 44 33 11 169 22 11 11 12 12 12 12 24 48 13 13 26 5 5 5 2 2 2 3 11 18 3

			SA Contact C										
ries	10-Oct	11-Nov	12-Dec 0)1-Jan ()2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes	4					1	1				1	1	
Persons w/ Disabilities (PWD) - Diapers/0	1						1						
Persons w/ Disabilities (PWD) - General							3	1			2		
Persons w/ Disabilities (PWD) - Hearing I									1				
Persons w/ Disabilities (PWD) - Internal N			D. J.										
Persons w/ Disabilities (PWD) - Medical [2				
Persons w/ Disabilities (PWD) - Medically						1		2			1		
Persons w/ Disabilities (PWD) - Mobility [Wheelcha	ir or Scooter)			1			1		1	1	
Persons w/ Disabilities (PWD) - Respirato		1											
Persons w/ Disabilities (PWD) - Service A							1						
Persons w/ Disabilities (PWD) - Touch Av	- "	rauma)					1			1			
Persons w/ Disabilities (PWD) - Visual Im										2			
Persons w/ Disabilities (PWD) - Wheelcha	1						4	1		1			
Persons w/ Disabilities (PWD) - Wounded	Warrior									1	1		
Prohibited & Permitted Items					2		1		3	1	1	1	
Prohibited & Permitted Items - Alcohol and	d Tobacco				1						1		
Prohibited & Permitted Items - Beauty & C	Grooming Item	IS					1						
Prohibited & Permitted Items - Breast Mill	d/Baby Formul	a/Breast F	Pump						1				
Prohibited & Permitted Items - Firearm/Ar	mmunition											1	
Prohibited & Permitted Items - Food/Beve									1				
Prohibited & Permitted Items - General	l								1				
Prohibited & Permitted Items - Knives/Too	le/Pazore/Sh	arn Ohiect	6							1			
Prohibited & Permitted Items - Sporting G		arp Object	5		1					- 1			
		9		2	4	4	0	40	40	4.4	47	0	
Property - Special Handling	15	9	2		4	4	8	12	19	11		9	11
Property - Special Handling - Damaged It	1		1				3	1	4	1		3	1
Property - Special Handling - Damaged It		5	1		3		2	3	7	5		1	3
Property - Special Handling - Missing Iten		1			1	3	1	3	4	1		3	2
Property - Special Handling - Missing Iten		3		2		1	2	5	4	4		2	3
Screening	6	5	2	2	9	16	8	13	13	7	4	5	9
Screening - Children											1		
Screening - Crew Member or Airline Empl	oyee			1									
Screening - Inconsistency		1			3	3	1	2	4	2			1
Screening - Lengthy Lines											1		
Screening - Procedures/Process	6	4	2	1	6	13	6	11	9	5	2	5	7
Screening - Retrieving Abandoned/Confis		-				10	1						
Transfer to Security Specialist										1			
Transfer to Security Specialist - Reportab	le Communica	ation								1			
22	146	171	174	158	162	246	220	230		- 1			
	140	171	1/4	130	102	240	220	230					1,50
Additional Information Required/Insufficient In													
Additional Information Required/Insufficier					1								
Airline	1		1	1	1		3						
Airline - Policy/Regulations/Service	1		1	1	1		3						
Civil Rights	4	6	1	2	2	1	1	1					1
Civil Rights - Age				1		1							
Civil Rights - Headwear		1											
Civil Rights - Perceived Religion					1								
Civil Rights - Race								1					
Civil Rights - Racial Profiling or Discrimina	3	5		1	1								1
Civil Rights - Sexual Orientation - Not Tra							1						
Civil Rights - Transgender Screening	1		1				- 1						
		04		47	40	20	40	0.4					
Customer Service	29	21	35	17	13	30	19	24					18
Customer Service - Others	1												
Customer Service - TCC				2									
Customer Service - TSO	28	21	35	15	13	30	19	24					18
Expedited Passenger Screening Program	86	112	103	102	116	168	155	168					1,01
Expedited Passenger Screening Program	- Active Duty	Military	1										
Expedited Passenger Screening Program	- DoD	1			1	1	2	1					
Expedited Passenger Screening Program		16	14	3	6	6	10	6					6
Expedited Passenger Screening Program		95	88	99	109	161	143	159					93
Expedited Passenger Screening Program							10	2					30
Hazardous Materials Safety			+p					1					
Hazardous Materials Safety - General								1					
	4							1					
Identification (ID) Requirements	1			1		1							
Identification (ID) Requirements - Domest				1		1							
Locks	1		1	1	1	1	1						
Locks - General							1						
Locks - Missing or Damaged Lock	1		1	1	1	1							
Lost and Found		2		3	1	2		1					
Lost and Found - Airport/TSA		2		3	1	2		1					
Mishandling of Passenger Property		2	4	1	1	2	6	6					2
Mishandling of Passenger Property - Dam	i aged/Missii	1	1				2	5					
Mishandling of Passenger Property - Dam		1	3	1	1	2	2	1					1
Mishandling of Passenger Property - Disa				1	1		2	1					
	ırayeu items- İ	-carry-on (or Griecked	4		4	1						
No Jurisdiction No Referral				1		1							
No Jurisdiction - No Referral							1						
No Jurisdiction - Refer to CBP				1									
No Jurisdiction - Refer to Other						1							
No Subject		1											
No Subject - General		1											
Notice of Violation/Civil Penalties	1						1						
Notice of Violation/Civil Penalties - Gener	1						1						
	1	2	4		A	2		0					
Patdown		3	1	1	1	3	6	3					1
Patdown - Flyer		2	1	1	1	3	5	2					1
Patdown - Flyer as Observer		1					1						
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5					44

			ΓSA Conta	ct Center (ГСС) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1			1	1						
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disability	/			1						
Persons w/ Disabilities (PWD) - Diabetes					2		1						
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1						1					
Persons w/ Disabilities (PWD) - General					1		1	1					
Persons w/ Disabilities (PWD) - Hearing In	mpairment	1	1										
Persons w/ Disabilities (PWD) - Internal M	1												
Persons w/ Disabilities (PWD) - Medically	3	2	1	1			2	1					1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1											
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	1			1	1	1					
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates		1										
Persons w/ Disabilities (PWD) - Prosthesi	1	1	1		1	1							
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)				1							
Persons w/ Disabilities (PWD) - Visual Im	pairment					1		1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2	1			2							
Prohibited & Permitted Items	2	1											
Prohibited & Permitted Items - Alcohol and	1												
Prohibited & Permitted Items - Firearm/Ar	1												
Prohibited & Permitted Items - Food/Beve	rages	1											
Property - Special Handling	9	7	12	11	9	19	7	10					8
Property - Special Handling - Damaged Ite	2	1	3	4	1	4	1	2					1
Property - Special Handling - Damaged Ite	1	2	4		2	4		3					1
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3					2
Property - Special Handling - Missing Item	3	1	1		3	6	5	2					2
Screening	6	8	8	16	12	11	13	10					8
Screening - Crew Member or Airline Empl	oyee						1						
Screening - Inconsistency		1		1	2	1	3	1					
Screening - Lengthy Lines			1			1		3					
Screening - Procedures/Process	6	7	6	14	10	8	7	5					6
Screening - Retrieving Abandoned/Confise	cated Items					1	2	1					
Screening - Security Breach			1	1									
Transfer to Security Specialist			1										
Transfer to Security Specialist - Reportabl	le Communi	cation	1										
TSA Contact Information								1					
TSA Contact Information - General								1					

Catagorias	40.0 :			ct Center (05.11			00.1	20.0	T
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	4	3	5		6	5			~	4	_		49
2019				2	1	3		1	1	1	1	1	13
Customer Service							1						1
Customer Service - TSO							1						1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					1	2		1			1		6
Mishandling of Passenger Property - Dam					1	1		1				1	4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d		1					1		2
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling	01 1			1		1			1				3
Property - Special Handling - Damaged Ite									1				1
Property - Special Handling - Missing Item	is - Checked			1		1							2
Screening				1									1
Screening - Procedures/Process				1									1
2020	1	2	3	1	1				2	1			12
Customer Service		1									1		2
Customer Service - TSO		1									1		2
Mishandling of Passenger Property			2										3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	2	1									3
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling		1							2	1			5
Property - Special Handling - Damaged Ite			1										1
Property - Special Handling - Damaged Ite	ems - Checl	1							2	1			4
Screening	1												1
Screening - Procedures/Process	1												1
2021	1		1				2			2			8
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program	- TSA PreCl	neck						1		2			3
Property - Special Handling			1				1				1		3
Property - Special Handling - Damaged Ite			1								1		2
Property - Special Handling - Missing Item	ns - Checked						1						1
Screening	1						1						2
Screening - Procedures/Process	1						1						2
2022	2	1	1	5		2		1					16
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3	2		1					13
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	1		4	3	2		1					12
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Check	ed		1									1

	40.0-4				(TCC) Data			05.14	00 1	07 1	00.4	20.0	Total
egories	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IB	1	3		1	1 3		2			4	1	_	2
2019					1			2	1	2		2	
Civil Rights								1		1			
Civil Rights - Racial Profiling or Discrimina	ation							1		1			
Mishandling of Passenger Property								1				1	
Mishandling of Passenger Property - Dam												1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Check	ed				1					
Patdown									1				
Patdown - Children									1				
Property - Special Handling												1	
Property - Special Handling - Missing Iten	ns - Checke	d										1	
Screening					1					1			
Screening - Procedures/Process					1					1			
2020				1									
Property - Special Handling				1									
Property - Special Handling - Missing Iten	ı ıs - Checke	d		1									
2021		1					1	1		2	1		
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property		1						1					
Mishandling of Passenger Property - Dam	ı ıaqed/Missi	na ItemsC	arry-on Lu	lagage				1					
Mishandling of Passenger Property - Dam				-33-3-									
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Hearing I	l mpairment										1		
Property - Special Handling										1			
Property - Special Handling - Missing Iten	l 1s - Checke	d								1			
Screening Screening	io Orioono	u								1			
Screening - Procedures/Process										1			
2022	1	2			1 2		1						
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	l ation				1								
Expedited Passenger Screening Program	1	2			1								
Expedited Passenger Screening Program					1								
Property - Special Handling	'				1								
Property - Special Handling - Missing Iten	Corr. C)n			1								
	is - Garry-C	/11			1								
Screening							1						
Screening - Procedures/Process							1						

Categories	10-Oct	11-Nov		tact Center	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	10-001	11-NOV		: 01-Jan 10 14			04-Apr 14	05-IVIAY 22	06-Jun 19	07-Jul 8	08-Aug 15		10tai 191
2019	10			10 12			5	7	8	3	4		57
Civil Rights				•	1		1	1		1			5
Civil Rights - Racial Profiling or Discrimin	I ation				1		- '	1		1			4
Civil Rights - Sex/Gender/Gender Identity		ender					1						1
Customer Service					3	5	1	2			1	1	13
Customer Service - Others						1							1
Customer Service - TSO					3	4	1	2			1	1	12
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property					2	1			2	1	1	1	9
Mishandling of Passenger Property - Dan									1				1
Mishandling of Passenger Property - Dan	naged/Missing I	Items	Checked B	la('		1			1	1	1	1	8
Patdown					1				1				2
Patdown - Flyer					1				1			1	2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes					2							1	1
Persons w/ Disabilities (PWD) - Mobility I		Wheele	hair or Sco	oter)	2							1	2
Property - Special Handling	Isability (140t	vviieeic	nan or occ	2		1		4	2	1	2		12
Property - Special Handling - Damaged It	ems - Carry-C)n				1			1	- 1			2
Property - Special Handling - Damaged It						'		1	'				1
Property - Special Handling - Missing Iter								1		1	1		3
Property - Special Handling - Missing Iter				2)			2	1		1		6
Screening				2		2	3		3				12
Screening - Children									1				1
Screening - Procedures/Process				2	2	2	3		2				11
2020	8	:	2	4 '	5	7		2	5		5	1	40
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimin	1												1
Customer Service	2			1 '	2	3		1			2		12
Customer Service - Others	1												1
Customer Service - TSO	1			1 '	2	3		1			2		11
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property				1		2			1		1		5
Mishandling of Passenger Property - Dan				1					1		1		3
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Check	ked		2							2
Patdown	1			1	1				1				5
Patdown - Flyer	1			1	1	1			1				5
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelch													1
Property - Special Handling	1		1					1	2		1		6
Property - Special Handling - Damaged It	' ems - Carry-C		ı					1	1		1		2
Property - Special Handling - Damaged It									1		'		1
Property - Special Handling - Missing Iter			1						•				1
Property - Special Handling - Missing Iter								1					2
Screening	2		1		1	1			1		1	1	8
Screening - Procedures/Process	2		1		1	1			1		1	1	8
2021	2		2	•	2	2	2	2	6	5	6	4	34
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Customer Service					1		2	1	6	1	2		14
Customer Service - TSO							2	1	6	1	2		14
Expedited Passenger Screening Program	TO 4 D O				1					2	2		8
Expedited Passenger Screening Program	- TSA PreCh	еск			1					2	2	3	8
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dan Patdown	1									2			2
Patdown - Children										1			1
Patdown - General										1			1
Persons w/ Disabilities (PWD)			1			1							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Respirato	orv and Inha		1										1
Property - Special Handling	1		1								1	1	4
Property - Special Handling - Missing Iter	ns - Carry-C		1									1	2
Property - Special Handling - Missing Iter	1										1		2
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2022	6		7	6	' 8	8	7	11					60
Customer Service	2		1	1 '	1		1	3					10
Customer Service - TSO	2		1	1 '	1		1	3					10
Expedited Passenger Screening Program	2			3	3	8	6	4					34
Expedited Passenger Screening Program							1						2
Expedited Passenger Screening Program	2	:	5	3 2	2 3	8	5	4					32
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam		Items	Carry-on L	uggage				1					1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	Andinal Davis	00						1					1
Persons w/ Disabilities (PWD) - Internal M	nedicai Devic	E8) 4			1					1
Property - Special Handling Property - Special Handling - Damaged It	eme Corre)n		2	2 1			1					4
Property - Special Handling - Damaged II Property - Special Handling - Missing Iter					1			- 1					2
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter													1
Screening	1		1	2				1					9
Screening - Lengthy Lines	'			_	1			- 1					1
25.25ming Longary Emos					ı								<u> </u>

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	1	2	1	1			1					7
Screening - Retrieving Abandoned/Confis	cated Items				1								1

			or conta	ci center (. oo, bata .								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIH		2			1	3	1		1		1	1	10
2019						1	1				1		3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	hecked Ba	ggage							1		1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d			1						1
2020		1											1
Patdown		1											1
Patdown - Non-Flyer		1											1
2021									1			1	2
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram 💮 💮									1	1
Expedited Passenger Screening Program	- TSA PreC	heck							1				1
2022		1			1	2							4
Expedited Passenger Screening Program		1			1	2							4
Expedited Passenger Screening Program	- TSA PreC	1			1	2							4

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

ories) Data Tool								
	10-Oct 1	1-Nov 12	2-Dec 01	-Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	60	54	69	58	69	100	106	109	54	75	67	64	885
2019				17	13	21	20	20	22	37	32	15	197
Civil Rights						1	2	1		1	2	1	8
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1			'			1
<u> </u>	l otion					1					1	4	
Civil Rights - Racial Profiling or Discrimina	auon I					- 1	1					1	4
Civil Rights - Transgender Screening								1			1		2
Customer Service				2	3		3	3	4	7	7	3	32
Customer Service - TSO				2	3		3	3	4	7	7	3	32
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domest	ic										1		1
Locks				2			2			1		1	6
Locks - Missing or Damaged Lock				2			2			1		1	6
Lost and Found							1			- '		- '	
													1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				9	3	4	5	6	9	12	10	4	62
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry	-on Luggage	9		1		1					2
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Βaς	9	1	3	4	4	7	9	9	4	50
Mishandling of Passenger Property - Dam	aged/Missing I	temsUnsp	ecified Luaa	age					1				1
Mishandling of Passenger Property - Disa				3-	2		1	1	1	3	1		9
	l ayeu itemsc	carry-orror (Jileckeu			1		1	1				9
Patdown								1		3	3		
Patdown - Flyer						1			1	2	2		6
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				1	2	2	2			2	2	1	12
Persons w/ Disabilities (PWD) - Autism St	pectrum										1		1
	- Journal II			1	1						- 1	1	3
Persons w/ Disabilities (PWD) - General	Name of the state	alla a Million	I Marillo I Co		l l							1	
Persons w/ Disabilities (PWD) - Medically				ipplies			1						1
Persons w/ Disabilities (PWD) - Mobility D			r Scooter)		1		1				1		3
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)				1							1
Persons w/ Disabilities (PWD) - Wheelcha										2			2
Persons w/ Disabilities (PWD) - Wounded		- /				1							1
Property - Special Handling	l			3	4	7	3	6	5	8	6	3	45
				3	4		3	0		0	0	3	
Property - Special Handling - Damaged Ite						1			1				2
Property - Special Handling - Damaged Ite					1		2		3	5	3		14
Property - Special Handling - Missing Item	ns - Carry-On				2	2	1	2		1	1	1	10
Property - Special Handling - Missing Item	ns - Checked			3	1	4		4	1	2	2	2	19
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening					1	6	2	3	3	2	1	2	20
<u> </u>						0			3		- 1		
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1	6	1	2	2	1	1	1	15
Screening - Retrieving Abandoned/Confise	cated Items								1				1
Screening - Security Breach												1	1
2020	22	15	24	10	18	7	4	4	7	12	8	14	145
										1			1
Advanced Imaging Technology (AIT)										- 1			
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No	n-Flyer								0	1			1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights				1		1			2	1	1	1	1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No	n-Flyer			1		1			2	1	1	1	1 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights	n-Flyer 2			1		1				1		1	1 8 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age	n-Flyer 2			1					1	1		1	1 8 2 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina	n-Flyer 2	3	6	1	5		1	1	1			1	1 8 2 3 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service	n-Flyer 2	3	6		5		1	1	1	2			1 8 2 3 3 25
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others	n-Flyer 2 1 1 2		1	1 2					1	2		1 3	1 8 2 3 3 25 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	n-Flyer 2 1 1 2 2	3	1 5	1 2	5	1	1	1	1	2		1 3	1 8 2 3 3 25 1 24
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks	n-Flyer 2 1 1 2 2 1 1	3	1 5 2	1 2 2 2	5 2	1			1 1	2 2 1		1 3 3	1 8 2 3 3 25 1 24
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	n-Flyer 2 1 1 2 2	3	1 5	1 2	5	1			1	2		1 3	1 8 2 3 3 25 1 24
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks	n-Flyer 2 1 1 2 2 1 1	3	1 5 2	1 2 2 2	5 2	1			1 1	2 2 1		1 3 3	1 8 2 3 3 25 1 24 15
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	n-Flyer 2 1 1 2 2 1 1 1	3	1 5 2 2	1 2 2 2	5 2	1			1 1	2 2 1		1 3 3	1 8 2 3 3 25 1 24 15
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	n-Flyer 2 1 1 2 2 1 1 1 1 1 1 1 1	3 4 4	1 5 2 2 1	1 2 2 2 2	5 2 2	1 1 1		1	1 1 1	2 2 1 1	1	1 3 1 1	1 8 2 3 3 25 1 24 15 15
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	n-Flyer 2 1 1 2 2 1 1 1 1 1 1 1 1 6	3 4 4	1 5 2 2 1 1 4	1 2 2 2 2 2 4	5 2	1			1 1	2 2 1 1		1 3 3 1	1 8 8 3 3 3 25 1 1 24 15 15 2 2 3 3 3 3 3 3 3 3 5 2 5 2 5 2 5 4 2 5 2 5 2 5 2 5 2 5 2 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Not Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	n-Flyer 2 1 1 2 2 1 1 1 1 1 1 1 6 caged/Missing I	3 4 4 4 temsCarry	1 5 2 2 1 1 4 -on Luggage	1 2 2 2 2 2 2 4	5 2 2 2	1 1 1		1	1 1 1	2 2 1 1 1 4 1	1	1 3 3 1 1	1 8 2 3 3 3 2 5 5 1 1 5 1 5 2 2 2 3 3 3 3 3 3 5 5 1 5 1 5 1 5 1 5 1 5 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 2 2 2 3
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ategories			104	Contact	center (10	CC) Data	Tool - FOIA							
	i	10-Oct 11	-Nov 12	2-Dec (01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Civil Rights - Transgender Screening				1								1	:
С	Claims				1					1				
	Claims - General				1					1				
С	Customer Service		2	7		1	2	1	2	6	4	1	5	3
	Customer Service - Others											1		
	Customer Service - TSO		2	7		1	2	1	2	6	4		5	30
Е	Expedited Passenger Screening Program			1		1	3	5	6	7	12	15	23	73
	Expedited Passenger Screening Program	- TSA Application	n Program	l			1		2		2			
	Expedited Passenger Screening Program	- TSA PreCheck	(1		1	2	5	4	7	10	15	21	60
	Expedited Passenger Screening Program	- TSA/DHS Emp	oloyees - O	pt In									2	
Ic	dentification (ID) Requirements								2					
	Identification (ID) Requirements - Domesti	ic							1					
	Identification (ID) Requirements - Real ID								1					
L	Locks				1							1		
	Locks - Missing or Damaged Lock				1							1		
L	ost and Found									1				
	Lost and Found - Airport/TSA									1				
- N	Mishandling of Passenger Property	3	3				1	3		2	2	2	1	1
- 14	Mishandling of Passenger Property - Dam			on Lugga	no.			- 0				1		
	Mishandling of Passenger Property - Dam		2	-on Lugga	ge			3			2		1	1
	Mishandling of Passenger Property - Disa		1				1	3		2			- 1	'
N/	9	l ayeu itelii					1				4			
N	No Jurisdiction Refer to Other										1			
	No Jurisdiction - Refer to Other	2	A							4	1			
Р	Patdown	2	1							1		4		
	Patdown - Flyer	2	1							1		4		
P	Persons w/ Disabilities (PWD)							2	1	2	3	2		1
	Persons w/ Disabilities (PWD) - Diabetes										1			
	Persons w/ Disabilities (PWD) - General									1				
	Persons w/ Disabilities (PWD) - Hearing In								1			1		
	Persons w/ Disabilities (PWD) - Internal M											1		
	Persons w/ Disabilities (PWD) - Medical D	Devices - Attache	ed to the Bo	ody						1				
	Persons w/ Disabilities (PWD) - Medically	Necessary Med	lication and	Medical :	Supplies			1						
	Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	heelchair o	r Scooter)							1			
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way								1			
	Persons w/ Disabilities (PWD) - Wounded	l Warrior						1						
Р	Property - Special Handling	3	4		2	2	2	1	1	3	1	1	2	2
	Property - Special Handling - Damaged Ite	ems - Carry-On						1						
	Property - Special Handling - Damaged Ite	1	3		1		1			1		1	1	
	Property - Special Handling - Missing Item					1			1	1				
	Property - Special Handling - Missing Item		1		1	1	1			1	1		1	
S	Screening	2			1	1	1	1		1	1	1	2	
														1
	ŭ .	-			'	- '		'			1			
	Screening - Inconsistency Screening - Procedures/Process				1	1	1	1		1		1	2	
2022	Screening - Inconsistency Screening - Procedures/Process	2 28	29	37					73			1		1
	Screening - Inconsistency Screening - Procedures/Process	2	29	37	1	1	1	1	73			1		1 35
	Screening - Inconsistency Screening - Procedures/Process	2	29	37	1 25	1	1 63	1 69				1		1 35
	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights	2	29	37	1 25	1	1 63	1 69 1	1			1		1 35
	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race	2	29	37	1 25	1	1 63 1	1 69 1				1		1 35
С	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening	2 28			1 25 1	1 33	1 63 1	1 69 1	1			1		1 35
С	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service	2	29	5	1 25 1	1	1 63 1	1 69 1	1			1		1 35
С	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others	2 28 28	2	5 1	1 25 1	1 33	1 63 1	1 69 1 1	1 1 5			1		1 35
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	2 28 2	2	5 1 4	1 25 1	3 3 3	1 63 1 1 3	1 69 1 1	1 1 5			1		1 35 2
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	2 28 2 2 2 19	2	5 1	1 25 1	1 33	1 63 1 1 3 3 50	1 69 1 1	1 1 5 5 60			1		2 2 2 29
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 28 28 2 2 19 - DoD	2 2 26	5 1 4 28	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 29	1 63 1 1 3	1 69 1 1 1 2 2 62	1 1 5 5 60 1			1		38 38 2 2 29
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 28 28 2 2 19 - DoD - TSA Appl	2 2 26	5 1 4 28	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50	1 69 1 1 1 1 2 2 62 62 2	1 1 5 5 60 1 3			1		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 28 28 2 2 19 - DoD - TSA Appl 18	2 2 26	5 1 4 28	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 29	1 63 1 1 3 3 50	1 69 1 1 1 2 2 62	1 1 5 5 60 1 3 55			1		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 28 28 2 2 19 - DoD - TSA Appl	2 2 26	5 1 4 28	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50	1 69 1 1 2 2 62 62	1 1 5 5 60 1 3			1		2 2 2 29 1 27
C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 28 28 2 2 19 - DoD - TSA Appl 18	2 2 26	5 1 4 28	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50	1 69 1 1 1 2 2 62 60 1 1	1 1 5 5 60 1 3 55			1		2 2 2 29 1 27
C E	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	2 28 28 2 2 19 - DoD - TSA Appl 18	2 2 26	5 1 4 28	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1	1 69 1 1 1 2 2 62 60 1 1 1	1 1 5 5 60 1 3 55 1			1		2 2 2 29 27
C E	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property	2 2 2 19 - DoD - TSA Appl 18 1	2 2 26 3 23	5 1 4 28 2 2 26	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 49	1 69 1 1 1 2 2 62 60 1 1	1 1 5 5 60 1 3 55			1		2 2 2 29 1 27
C E	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property	2 2 2 19 - DoD - TSA Appl 18 1	2 2 26 3 23	5 1 4 28 2 2 26	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1			1		2 2 2 29 1 27
C E	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 19 - DoD - TSA Appl 18 1	2 2 26 3 23 emsCarry	5 1 4 28 2 2 26	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 49	1 69 1 1 1 2 2 62 60 1 1 1	1 1 5 5 60 1 3 55 1			1		1 35 2 2 29 29
C C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 19 - DoD - TSA Appl 18 1	2 2 26 3 23 emsCarry	5 1 4 28 2 26 on Lugga ked Baş ecified I	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 49	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1			1		1 35 2 2 29 29
C C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties	2 2 2 19 - DoD - TSA Appl 18 1 1 aged/Missing Ite	2 2 26 3 23 emsCarry	5 1 4 28 2 2 26	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 49	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1			1		2 2 2 29 1 27
C C	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 2 19 - DoD - TSA Appl 18 1 1 aged/Missing Ite	2 2 26 3 23 emsCarry	5 1 4 28 2 26 on Lugga ked Baş ecified I	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 49	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1			1		1 35 2 2 29 29
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C C E H	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General	2 2 2 19 - DoD - TSA Appl 18 1 1 aged/Missing Ite	2 2 26 3 23 emsCarry	5 1 4 28 2 26 on Lugga ked Baç ecified I 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 49	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1					2 2 2 2 2 2 2 2 2
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C C E H M M P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer	2 2 2 19 - DoD - TSA Appl 18 1 1 agged/Missing Ite	2 2 26 3 23 emsCarry	5 1 4 28 2 26 on Lugga ked Baç ecified I 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 1 49 1 1 1	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1 2 2			1		2 2 2 2 2 2 2 2 2
C C E H M M P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	2 2 2 19 - DoD - TSA Appl 18 1 1 agged/Missing Ite	2 2 26 3 23 emsCarry	5 1 4 28 2 26 on Lugga ked Baç ecified I 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2	1 63 1 1 3 3 50 1 1 49 1 1 1	1 69 1 1 1 2 2 62 60 1 1 1 2	1 1 5 5 60 1 3 55 1 2 2					2 2 2 2 2 2 2 2 2
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C C E H M P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 2 19 - DoD - TSA Appl 18 1 1 lagged/Missing Ite l	2 26 3 23 23 emsCarryy emsCarryy	5 1 4 28 2 26 on Lugga ked Baç ecified I 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 3 29 2 27	1 63 1 1 3 3 50 1 1 49 2 2 1 1 1 2	1 69 1 1 1 2 2 62 60 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 60 1 3 55 1 2 2 2					1 35 2 2 29 1 27
C C E H M M P P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Molice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	2 2 19 - DoD - TSA Appl 18 1 1 lagged/Missing Ite l	2 2 26 3 23 emsCarry emsCheck	5 1 4 28 2 26 on Lugga ked Ba(ecified I 1 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2 27	1 63 1 1 3 3 50 1 1 49 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 69 1 1 1 2 2 62 60 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 60 1 3 55 1 2 2 1 1 1 1 1					1 35 2 2 29 1 27
C C E H M M P P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	2 2 19 - DoD - TSA Appl 18 11 1aged/Missing Ite aged/Missing Ite aged/Miss	2 2 26 3 23 emsCarry emsCheck	5 1 4 28 2 26 on Lugga ked Baç ecified I 1 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2 27	1 63 1 1 3 3 50 1 1 49 2 2 1 1 1 2	1 69 1 1 1 2 2 62 60 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 60 1 3 55 1 2 2 2					1 35 2 2 2 2 2 9 1 2 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
C C E H M M P P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Motice of Violation/Civil Penalties - General Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Foreening - Inconsistency	2 2 19 - DoD - TSA Appl 18 1 1 agged/Missing Ite	2 2 26 3 23 emsCarry emsCheck	5 1 4 28 2 26 on Lugga ked Baş eciffied I 1 1 1 1	1 25 1 1 1 1 1 1 2 2 ge 1 1 1 1 2 2	1 33 3 3 29 2 27	1 63 1 1 3 50 1 1 1 1 1 2 2 2 3 3	1 69 1 1 1 2 2 62 60 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 60 1 3 55 1 2 2 1 1 1 1 1					1 1 35 2 2 29 1 27
C C E H M M P P P	Screening - Inconsistency Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	2 2 19 - DoD - TSA Appl 18 1 1 aged/Missing Ite aged/Missing Ite aged/Missing Ite aged/Missing Ite aged/Missing Ite aged/miss	2 2 26 3 23 emsCarry emsCheck	5 1 4 28 2 26 on Lugga ked Baç ecified I 1 1 1	1 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 3 3 29 2 27	1 63 1 1 3 3 50 1 1 49 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 69 1 1 1 2 2 62 60 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 60 1 3 55 1 2 2 1 1 1 1 1					1 35 2 2 29 1 27

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

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

Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	25	22						41	30	21			293
2019								7	9	2			47
Civil Rights						•		'			1		1
Civil Rights - Racial Profiling or Discrimina	l ation										1		1
Customer Service					1	2			1		'	1	5
Customer Service - TSO					1				1			1	5
Identification (ID) Requirements					'		1		'				1
Identification (ID) Requirements - Domest	ic						1						1
Lost and Found	1						- 1		1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property					1	1	1	2	4	1			10
Mishandling of Passenger Property - Dam	 agod/Missin	a Itoma (Corny on Lu		ı	- 1	- 1		1	1			2
Mishandling of Passenger Property - Dam					1	1	1	1	2	1			
Mishandling of Passenger Property - Dam	-	-		•	ı	- 1	- 1	1					1
Mishandling of Passenger Property - Disa								- '	1				1
Patdown	irrayeu items	Carry-U	IT OF CHECK	eu		4			1		1	4	
						1			1		1	4	7
Patdown - Flyer						1						4	7
Property - Special Handling		0		4	2	2	1	3	1		1		10
Property - Special Handling - Damaged It						1	4		1				2
Property - Special Handling - Damaged It							1				1		2
Property - Special Handling - Missing Iten					2	1							3
Property - Special Handling - Missing Iten	ns - Checked							3					3
Screening					1	3		2	1	1	2	2	12
Screening - Lengthy Lines						2							2
Screening - Procedures/Process					1	1		2	1	1		2	9
Screening - Security Breach											1		1
2020	8	3	3	3	7 4	6			2	1	2	3	39
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												-
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Locks						1				1		1	3
Locks - Missing or Damaged Lock						1				1		1	3
Mishandling of Passenger Property	1	2	2	1	1	3			1	'	1		10
Mishandling of Passenger Property - Dam		2				2			1		1		8
Mishandling of Passenger Property - Disa				1		1			1				2
Patdown	linayed items	Carry-or			2 1								5
Patdown - Flyer	1				2 1								5
	2			1 4	2 I								2
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Diapers/0													
Persons w/ Disabilities (PWD) - Ostomy/0	1				,	4						4	
Property - Special Handling		1		4	2	1					1	1	(
Property - Special Handling - Damaged It		1			,								
Property - Special Handling - Damaged It				4	2	4						4	
Property - Special Handling - Missing Iten	ns - Checked					1					1	1	3
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	3				2 2				1				(
Screening - Gate Pass				1									1
Screening - Inconsistency					1								
Screening - Procedures/Process	3				1 2				1				7
2021	3	3	3		1 2	. 2	8	13	19	18	13	7	92
Additional Information Required/Insufficient In	formation									1			1
Additional Information Required/Insufficient	nt Informatio	n - EMAIL	ONLY							1			1
Civil Rights	1						2		1				4
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimina	ation						2						2
Civil Rights - Sex/Gender/Gender Identity													-
Claims					1								
Claims - General					1								1
Customer Service		1				2	2	3	5	3	3	3	24
Customer Service - Others						_	_	1					
Customer Service - TSO		1			1 1	2	2	2	5	3	3	3	23
Expedited Passenger Screening Program							1	3	4	6			20
Expedited Passenger Screening Program	- TSA PreCl	heck					1	3	4	6			20
Locks	1						1	J	+	0	1	1	20
Locks - Missing or Damaged Lock	1										1		2
Mishandling of Passenger Property	1	-			1 1			2	1		1		
	 	1						1	1				
Mishandling of Passenger Property - Dam		a Itoma I			1			1	1				
Mishandling of Passenger Property - Dam	iayeu/iviiSSIN	y nemsl	ousherine.	Luggage									
No Jurisdiction								1					
No Jurisdiction - Refer to Other								1					
Patdown Flyer									1	1			3
Patdown - Flyer											1		
Patdown - Flyer as Observer									1				
Patdown - General										1			1
Persons w/ Disabilities (PWD)	L								1	4			
Persons w/ Disabilities (PWD) - Autism S										1			
Persons w/ Disabilities (PWD) - Metal Imp										1			1
Persons w/ Disabilities (PWD) - Mobility [nair or Sco	oter)						2			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							1				1
Property - Special Handling	1							1	6	1	2	2	13
Property - Special Handling - Damaged Ite	1								4		1		6
Property - Special Handling - Damaged Ite	ems - Check	ed								1		1	2
Property - Special Handling - Missing Iten								1	2		1	1	5
		1			1		3	3		2	1	1	12
Screening							9	_		_			

			TSA Contac	ct Center (1	ΓCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency				1			2	3					(
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1					1			1	1	1	5
2022	14	16	8	9	13	19	15	21					115
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimin	ation	1											1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender				1							1
Customer Service	2	3		1	1	2	3	2					14
Customer Service - TSO	2	3		1	1	2	3	2					14
Expedited Passenger Screening Program	10	9	7	5	10	12	10	16					79
Expedited Passenger Screening Program	- Active Dut	y Military				1							1
Expedited Passenger Screening Program	1				2	1		3					7
Expedited Passenger Screening Program	9	9	7	5	8	10	10	13					7
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domest	tic					1							
Mishandling of Passenger Property		2		1				2					į
Mishandling of Passenger Property - Dam	naged/Missir	1						2					
Mishandling of Passenger Property - Dam	naged/Missii	1		1									2
Persons w/ Disabilities (PWD)	1					1	1						
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disability			1	1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	1		1	1						
Property - Special Handling - Damaged It	ems - Carry-	On	1	1		1	1						4
Screening		1		1	2	1		1					6
Screening - Inconsistency					1								
Screening - Procedures/Process		1		1	1	1		1					5

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

			I SA CUIILA	ci center (ICC) Data	1001 - FOIF							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI				1			2	1		1		4	9
2019							1					1	2
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage			1					1	2
2020												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged It	tems - Check	ced										1	1
2021								1		1		2	4
Customer Service										1			1
Customer Service - TSO										1			1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checke	d						1					1
Screening												1	1
Screening - Procedures/Process												1	1
2022				1			1						2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	heck		1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1

			i ozi oonita	ct center (. oo, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC		2		1		1	2	1	2	3		1	13
2019				1					1				2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage					1				1
Screening				1									1
Screening - Procedures/Process				1									1
2020										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2021		1					1		1	2		1	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program	- TSA PreC	Check								2			2
Property - Special Handling		1							1				2
Property - Special Handling - Damaged It	ems - Carry	1											1
Property - Special Handling - Damaged It	ems - Chec	ked							1				1
Screening							1						1
Screening - Procedures/Process							1						1
2022		1				1	1	1					4
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program	- TSA PreC	1				1	1	1					4

				tact Center (
gories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
C	4	€	i	4 13	5	4	4	12	7	1		5	
2019				3		2	1	2	5		2	2	
Civil Rights								1			1		
Civil Rights - Racial Profiling or Discrimina	ation							1			1		
Customer Service												1	
Customer Service - TSO												1	
Locks				1				1	1			1	
Locks - Missing or Damaged Lock				1				1	1			1	
Mishandling of Passenger Property						1					1		
Mishandling of Passenger Property - Dama	aged/Missin	g Items0	Checked E	Baggage		1					1		
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)				2									
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)			1									
Persons w/ Disabilities (PWD) - Service Ar				1									
Property - Special Handling						1			3				
Property - Special Handling - Damaged Ite	ems - Carry-	On							1				
Property - Special Handling - Missing Item									1				
						1			1				
Property - Special Handling - Missing Item	is - Checked	1				- 1	4		1				
Screening							1						
Screening - Procedures/Process					-		1						
2020		4		3									
Locks		1			1								
Locks - Missing or Damaged Lock		1			1								
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dama	aged/Missin	g Items0	Checked E	Baç 1									
Patdown		2											
Patdown - Flyer		2											
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Metal Imp	lants (ioint)			1									
Property - Special Handling	namo (joint)	1		'									
Property - Special Handling - Missing Item	s - Chacka	1											
	is - Checke			1									
Screening				1									
Screening - Procedures/Process													
2021				1 6	3	1		5	2	1	3	3	
Civil Rights								1					
Civil Rights - Age								1					
Customer Service				3					1	1			
Customer Service - Others					1								
Customer Service - TSO				3					1	1			
Expedited Passenger Screening Program								3	1		2	3	
Expedited Passenger Screening Program	- TSA PreC	heck						3	1		2	3	
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dama	aged/Missin	a Items(Checked F	Baddade							1		
Ombudsman	agoa/miconi	ig itomo (orioonou L	aggago	1						· ·		
Ombudsman - General					1								
Property - Special Handling				1	- 1			1					
	ome Charle	od		ı				1					
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item	is - Checked	1		1									
Screening				1 2									
Screening - Crew Member or Airline Emplo	oyee				1								
Screening - Lengthy Lines				1									
				1 1									
Screening - Procedures/Process					1	1	3	5					
Screening - Procedures/Process 2022	4	2	2	3 1	ı.								
2022 Customer Service	4	2		3 1				1					
2022	4			3 1				1					
2022 Customer Service	3	1		1 1	<u>'</u>	1	2	1					
2022 Customer Service Customer Service - TSO		1				1	2	1					
Customer Service Customer Service - TSO Expedited Passenger Screening Program	3	1		1 1		1	2	3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3	1 1 1		1 1	'			3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	3 1 2	1 1 1		1 1	1			3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	3 1 2	1 1 1		1 1 1	1			3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction	3 1 2	1 1 1		1 1 1 1 1 1 1 1 1	1			3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other	3 1 2	1 1 1		1 1 1	1			3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD)	3 1 2 1	1 1		1 1 1 1 1 1 1 1 1	,			1 3 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	3 1 2 1	1 1		1 1 1 1 1 1 1 1 1	,		2	3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling	3 1 2 1 1	1 1 1 1 Medicatio		1 1 1 1 1 1 1 1 1	,		2	1 3 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	3 1 2 1 1	1 1 1 1 Medicatio		1 1 1 1 1 1 1 1 1	,		2	1 3 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling	3 1 2 1 1	1 1 1 1 Medicatio		1 1 1 1 1 1 1 1 1			2	1 3 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	3 1 2 1 1	1 1 1 1 Medicatio		1 1 1 1 1 1 1 1 dical Supplies			2	1 3 3					
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Screening	3 1 2 1 1	1 1 1 1 Medicatio		1 1 1 1 1 1 1 1 1 dical Supplies	1		2	1 3 3					

					_		Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jai	າ 02	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	1	2		3	2	1	1	4	1	1	2	1	1	2
2019								1	1	1	2		1	(
Civil Rights								1						
Civil Rights - Racial Profiling or Discrimina	ation							1						
Customer Service											1			
Customer Service - TSO											1			
Locks									1					
Locks - Missing or Damaged Lock									1					
Mishandling of Passenger Property										1				
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsL	nspecifie	d Luggage						1				
Patdown											1			
Patdown - Flyer											1			
Screening													1	
Screening - Procedures/Process													1	
2020	1	1		1	2									
Mishandling of Passenger Property		1		1	2									
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC		1	2									
Mishandling of Passenger Property - Disa	rrayed Item	1												
Property - Special Handling	1													
Property - Special Handling - Missing Item	1													
2021							1					1		
Customer Service							1							
Customer Service - TSO							1							
Identification (ID) Requirements												1		
Identification (ID) Requirements - Domest	ic											1		
2022		1		2		1		3						
Customer Service				1				1						
Customer Service - TSO				1				1						
Mishandling of Passenger Property								1						
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on L	uggage				1						
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Breast Ca	ancer			1										
Property - Special Handling								1						
Property - Special Handling - Damaged Ite	ems - Chec	ked						1						
Screening		1				1								
Screening - Procedures/Process		1				1								

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

			I SA CUIILA	ci centei (ICC) Dala I	001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM		1			5		2		1	1			10
2019					1								1
Customer Service					1								1
Customer Service - Others					1								1
2020					2								2
Property - Special Handling					1								1
Property - Special Handling - Missing Iter	ns - Checked	ł			1								1
Screening					1								1
Screening - Procedures/Process					1								1
2021							1		1	1			3
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Carry-Or	n								1			1
Screening							1						1
Screening - Lengthy Lines							1						1
2022		1			2		1						4
Expedited Passenger Screening Program		1			2		1						4
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram		1								1
Expedited Passenger Screening Program	- TSA PreC	1			1		1						3

rtegories PSP	10-Oot 44				CC) Data		04. 4	O5-Marr	ne. lum	07 11	09 4~	00 800	Total
		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	26	29	40		41	68	41	43	13	15	13		387
2019				8	11	9	3	10	5	4	5		60
Customer Service					3	2		1	1			1	8
Customer Service - Others Customer Service - TSO								1					1
					3				1			1 1	7
Locks Locks - General				2	1	1							5
						4							
Locks - Missing or Damaged Lock				1	1	1		4				1	4
Lost and Found					1			1					2
Lost and Found - Airport/TSA					1			1	0				2
Mishandling of Passenger Property				1	2	2	2	4	2	1	1	2	17
Mishandling of Passenger Property - Dama							1	1					2
Mishandling of Passenger Property - Dama	0				1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disar	ayed itemsC	arry-on	or Checked	1	1	1		1	1				4
Patdown					1			2				1	4
Patdown - Flyer					1			2				1	4
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication	and Medic						1				1
Property - Special Handling				4	3			2		3	3		19
Property - Special Handling - Damaged Ite					2						1		3
Property - Special Handling - Damaged Ite				1	1	2				1	1		6
Property - Special Handling - Missing Item	3 - Carry-On			1				1					2
Property - Special Handling - Missing Item	s - Checked			2		2		1		2	1		8
Screening				1			1		1		1		4
Screening - Procedures/Process				1			1		1		1		4
2020	7	11	15	15	12	12	2		2	4	1		81
Civil Rights		1	1										2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimina	tion	1											1
Customer Service	1	3	1			5	2			1			13
Customer Service - TSO	1	3	1			5	2			1			13
Locks	1	1	1	3	1				1				8
Locks - Missing or Damaged Lock	1	1	1		1				1				8
Mishandling of Passenger Property	1	4	3		4	6			- 1	1			28
Mishandling of Passenger Property - Dam	1	4	2		3					1			
0 1 7	rayad Itama C				1	6							24
Mishandling of Passenger Property - Disar	ayed itemsC	arry-on	1										4
Patdown			1		1								2
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1		1	2								4
Persons w/ Disabilities (PWD) - Metal Imp					1								1
Persons w/ Disabilities (PWD) - Mobility D		/heelcha	air or Scoot	1	1								2
Persons w/ Disabilities (PWD) - Wheelcha	r/ Scooter/	1											1
Property - Special Handling	2	1	4	1	4				1	2	1		16
Property - Special Handling - Damaged Ite	ms - Carry-On		1						1				2
Property - Special Handling - Damaged Ite	2		2		3						1		8
Property - Special Handling - Missing Item	s - Carry-On		1							1			2
Property - Special Handling - Missing Item	s - Checke	1		1	1					1			4
Screening	2		4	1		1							8
Screening - Procedures/Process	2		3	1		1							7
Screening - Retrieving Abandoned/Confisc	ated Items		1										1
2021	3	2	2	4	2	8	6	5	6	7	7	5	57
Civil Rights				1									1
	nplovee)			1									
CIVII RIGHTS - CIVII RIGHTS VIOLATION (15A EI													1
Civil Rights - Civil Rights Violation (TSA E			1		1		1						1
Customer Service	пртоуссу		1	1	1		1						4
Customer Service Customer Service - Others	picyscy		1	1	1								4 2
Customer Service Customer Service - Others Customer Service - TSO			1	1		A	1	2	E			A	2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program			1	1		1		2	5	4	6	4	2 2 23
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	· DoD	on Drog		1		1		2	1		6	4	2 2 23 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	DoD TSA Applicati			1 1					1	1			4 2 2 23 1 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	DoD TSA Applicati			1 1 1		1		2	1				4 2 2 23 1 2 20
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found	DoD TSA Applicati			1 1 1 1		1			1	1			2 2 23 1 2 20 20
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA	DoD TSA Applicati	:k		1 1 1		1 1	1	2	1	1 3	6		4 2 2 23 1 2 20 2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	DoD TSA Applicati TSA PreChec			1 1 1 1		1 1 1 3		2	1	1	6		4 2 2 23 1 2 20 2 2 20
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	DoD TSA Applicati TSA PreChec	1 1	ıram 1 1	1 1 1 1 1		1 1	2	2	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	DoD TSA Applicati TSA PreChec	1 1 temsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage		1 1 1 3	2	2	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar	DoD TSA Applicati TSA PreChec	1 1 temsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage		1 1 1 3	2	2	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4 1 5
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	DoD TSA Applicati TSA PreChec	1 1 temsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage		1 1 1 3	2	2	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4 1 5
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	DoD TSA Applicati TSA PreChec	1 1 temsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3	2	1 1	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4 1 5
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	DoD TSA Applicati TSA PreChec	1 1 temsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3	2	1 1	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4 1 5
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items	DoD TSA Applicati TSA PreCheco aged/Missin aged/Missing It rayed ItemsC	1 1 temsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3	2	1 1	1	1 3	6		4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC	1 1 semsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3	2	1 1	1	1 3	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC	1 1 semsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3 1 2	2	1 1	1	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2 10 4 1 1 5
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC	1 1 semsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3 1 2	2	1 1	1	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC	1 1 semsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3 3 1 2	2	1 1	1	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2 10 4 1 1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 1	1 1 semsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3 3 1 2	2 1 1	1 1 1	1 1 3	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2 10 4 1 1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 1	1 1 semsUr	ıram 1 1 nspecified l	1 1 1 1 1 1 Luggage	1	1 1 1 3 1 2	2 1 1	1 1 1	1 1 3	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency	DoD TSA Applicati TSA PreChec aged/Missin aged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 1 2	tk 1 1 semsUr carry-on	ıram 1 1 nspecified l	1 1 1 1 1 Luggage d	1	1 1 1 3 1 2 2	1 2 1 1	1 1 1	1 1 3	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process	DoD TSA Applicati TSA PreChec aged/Missin aged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 2	tk 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ram 1 1 nspecified I or Checked	1 1 1 1 1 Luggage d	1 1	1 1 1 3 1 2 2	1 2 1 1 1	1 1 1 1	1 1 3	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2 1 1 1 4 1 1 3 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Description of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gele Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process 2022 Advanced Imaging Technology (AIT)	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 2 2 16	tk 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ram 1 1 nspecified I or Checked	1 1 1 1 1 Luggage d	1 1	1 1 1 3 1 2 2	1 2 1 1 1	1 1 1 1 28	1 1 3	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 2 2 2 1 1 1 4 1 1 4 1 1 2 2 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process 2022 Advanced Imaging Technology (AIT) - Flye	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 2 2 16	tk 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ram 1 1 nspecified I or Checked	1 1 1 1 1 Luggage d	1 1	1 1 1 3 1 2 2	1 2 1 1 1	1 1 1 1 28	1 1 3	2	6	4	4 2 2 23 1 2 20 2 2 10 4 1 5 5 2 2 2 1 1 3 1 4 1 1 5 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye	DoD TSA Applicati TSA PreChec aged/Missin gged/Missing It rayed ItemsC s/Aerosols 1 ms - Carry-On 2 2 16	tk 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ram 1 1 nspecified I or Checked	1 1 1 1 1 Luggage d	1 1	1 1 1 3 1 2	1 2 1 1 1	1 1 1 1 28	1 1 3	2	6	4	4 2 2 2 2 20 2 2 10 4 1 5 5 2 2 1 1 4 1 1 3 10 2 8 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Race	DoD TSA Applicati TSA PreChec aged/Missin aged/Missing It rayed Items—C s/Aerosols 1 ms - Carry-On 2 2 16	1 1 Carry-on 1 1 1 16	ram 1 1 nspecified I or Checked	1 1 1 1 1 Luggage d	1 1	1 1 1 3 3 1 2 1 1 2 1 3 3 1 1 3 1 1 3 1 1 3 1 1 1 1	1 2 1 1 1	1 1 1 1 28	1 1 3	2	6	4	4 2 2 2 2 20 2 2 10 4 1 5 2 2 2 1 1 4 1 3 10 2 8 8 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity-	DoD TSA Applicati TSA PreChec aged/Missin aged/Missing It rayed Items—C s/Aerosols 1 ms - Carry-On 2 2 16	1 1 cemsUr carry-on 1 1 16	1 1 1 nspecified I or Checked	1 1 1 1 Luggage d 1 1 1	1 1 1	1 1 1 3 1 2 2 1 1 3 3 1 1 2 1 3 1 1 3 1 1 1 1	1 2 1 1 1 3 1 2 30	1 1 1 1 28	1 1 3	2	6	4	4 2 2 2 2 20 2 2 10 4 1 5 2 2 2 1 1 1 4 1 3 10 2 8 8 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Inconsistency Screening - Procedures/Process 2022 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Race	DoD TSA Applicati TSA PreChec aged/Missin aged/Missing It rayed Items—C s/Aerosols 1 ms - Carry-On 2 2 16	1 1 Carry-on 1 1 1 16	ram 1 1 nspecified I or Checked	1 1 1 1 1 Luggage d 1 1 1 1 3	1 1	1 1 1 3 1 2 1 1 1 3 9	1 2 1 1 1	1 1 1 1 28	1 1 3	2	6	4	4 2 2 2 2 20 2 2 10 4 1 5 2 2 2 1 1 4 1 3 10 2 8 8 10 10 10 10 10 10 10 10 10 10 10 10 10

ategories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data ⁻ 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program		1	1	1	02 1 CD	oo ma	1 1	oo may	oc oun	or our	oo Aug	оо оор	. Star
Expedited Passenger Screening Program	9	12	19	9	12	26	21	20					128
Mishandling of Passenger Property	1	12	10		12	1	21	20					120
Mishandling of Passenger Property - Dam	1					1		1					- 4
Mishandling of Passenger Property - Dam		na ItemsC	hecked Bar	nane		'		1					1
No Jurisdiction	agca/ivii33ii	ig itcilis0	ncoked baç	1		2		'					3
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other						2							2
Patdown			1	1	1	1							
Patdown - Flyer			- 1	1	1	1							2
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						1
Persons w/ Disabilities (PWD) - Hearing II	mnairment						'	1					1
Persons w/ Disabilities (PWD) - Prosthesi								'					1
Persons w/ Disabilities (PWD) - Wheelcha													1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	2			3		2	1	4					12
Property - Special Handling - Damaged Ite	1			2			'	3					6
Property - Special Handling - Damaged It				1				1					2
Property - Special Handling - Missing Item		n					1	'					1
Property - Special Handling - Missing Item						2							2
Request for Assistance	io Ondonor	4			1								1
Request for Assistance - Other					1								1
Screening		2		2	1		1						6
Screening - Inconsistency					'		1						1
Screening - Lengthy Lines		1					'						1
Screening - Procedures/Process		1		2	1								I

			TSA Conta	ct Center (*	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB	1	1	1	3		1	1	1		1	1		1
2019											1		
Customer Service											1		
Customer Service - TSO											1		
2020			1	2									
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	1										
Patdown				1									
Patdown - Flyer				1									
2021						1	1			1			
Civil Rights							1						
Civil Rights - Racial Profiling or Discriming	nation						1						
Property - Special Handling						1				1			
Property - Special Handling - Damaged I	tems - Carry	-On				1							
Property - Special Handling - Damaged I	tems - Check	ked								1			
2022	1	1		1				1					
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Progran	n - TSA Appli	ication Pro	gram					1					
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-on	or Checke	1									
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	1											
Persons w/ Disabilities (PWD) - Medicall	y 1												

Categories	10-Oct	11-Nov	12-Dec		(TCC) Data [*] 02-Feb	03-Mar		OF Mo::	06-Jun	07-Jul	00 A	00 Cor	Total
	10-Oct						04-Apr	05-May			08-Aug	09-Sep	
PUW		3		1	2 3	5	1	3	3	1		1	23
2019					1	2		1				1	
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property					1	2							
Mishandling of Passenger Property - Dar	maged/Missir	ig ItemsC	hecked B	aggage	1	2							
2020		2			2	1				1			•
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Dai	maged/Missii	1				1							2
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Medical	Devices - Att	ached to th	e Body							1			
Property - Special Handling					1								
Property - Special Handling - Missing Ite	ms - Checke	d			1								
Screening		1											1
Screening - Procedures/Process		1											1
2021								2	3				
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program	n - TSA PreC	heck						1	1				2
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dai	maged/Missir	g ItemsC	hecked B	aggage					1				
Property - Special Handling								1	1				2
Property - Special Handling - Damaged	tems - Carry	On						1					
Property - Special Handling - Missing Ite	ms - Checked	1							1				
2022		1		1	2	2	1						7
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				1			1						2
Expedited Passenger Screening Program	n - TSA PreC	heck		1			1						- 2
Screening		1			2	1							
Screening - Inconsistency					1								
Screening - Procedures/Process		1				1							- :
Screening - Retrieving Abandoned/Confi	scated Items				1								

			ISA Conta	ct Center (1	ICC) Data	1001 - FOI <i>P</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	1		1	3	1	2	2		1	1		13
2019										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage						1			1
2020					1						1		2
Customer Service											1		1
Customer Service - TSO											1		1
Screening					1								1
Screening - Procedures/Process					1								1
2021						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	Check				1							1
2022	1	1		1	2		2	2					9
Civil Rights	1						2						3
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimin	1												1
Expedited Passenger Screening Program		1		1	2			2					6
Expedited Passenger Screening Program	- TSA Appli	ication Prog	gram		1								1
Expedited Passenger Screening Program	- TSA PreC	1		1	1			2					5

Categories	1	10-Oct 1	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	OF Mov	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD		36	24	33	32	26	41	04-Apr	05-May		26		09-Sep	
2019		36	24	33	10	26 7		35 9	35 7	21 13	13	25 11	7	351 87
Civil Rights					10	,	10	9	1	13	13	- 11	- 1	3
Civil Rights - Age					- 1		- 1		1					3
Civil Rights - National Orig	in				1									1
Civil Rights - Transgender					- '		1							<u>_</u>
Customer Service	Ocicering					1	1	1	1					4
Customer Service - TSO						1	1	1	1					4
Locks					2	1	2	1	- 1	2		2		10
	ad Look													
Locks - Missing or Damage					2	1	2	1		2		2		10
Mishandling of Passenger Prop			14	I I. D	3	3	3	4		6	5	4	6	34
Mishandling of Passenger					2	2	2	4		1	2	3	5	21
Mishandling of Passenger					1					1				2
Mishandling of Passenger	Property - Disar	rayed Items	Carry-on	or Checked	1	1	1			4	3	1	1	11
Persons w/ Disabilities (PWD)										1	1	1		3
Persons w/ Disabilities (PV										1				1
Persons w/ Disabilities (PV											1			1
Persons w/ Disabilities (PV	VD) - Medically	Necessary M	edication	and Medica	al Supplies							1		1
Property - Special Handling					4	2	2	2	3	3	4	2	1	23
Property - Special Handling	g - Damaged Ite	ms - Checked	d		1	1		1	1	1	2		1	8
Property - Special Handling	g - Missing Item	s - Carry-On										1		1
Property - Special Handlin	g - Missing Item	s - Checked			3	1	2	1	2	2	2	1		14
Request for Assistance									1					1
Request for Assistance - C	ther								1					1
Screening							1	1	1	1	3	2		9
Screening - Procedures/Pr	ocess							1	1	1	2	2		7
Screening - Security Bread							1	•	•		1			2
2020		18	6	17	7	5		1	3	3	6	3	3	76
Civil Rights		3	1	1	1		-		J		1	1	1	9
Civil Rights - Age		3	- 1	- 1	- 1						1	'	1	1
Civil Rights - Age Civil Rights - Constitutiona	Diabto										- 1		4	
	-												1	1
Civil Rights - National Orig		2	4		-									2
Civil Rights - Sex/Gender/0			1	1	1							1		4
Civil Rights - Transgender	Screening	1												1
Customer Service				2							1			3
Customer Service - TSO				2							1			3
Locks			1	2	2	1		1						7
Locks - Missing or Damage			1	2	2	1		1						7
Mishandling of Passenger Prop		5	1	4	2		2				2		1	17
Mishandling of Passenger		4	1	4	2		2				2		1	16
Mishandling of Passenger	Property - Disa	1												1
Patdown				1										1
Patdown - Flyer				1										1
Persons w/ Disabilities (PWD)			1	2		1			1					5
Persons w/ Disabilities (PV	VD) - Autism Sp	ectrum	1											1
Persons w/ Disabilities (PV	VD) - General								1					1
Persons w/ Disabilities (PV		edical Device	S			1								1
Persons w/ Disabilities (PV				1										1
Persons w/ Disabilities (PV			Wheelch	1										1
Property - Special Handling		7	2	2	2	3	2		2	3	2	2	1	28
Property - Special Handlin	g - Damaged Ite	3	1			2	1			3		1		11
Property - Special Handlin		1			1		•					•		2
Property - Special Handlin		3	1	2	1	1	1		2		2	1	1	15
Screening	g - Wilssing Ren	3	1	3	- '							'	- '	6
Screening - Inconsistency		1		3										1
		1												
Screening - Lengthy Lines														1
Screening - Procedures/Pr	ocess	1		3										4
2021		1	2	1		1	1	3	11	5	7	11	7	50
Civil Rights									1				2	3
Civil Rights - Racial Profili													2	2
Civil Rights - Sex/Gender/	Sender Identity-	Not Transger	nder						1					1
Customer Service								1	1	2	2	1		7
Customer Service - TSO								1	1	2	2	1		7
Expedited Passenger Screening								1	4	2	2	8	3	20
Expedited Passenger Scre	ening Program -	 TSA Applica 	tion Prog	ram									1	1
Expedited Passenger Scre	ening Program	 TSA PreChe 	eck					1	4	2	2	8	2	19
Mishandling of Passenger Prop	erty			1					1	1	1	1		5
Mishandling of Passenger	Property - Dama	aged/Missing	ItemsC	1						1		1		3
Mishandling of Passenger	Property - Disar	rayed Items	Carry-on	or Checked	1				1		1			2
Patdown									1					1
Patdown - Flyer									1					1
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PV	VD) - Wheelcha	ir/ Scooter/ S	edway								1			1
Property - Special Handling	12) 11110010110	1	2			1	1	1	1		1			8
Property - Special Handling	 - Damaned Ita	ms - Checker						1	1					2
Property - Special Handling		1	2			1	1	1	1		1			6
	y - iviiooiiiy itell	ı				I	- 1				- 1	4		1
Request for Assistance	thor											1		
Request for Assistance - C	ulei											1	_	1
Screening									2				2	4
	ocess								2				2	4
Screening - Procedures/Pr				45	15	13	26	22	14					138
2022		17	16	15	13									
2022 Customer Service		2	16	1	13			1	1					5
2022 Customer Service Customer Service - TSO					13									5 5
2022 Customer Service Customer Service - TSO Duplicate E-mail		2	1	1	15			1	1					5
2022 Customer Service Customer Service - TSO		2		1	15	11	23	1	1					5 5

			ISA Contac	t Center (1	(CC) Data	001 - FUIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	- DoD					1							1
Expedited Passenger Screening Program	- TSA Appl	2		1				2					5
Expedited Passenger Screening Program	11	8	9	14	11	22	18	10					103
Identification (ID) Requirements		1	2		1	1							5
Identification (ID) Requirements - Domest	ic	1	2		1	1							5
Mishandling of Passenger Property	1		1			1							3
Mishandling of Passenger Property - Disa	1		1			1							3
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheelch	air or Scoot	er)	1								1
Property - Special Handling	1	2	1			1	2						7
Property - Special Handling - Damaged Ite	ems - Carry	1											1
Property - Special Handling - Damaged Ite	ems - Check	ed					1						1
Property - Special Handling - Missing Iten	1	1	1			1	1						5
Screening	2	2	1				1						6
Screening - Procedures/Process	2	2	1				1						6

			I SA CUIILA	ci center (ICC) Data	TOUI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	1			1		3	2		1				8
2021						1	1		1				3
Customer Service						1							1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer									1				1
Screening							1						1
Screening - Inconsistency							1						1
2022	1			1		2	1						5
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1	1						3
Expedited Passenger Screening Program	i - TSA PreC	heck		1		1	1						3
Screening						1							1
Screening - Procedures/Process						1							1

			TSA Cor	ntact Cente	r (TCC)	Data Tool	- FOIA							
Categories	10-Oct	11-Nov	12-De					04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	14	19)	11	8	13	23	16	32	14	22	21	25	218
2019					1	2	2	4	5	4	9	4	8	39
Civil Rights								1		1	1			3
Civil Rights - Constitutional Rights								1						1
Civil Rights - Racial Profiling or Discrimina	ation									1				1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender									1			1
Customer Service									2		1	1		4
Customer Service - TSO									2		1	1		4
Locks							1						1	2
Locks - Missing or Damaged Lock							1						1	2
Mishandling of Passenger Property							1		1	1	1	3	4	11
Mishandling of Passenger Property - Dam	l naned/Missino	ı ItemsC	arrv-on l	Lunnane					'	'		1		1
Mishandling of Passenger Property - Dam							1				1	2	3	7
Mishandling of Passenger Property - Dam							- 1			1	- 1		3	1
Mishandling of Passenger Property - Disa									4	1			1	
	irrayed items-	-Carry-or	Tor Chec	reu					1		2		I	2
Patdown											3			3
Patdown - Flyer											3			3
Persons w/ Disabilities (PWD)								1						1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)						1						1
Property - Special Handling					1	2			1	2	1		1	8
Property - Special Handling - Damaged Ite	ems - Carry-C	On				1								1
Property - Special Handling - Damaged Ite	ems - Checke	ed								1				1
Property - Special Handling - Missing Iten	ns - Checked				1	1			1	1	1		1	6
Screening								2	1		2		2	7
Screening - Inconsistency								1						1
Screening - Lengthy Lines													1	1
Screening - Procedures/Process								1	1		2		1	5
2020	6	5	i	7	1	1	3		2	1	5		6	40
Civil Rights	_	1				-			_	•	•	•		1
Civil Rights - Racial Profiling or Discrimina	ation	1												1
Customer Service	1					1	2			1			2	7
Customer Service - TSO	1					1	2			1			2	7
Mishandling of Passenger Property	3	3	,	2		- '			1			1	2	12
Mishandling of Passenger Property - Dam		3		1					1			1	1	9
		3)	1					1			ı	1	
Mishandling of Passenger Property - Disa	I			1									1	3
Patdown				1										1
Patdown - Flyer				1										1
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Medically	Necessary N										1			1
Property - Special Handling	1	1		2	1		1		1		1	1	2	11
Property - Special Handling - Damaged It				1	1		1					1		4
Property - Special Handling - Missing Iten									1					1
Property - Special Handling - Missing Iten	1	1		1							1		2	6
Screening	1			2							3	1		7
Screening - Inconsistency												1		1
Screening - Lengthy Lines				1										1
Screening - Procedures/Process	1			1							3			5
2021		4		1	1	4	3	1	5	9	8	14	11	61
Civil Rights		1							1					2
Civil Rights - National Origin									1					1
Civil Rights - Racial Profiling or Discrimina	ation	1												1
Customer Service				1		1			1	2		1	1	7
Customer Service - TSO				1		1			1	2		1	1	7
Expedited Passenger Screening Program								1	3	2	5		6	29
Expedited Passenger Screening Program	- TSA PreCh	eck						1	3	2	5	12	6	29
Identification (ID) Requirements	. 5/ () 10011				1	1	1	'	J	1	1	12	U	5
Identification (ID) Requirements - Domest	ic				1	1	1			1	1			5
Locks		1			1	1	- 1			1	1			2
		1												
Locks - Missing or Damaged Lock		1								1				2
Mishandling of Passenger Property	ogod/NAL!	. Ita	Same	Lugares							1			1
Mishandling of Passenger Property - Dam	iaged/iviissing I	ııemsC	arry-on l	Luggage							1			1
Patdown		1												
Patdown - Flyer		1												1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees a	and Casts	3							1				1
Property - Special Handling											1	1	1	3
Property - Special Handling - Damaged Ite											1			1
Property - Special Handling - Missing Iten	ns - Carry-On											1	1	2
Screening		1					2			2			3	8
Screening - Inconsistency							1						1	2
Screening - Procedures/Process		1								1			2	4
Screening - Retrieving Abandoned/Confis	cated Items						1			1				2
TWIC						2								2
TWIC - General						2								2
2022	8	10)	3	5	6	15	11	20					78
Additional Information Required/Insufficient Info		1		-	-	_		•••						1
Additional Information Required/Insufficien		1												1
Customer Service	mormanc	1					2		1					4
Customer Service - TSO		1							1					
	0			2	1	6	2	0						4
Expedited Passenger Screening Program	6 DoD	8)	2	4	6	13	9	17					65
Expedited Passenger Screening Program					4	4	1							1
Expedited Passenger Screening Program		1			1	1		_						3
Expedited Passenger Screening Program		7	•	2	3	5	12	9	17					61
Locks	1													1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property				1	1			1	1					4

			,	,								
10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
aged/Missi	ng ItemsC	1					1					2
aged/Missi	ng ItemsC	hecked Bag	1									1
rrayed Item	sCarry-on	or Checke	d			1						1
						1	1					2
s/Amputees	s and Casts					1						1
air/ Scooter	/ Segway						1					1
1												1
1												1
	aged/Missi aged/Missi rrayed Item s/Amputees	10-Oct 11-Nov aged/Missing ItemsC aged/Missing ItemsC rrayed ItemsCarry-on	10-Oct 11-Nov 12-Dec aged/Missing ItemsC 1 aged/Missing ItemsChecked Bag trayed ItemsCarry-on or Checked s/Amputees and Casts	10-Oct 11-Nov 12-Dec 01-Jan aged/Missing ItemsC 1 aged/Missing ItemsChecked Baç 1 rrayed ItemsCarry-on or Checked s/Amputees and Casts	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb aged/Missing ItemsC 1 aged/Missing ItemsChecked Baç 1 trayed ItemsCarry-on or Checked	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar aged/Missing ItemsC 1 aged/Missing ItemsChecked Baç 1 rrayed ItemsCarry-on or Checked	aged/Missing ItemsC 1 aged/Missing ItemsChecked Baç 1 trayed ItemsCarry-on or Checked 1 s/Amputees and Casts 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May aged/Missing ItemsC 1 1 1 1 aged/Missing ItemsChecked Baç 1 1 1 trayed ItemsCarry-on or Checked 1 1 1 s/Amputees and Casts 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun aged/Missing Items—C 1<	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul aged/Missing Items—C 1 <	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug aged/Missing ItemsChecked Baç 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep aged/Missing ItemsC aged/Missing ItemsChecked Baç 1

ategories	10-Oct 11	-Nov 12	-Dec 01	-Jan 0	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
RAP	8	4	8	4	3	5	7		10	5		· · · · · · · · · · · · · · · · · · ·	
2019	J	-	•	1	1	2	1		4	2			
Advanced Imaging Technology (AIT)				•	•		•			_	•	-	
Advanced Imaging Technology (AIT) - Fly	er							1					
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	l ation											1	
Customer Service										1		1	
Customer Service - TSO										1		1	
Locks							1					2	
Locks - Missing or Damaged Lock							1					2	
					1		- 1		2	1			
Mishandling of Passenger Property	land/Missing It	omo Chool	od Doggoo	_	1								
Mishandling of Passenger Property - Dam	iaged/iviissirig iti I	emscheck	eu baggag	е	1				2	1			
Patdown									1				
Patdown - Flyer									1				
Property - Special Handling				1		2			1		1		
Property - Special Handling - Damaged It						1					1		
Property - Special Handling - Missing Iten				1									
Property - Special Handling - Missing Iten	ns - Checked					1			1				
Screening								1					
Screening - Procedures/Process								1					
2020	2	1	4	1	1		2	1	1	1		2	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Customer Service	1		1	1									
Customer Service - TSO	1		1	1									
Locks										1			
										1			
Locks - Missing or Damaged Lock	4									ı			
Mishandling of Passenger Property	1						2						
Mishandling of Passenger Property - Dam	1						2						
Patdown		1			1								
Patdown - Flyer		1			1								
Persons w/ Disabilities (PWD)			2										
Persons w/ Disabilities (PWD) - Diabetes			1										
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	heelch	1										
Property - Special Handling									1			1	
Property - Special Handling - Damaged It	ems - Checked											1	
Property - Special Handling - Missing Iten	ns - Checked								1				
Screening			1					1					
Screening - Procedures/Process			1					1					
2021	1	1	1			1		2	5	2	4	3	
Customer Service	1	-				1		_			1		
Customer Service - TSO	1					1					1		
Expedited Passenger Screening Program	'					'		1	2	1		2	
Expedited Passenger Screening Program	TCA Application	on Drogram						į.	1	- 1	1		
								4		- 4	4	0	
Expedited Passenger Screening Program	- TSA PreCheci	K						1	1	1	1	2	
Mishandling of Passenger Property								1	1				
Mishandling of Passenger Property - Dam				е				1					
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	hecked						1				
No Subject			1										
No Subject - General			1										
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	Medical S	upplies					1				
Property - Special Handling		1										1	
Property - Special Handling - Damaged It	ems - Checl	1											
Property - Special Handling - Missing Iten												1	
Screening	. ,								1	1	2		
Screening - Lengthy Lines									1				
Screening - Procedures/Process										1	2		
2022	_	•	•	•	4	•		7		- 1			
	5	2	3	2	1	2	4						
Expedited Passenger Screening Program	4		1	2		1	4						
Expedited Passenger Screening Program	4		1	2		1	4	6					
Locks		1											
Locks - Missing or Damaged Lock		1											
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	Casts				1							
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols	1											
Screening	1		2		1			1					
	'		1					'					
Screening - Inconsistency													

			IOA OOIII	ct Ochiter (i oo, bata	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	1	1	2	2	1	2	1						10
2019				1									1
Customer Service				1									1
Customer Service - TSO				1									1
2021					1	1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	n - TSA PreC	Check				1							1
Screening					1								1
Screening - Procedures/Process					1								1
2022	1	1	2	1		1	1						7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Progran	i - TSA PreC	Check				1							1
Expedited Passenger Screening Progran	n - TSA/DHS	Employees	s - Opt In				1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	1										1
Patdown			1	1									2
Patdown - Flyer				1									1
Patdown - General			1										1
Screening		1											1
Screening - Inconsistency		1											1

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

Categories	10-Oct 1	I-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	3	2	12-Dec		7 7	03-IVIAI 8	13	10		5 5	00-Aug	09-3ер 4	75
2019	3	2		1	1	2		10		3		2	17
Civil Rights							-		1	,			17
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Customer Service	10011									2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property				1		1	1			1	1		5
Mishandling of Passenger Property - Dam	aned/Missing It	emsCh	ecked Ra			1	1			1	1		5
Patdown	aged/Missing II	CIII3OII	iconcu De			1	2						3
Patdown - Flyer						<u> </u>	2						2
Patdown - Flyer as Observer						1							
Property - Special Handling						- '						1	1
Property - Special Handling Property - Special Handling - Missing Item	c Chacked											1	
Screening	is - Checked				1		1	1			1	1	Ę
	01/00				ı		1	I			1	1	
Screening - Crew Member or Airline Empl	oyee										1	1	1
Screening - Lengthy Lines					4		4				1		
Screening - Procedures/Process					1		1	1					3
2020			1			1	1		1		1		5
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missing It	emsCh	necked Ba	ggage			1						
Screening						1							2
Screening - Procedures/Process						1							2
2021				2	2	1	1		3	2	3	2	16
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Expedited Passenger Screening Program							1			2		2	5
Expedited Passenger Screening Program	- TSA PreChed	k					1			2		2	5
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	С					1							
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missing It	emsCh	ecked Ba	ggage	1								1
Patdown											3		;
Patdown - Flyer											3		;
Property - Special Handling					1				1				
Property - Special Handling - Damaged Ite	ems - Checked				1								
Property - Special Handling - Missing Item	s - Checked								1				1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2022	3	2	•	2	4	4	7	9					37
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Expedited Passenger Screening Program	2	1	5	5 2	4	4	6	9					33
Expedited Passenger Screening Program	2	1	Ę	2	4	4	6	9					33
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												1
Screening							1						2
Screening - Procedures/Process							1						2

Catagorian	40.0-4		TSA Contac		•		04 4	05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	84	105	103	101	103	145	153	172	50	81	71		1,245
2019				22	23	27	26	37	20	31	30		241
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Fly	er							1				1	2
Civil Rights				1	2			1		3	1	1	9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimina										2	1		3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender		1	1							1	3
Civil Rights - Transgender Screening					1			1					2
Customer Service				4	4	7	5	6		5		1	32
Customer Service - TSO				4	4	7	5	6		5		1	32
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks				2	2			4	1	3	4		18
Locks - Missing or Damaged Lock				2	2	2		4	1	3	4		18
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				3	4	2	7	6	8	5	9	5	49
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage					2		1		3
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked Baç	2	3	2	4	5	5	3	8	5	37
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	1	1		3	1	1	2			9
Patdown	Í			2	2		3	1	2	2	3		15
Patdown - Children											1		1
Patdown - Flyer				2	2		3	1	1	1	2		12
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)				3	5	3	2			1	4	3	21
Persons w/ Disabilities (PWD) - Autism S	nectrum			3	3	3	1				4	3	1
Persons w/ Disabilities (PWD) - Autism 5		Breast Co.	ncer				1					1	1
												1	<u>1</u>
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		ııtaı /ivient	aı Disability	1	1								
. ,				1	1						1		3
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Medical [1								1
Persons w/ Disabilities (PWD) - Medically		Medication	and Medic	al Supplies							1	1	2
Persons w/ Disabilities (PWD) - Metal Imp							1						1
Persons w/ Disabilities (PWD) - Mobility I		t Wheelch	air or Scoot	1	1					1	1		4
Persons w/ Disabilities (PWD) - Visual Im	pairment											1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			2	2					1		5
Property - Special Handling				4	2	7	4	9	5	7	4	6	48
Property - Special Handling - Damaged Ite	ems - Carry-0	On			1	1	2		1				5
Property - Special Handling - Damaged Ite	ems - Checke	ed		1		3		1		2		3	10
Property - Special Handling - Missing Iten	ns - Carry-Or	1			1		1	1	2		2		7
Property - Special Handling - Missing Iten	ns - Checked			3		3	1	7	2	5	2	3	26
Request for Assistance							1					1	2
Request for Assistance - Other							1					1	2
Screening				2	2	6	4	9	4	5	5	6	43
Screening - Children									1				1
Screening - Crew Member or Airline Empl	ovee			1					'		1		2
Screening - Crew Member of Affiline Employers	l			'	1			1			1		2
Screening - Inconsistency Screening - Lengthy Lines				1	- 1	1		1		2			5
				ļ.		5	4	7	3	3	3	6	31
Screening - Procedures/Process	ootod Itomo				1	3	4	- 1	3	3	3	0	1
Screening - Retrieving Abandoned/Confis Screening - Security Breach	l				- 1						1		1
2020	20	30	38	22	20	10			•	40	7	9	
	29	30	38	23	20	10	2		2	10	- 1	9	180
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights		3	1	1							1	1	9
Civil Rights - Constitutional Rights					1								1
Civil Rights - Perceived Religion		1											2
Civil Rights - Racial Profiling or Discrimina		2									1	1	4
Civil Rights - Screening of Religious Cultu		monial Ite	ms	1									1
Civil Rights - Sexual Orientation - Not Tra					1								1
Customer Service	4	8		4	2	2			1	3		3	31
Customer Service - Others		1											1
Customer Service - TSO	4	7		4	2	2			1	3		3	30
Locks	4	2	4	3	1		1						15
Locks - Missing or Damaged Lock	4	2	4	3	1		1						15
Mishandling of Passenger Property	8	8	9	5	7	2						2	41
Mishandling of Passenger Property - Dam	1	1		1	1								6
Mishandling of Passenger Property - Dam		6		4	4	2						2	29
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa			1		2								5
Patdown	1	1		1		1							7
Patdown - Flyer	1	1		1		1							7
Persons w/ Disabilities (PWD)	3	- 1	2	1	1	- 1			1	3	2	1	14
Persons w/ Disabilities (PWD) - Autism S				ı	- 1				1	1		1	14
Persons w/ Disabilities (PWD) - Autism 5 Persons w/ Disabilities (PWD) - Cognitive		ntal /Mas+	al Disability							- 1	1		1
		ııtaı /ivient	aı Disability								1		
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Internal N			1 Podu										1
Persons w/ Disabilities (PWD) - Medical [1									1
Persons w/ Disabilities (PWD) - Medically											1		1
Persons w/ Disabilities (PWD) - Mobility [ι vvneelch	air or Scoot	er)					1	1			2
Persons w/ Disabilities (PWD) - Ostomy/C													1
Persons w/ Disabilities (PWD) - Wheelcha			1		1					1		1	5
Property - Special Handling	7	7		4	3	4	1			2	1	1	40
Property - Special Handling - Damaged It			1				1						3
Property - Special Handling - Damaged It	1		4	2	1						1	1	10

egories			Contact Cente	r (TCC) Data T	001 - FUIA							
egories	10-Oct 11	1-Nov 1:	2-Dec 01-Ja	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iter	1	1	1		1							4
Property - Special Handling - Missing Iter		6	4	2 2	3				2			23
										0	4	
Screening	1	1	5	4 4	1				2	3	1	22
Screening - Crew Member or Airline Emp	loyee								1			1
Screening - Inconsistency				1								1
Screening - Lengthy Lines			2									2
Screening - Procedures/Process	1	1	3	3 3	1				1	3	1	17
Screening - Security Breach				1								1
2021	13	8	4	4 7	6	17	17	28	40	34	43	221
Animals	10		•	1	•	.,,	.,	20		U-1		1
Animals - Carry-On				1								1
Civil Rights	1							1	1	3	1	7
Civil Rights - Constitutional Rights										1		1
Civil Rights - Racial Profiling or Discrimin	1							1		1		3
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	der								1		1
Civil Rights - Transgender Screening									1		1	2
Customer Service	1	1	1	1	2	2	2	1	4	3	4	22
Customer Service - TSO	1	1	1	1					4			
	1	1	1		2	2	2	1		3	4	22
Expedited Passenger Screening Program				1	1	4	10	18	22	21	29	106
Expedited Passenger Screening Program	- DoD									1		1
Expedited Passenger Screening Program	- TSA Applicati	on Progran	1			1	1	1	2	2	6	13
Expedited Passenger Screening Program	- TSA PreChec	k		1	1	3	9	17	20	18	23	92
Hazardous Materials Safety								1				1
•								1				1
Hazardous Materials Safety - General												
Locks	1			1_	1			1				4
Locks - Missing or Damaged Lock	1			1	1			1				4
Mishandling of Passenger Property	3	3	2	1 1		2			2	1	1	16
Mishandling of Passenger Property - Dam	naged/Missii	1	2	1						1		5
Mishandling of Passenger Property - Dam		2		1		1			2			9
Mishandling of Passenger Property - Disa			Chacked			1					1	2
	inayeu itemsc	arry-orr or	SHECKEU	4		ı			0			
Patdown				1					2		1	4
Patdown - Flyer				1					2		1	4
Persons w/ Disabilities (PWD)	1			1		1			2		1	6
Persons w/ Disabilities (PWD) - General											1	1
Persons w/ Disabilities (PWD) - Medical I	Devices - Attach	ed to the B	odv			1						1
Persons w/ Disabilities (PWD) - Respirato			,						1			1
Persons w/ Disabilities (PWD) - Service A		-quipinioni		1								2
				ı					-			
Persons w/ Disabilities (PWD) - Wheelch	aii/ 3000tei/ 3e(gway							1			1
Prohibited & Permitted Items						1		1				2
Prohibited & Permitted Items - Knives/Too	ols/Razors/Shar	p Objects				1						1
Prohibited & Permitted Items - Medication	n/Prescription/Me	edically Ne	cessary Items					1				1
Property - Special Handling	5	3		2	2	6	3	5	6	2	3	37
Property - Special Handling - Damaged It	ems - Carry-On					1	1	2	2		1	7
Property - Special Handling - Damaged It				1		3	1	2	2	1		12
Property - Special Handling - Missing Iter		- 1			1	0	1	1	2		1	7
		1					- 1	- 1				
Property - Special Handling - Missing Iter	r 3	2		1	1	2				1	1	11
						1	2		1	4	3	15
Screening	1	1	1	1						4		
			1	1						1		1
Screening			1	1		1	2		1		3	
Screening Screening - Inconsistency	1	1	1	1	102	1	2			1		1 14
Screening Screening - Inconsistency Screening - Procedures/Process 2022	1	1 67	1		102					1		1 14 603
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline	1 1 42	1 1 67 1	1	1	102	1	2			1		1 14 603 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service	1 1 42 1	1 67 1	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights	1 1 42	1 1 67 1	1	1	102	1	2 118			1		1 14 603 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age	1 1 42 1	1 67 1	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2 9
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights	1 1 42 1	1 67 1	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race	1 1 42 1 1	1 67 1	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2 9
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racal Profiling or Discrimin	1 1 42 1 1 1 1 1 1 ation	1 67 1 1 5	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2 9 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	1	1 67 1 1 5	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2 9 1 1 1 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	1 1 42 1 1 1 1 1 1 ation	1 67 1 1 5	1 61	1 52 53	102	1	2 118			1		1 14 603 2 2 9 1 1 2 4
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racal Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims	1	1 67 1 1 5	1 61	1 52 53 1 1	102	1	2 118			1		1 14 603 2 2 9 1 1 2 4
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status	1	1 67 1 1 5	1 1 1	1 52 53 1 1		1	1 118			1		1 14 603 2 2 9 1 1 2 4 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service	1	1 67 1 1 5	1 61	1 52 53 1 1	102	1	2 118			1		1 14 603 2 2 9 1 1 2 4
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status	1	1 67 1 1 5	1 1 1	1 52 53 1 1		1	1 118			1		1 14 603 2 2 9 1 1 2 4 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service	1	1 67 1 1 5	1 1 1 2	1 52 53 1 1 1 1	9	1	1 118			1		1 14 603 2 2 9 1 1 1 2 4 1 1 1 1 31 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO	1	1 1 67 1 1 5	1 1 1 2 2 2	1 52 53 1 1 1 4	9 1 8	1 108	2 118 1 1 7			1		1 14 603 2 2 9 1 1 1 2 4 1 1 1 31 31 30
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racal Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1	1 67 1 1 5	1 1 1 2 2 2	1 52 53 1 1 1 1 4 4 36 47	9 1 8 83	1	2 118 1 1 7 7			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 1 31 1 30 494
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racal Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1	1 67 1 1 5 5	1 61 1 1 2 2 2 50	1 1 1 1 1 4 4 36 47 1	9 1 8 83	1 108	2 118 1 1 1 7 7 7 101 2			1		1 14 603 2 2 9 9 1 1 1 1 2 4 1 1 1 31 1 30 494 4
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1	1 67 1 1 5 5 1 4	1 61 1 1 2 2 50 2	1 1 1 1 4 4 36 47 1 4 3	9 1 8 83 1	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 1 31 1 30 494 4 32
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1	1 67 1 1 5 5	1 61 1 1 1 2 2 2 50 2	1 1 1 1 1 4 4 36 47 1	9 1 8 83	1 108	2 118 1 1 1 7 7 7 101 2			1		1 14 603 2 2 9 9 1 1 1 1 2 4 1 1 1 31 1 30 494 4
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1	1 67 1 1 5 1 4 6 6 48	1 61 1 1 1 2 2 2 50 2	1 1 1 1 4 4 36 47 1 4 3	9 1 8 83 1 4	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 1 31 1 30 494 4 32
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1	1 67 1 1 5 1 4 6 6 48	1 61 1 1 1 2 2 2 50 2	1 1 1 1 4 4 36 47 1 4 3	9 1 8 83 1 4	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 1 3 1 1 3 1 4 9 4 4 3 2 4 5 8
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1	1 67 1 1 5 1 4 6 6 48	1 61 1 1 1 2 2 2 50 2	1 1 1 1 4 4 4 4 4 3 3 3 3 1 4 4	9 1 8 83 1 4	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 2 4 1 1 3 1 3 1 3 0 4 9 4 4 3 2 4 5 8 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1	1 67 1 1 5 1 4 6 6 48	1 61 1 1 1 2 2 2 50 2	1 1 1 1 1 4 4 36 47 1 4 3 31 44	9 1 8 83 1 4 78	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 2 4 1 1 31 1 30 494 4 32 458 1 1 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racal Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Status Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock	1	1 67 1 1 5 5 1 4 6 6 48 4 44	1 61 1 1 1 2 2 2 50 2	1 1 1 1 4 4 4 4 4 3 3 3 3 1 4 4	9 1 8 83 1 4 78	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 9 1 1 1 1 2 4 1 1 31 1 30 494 4 32 458 1 1 2 2 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found	1	1 67 1 1 5 1 4 6 6 48	1 61 1 1 1 2 2 2 50 2	1 1 1 1 1 4 4 36 47 1 4 3 31 44	9 1 8 83 1 4 78	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 1 31 1 1 30 494 4 32 458 1 1 2 2 2 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1	1 67 1 1 5 1 4 6 6 48 4 44	1 61 1 1 1 2 2 2 50 2	1 1 1 1 1 4 4 36 47 1 4 3 31 44	9 1 8 83 1 4 78	1 108 101 101 9	2 118 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 3 1 1 3 1 4 9 4 4 3 2 4 5 8 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found	1	1 67 1 1 5 5 1 4 6 6 48 4 44	1 61 1 1 1 2 2 2 50 2	1 1 1 1 1 4 4 36 47 1 4 3 31 44	9 1 8 83 1 4 78	1 108 101 101 9	2 118 1 1 1 7 7 7 101 2 5			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 1 31 1 1 30 494 4 32 458 1 1 2 2 2 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1	1 67 1 1 5 1 4 6 6 48 4 44	1 61 1 1 1 2 2 2 50 2	1 1 1 1 1 4 4 36 47 1 4 3 31 44	9 1 8 83 1 4 78	1 108	2 118 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 1 1 1 1 2 4 1 1 3 1 1 3 1 4 9 4 4 3 2 4 5 8 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 67 1 1 5 1 4 6 6 48 4 44	1 61 1 1 2 2 2 50 2 48	1 1 1 1 1 4 4 36 47 1 4 3 31 44	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 1 1 1 2 4 1 1 31 31 30 494 4 32 458 1 1 2 2 2 1 1 7 5
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 42 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 temsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage	1 1 1 1 4 4 4 3 3 3 3 1 4 4 1 1 1	9 1 8 83 1 4 78	101 992	2 118 1 1 1 7 7 101 2 5 94			1		1 14 603 2 2 9 1 1 1 2 4 1 1 31 30 494 4 32 458 1 1 2 2 1 1 7 7 5 2
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 42 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 aged/Missing It	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 9 1 1 1 1 2 4 1 1 1 31 1 30 494 4 32 458 1 1 2 2 2 1 1 1 7 5 5 2 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 temsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1	1 1 1 1 4 4 4 3 3 3 3 1 4 4 1 1 1	9 1 8 83 1 4 78	101 992	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 9 9 1 1 1 1 1 3 1 1 3 1 1 3 2 4 5 8 1 1 1 1 7 5 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 42 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 aged/Missing It	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 9 1 1 1 1 2 4 1 1 1 31 1 30 494 4 32 458 1 1 2 2 2 1 1 1 7 5 5 2 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 9 9 1 1 1 1 1 3 1 1 3 1 1 3 2 4 5 8 1 1 1 1 7 5 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 1 42 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 aged/Missing It 1 1 1	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 9 9 1 1 1 1 31 1 30 494 4 32 458 1 1 1 7 5 2 2 11 11 5 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Idearing I	1 1 42 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 mpairment	1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 1 1 1 2 4 1 1 1 1 2 2 2 1 1 1 1 1 5 1 1 1 1 5 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Status Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Netrony/C	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 aged/Missing It 1 1 mpairment 1	1 1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 remsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 2 9 1 1 1 1 1 3 1 3 1 3 1 4 9 4 4 3 2 4 5 8 1 1 1 7 7 5 2 1 1 1 1 1 1 5 1 1 2 2 1 1 1 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 3 3 28 - DoD 1 27 1 1 1 1 1 mpairment 1 1 air/ Scooter/ Sec	1 1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92 1 1 1 3 3 3	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 9 9 1 1 1 1 1 31 1 1 1 1 7 5 2 1 1 1 1 1 5 1 1 2 2 1 1 1 1 1 2 2 1 1 1 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Destomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 remsChec	1 61 1 1 1 2 2 2 50 50 48 ked Baggage 1 1 1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78 1 1 1 1 1	1 101 9 92	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 9 9 1 1 1 1 1 3 1 1 1 1 1 1 7 5 2 1 1 1 1 1 5 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1
Screening Screening - Inconsistency Screening - Procedures/Process 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C	1 1 42 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 67 1 1 5 1 4 6 6 48 4 44 1 1 1 1 emsChec	1 61 1 1 1 2 2 2 50 2 48 ked Baggage 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 83 1 4 78	1 101 9 92 1 1 1 3 3 3	2 118 1 1 1 7 7 7 101 2 5 94			1		1 14 603 2 9 9 1 1 1 1 1 31 1 1 1 1 7 5 2 1 1 1 1 1 5 1 1 2 2 1 1 1 1 1 2 2 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	s - Checke	1	2	1	2			1					7
Screening	1	3	3	6	1	1	1	1					17
Screening - Inconsistency			2	1		1							4
Screening - Lengthy Lines				1				1					2
Screening - Military							1						1
Screening - Procedures/Process	1	3	1	4	1								10

		7	SA Conta	ct Center (T	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD	2	2	1	4	4	2	4	2	2	1	1	4	29
2019				1	1					1	1		4
Customer Service					1								1
Customer Service - Others					1								1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal M	ledical Devic	es									1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	is - Carry-On			1									1
2020				1		1			1			1	4
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	s - Checked			1									1
Screening						1							1
Screening - Procedures/Process						1							1
2021					1				1			3	5
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program	- TSA Applic	ation Prog	ram						1				1
Expedited Passenger Screening Program	- TSA PreCh	neck										1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	ggage								1	1
Screening					1								1
Screening - Procedures/Process					1								1
2022	2	2	1	2	2	1	4	2					16
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2					13
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2					13
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked Bag	ggage			1						1
Persons w/ Disabilities (PWD)				-	1								1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	Wheelcha	air or Scoot	er)	1								1

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

Categories	10-Oct	11-Nov	12-Dec	: 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	43	62		58 52			84	98	36	56	52	35	703
2019		-		6			16	21	18	25	20	13	152
Civil Rights					2	1	2	2	1	2	1	2	13
Civil Rights - Age								1					1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimina					2	1	1				1	2	7
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender					1		1	2			4
Customer Service				2			5	6	6	7	3	3	46
Customer Service - TSO				2		11	5	6	6	7	3	3	46
Locks				1			1	1	3	1		1	8
Locks - Missing or Damaged Lock				1			1	1	3	1	0	1	8
Mishandling of Passenger Property	I /N A: i -		~ I .	1	2	3	1	1	1	6	2	2	19
Mishandling of Passenger Property - Dam					4		1	4	4			0	1
Mishandling of Passenger Property - Dam					1			1	1	6	1	2	16
Mishandling of Passenger Property - Disa Patdown	nayeu items	Carry-o	II OI CHECK	keu	I	1	1	4			2	2	2
Patdown - Flyer						1	1	4			2	2	10
Persons w/ Disabilities (PWD)				2		1	- 1	1	1	1	4	1	11
Persons w/ Disabilities (PWD) - Diabetes						· ·		· · ·		1	2	'	2
Persons w/ Disabilities (PWD) - Internal N		202									1		1
Persons w/ Disabilities (PWD) - Medically			n and Med	lical Supplies				1			'		1
Persons w/ Disabilities (PWD) - Metal Imp		viculoatio	ii and wice	поаг Опррпос	,			'				1	1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelcl	hair or Sco	oot 1		1						'	2
Persons w/ Disabilities (PWD) - Prosthesi				1		'					1		1
Persons w/ Disabilities (PWD) - Respirato									1		•		1
Persons w/ Disabilities (PWD) - Touch Av				1						1			2
Property - Special Handling	(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				1	1	3	4	4	3	2		18
Property - Special Handling - Damaged Ite	ı ems - Carrv-(On				· ·		•	1				1
Property - Special Handling - Damaged Ite						1		2	2	1	1		7
Property - Special Handling - Missing Item					1		1		1				3
Property - Special Handling - Missing Item							2	2		2	1		7
Screening					3	4	3	2	2	5	6	2	27
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines						1			1	1			3
Screening - Procedures/Process					3	3	1	1	1	4	5	2	20
Screening - Security Breach							1						1
2020	12	15	5 2	20 16	13	9	4	2	1		6	5	103
Civil Rights				1	1	1					1		4
Civil Rights - Racial Profiling or Discrimina	ation			1	1	1					1		4
Customer Service	3	8	3	6 1	4	2	2					1	27
Customer Service - Others		1	1										1
Customer Service - TSO	3	7	7	6 1	4	2	2					1	26
Locks				1 1	1								3
Locks - Missing or Damaged Lock				1 1	1								3
Mishandling of Passenger Property	4	3	3	7	3	2		1	1		2	1	24
Mishandling of Passenger Property - Dam	aged/Missin	g Items(Carry-on Lu	uggage		1							1
Mishandling of Passenger Property - Dam	4	2	2	5	3	1		1	1		1	1	19
Mishandling of Passenger Property - Disa	rrayed Item	1	1	2							1		4
Patdown	1			1 4	. 2						1		9
Patdown - Flyer	1			1 4	. 1						1		8
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Metal Imp					1								1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelcl	hair or Sco	oot 1									1
Property - Special Handling	4	1	1	1 4		2	1					1	14
Property - Special Handling - Damaged Ite		On				1							1
Property - Special Handling - Damaged Ite	2			2									4
Property - Special Handling - Missing Item	2	1		1 2		1	1					1	9
Screening		3	3	4 4	. 1	2	1	1			2	2	20
Screening - Inconsistency		1	1	1									2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process		2	2	2 3	1	2	1	1			2	1	15
Screening - Security Breach				1									1
2021	6	5	5	3 5	5	7	12	10	17	31	26	17	144
Civil Rights		1	1								2	1	4
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimina	ation	1	1								1		2
Civil Rights - Sex/Gender/Gender Identity	Not Transg											1	1
Customer Service		1		2 1			3	2	6	3	6	2	30
Customer Service - TSO		1		2 1			3	2	6	3	6	2	30
Expedited Passenger Screening Program				1	1	1	5	3	6	22	8	7	54
Expedited Passenger Screening Program			gram				1		1	3		1	6
Expedited Passenger Screening Program	- TSA PreCh	neck		1	1		4	3	5	19	8	6	48
Mishandling of Passenger Property	2				1								4
Mishandling of Passenger Property - Dam	2				1	1							4
Patdown	1						1	1	1	3	1		8
Patdown - Flyer	1						1	1	1	3	1		8
Persons w/ Disabilities (PWD)				1					1		1	4	7
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	essings/M	lasks	1								1	2
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatio	n and Med	dical Supplies	3							1	1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates											2	2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)							1				1
Persons w/ Disabilities (PWD) - Visual Im	pairment										1		1
Prohibited & Permitted Items				1							1		2
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols			1							1		2
Property - Special Handling	2	2	2	1		1		1	2	1	3	1	14

Categories	10 Cot		12-Dec	ct Center (1 01-Jan				OE Marc	06 1	07 11	00 4	00 800	Total
		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 It											2		2
Property - Special Handling - Damaged It		a		1		1			2		1		5
Property - Special Handling - Missing Iter										1		1	2
Property - Special Handling - Missing Iter		2						1					5
Screening	1	1		1	1	2	3	3	1	2		2	21
Screening - Children											1		1
Screening - Inconsistency				1		2							3
Screening - Procedures/Process	1	1			1		3	3	1	2	3	2	17
2022	25	42	35	25	23	37	52	65					304
Civil Rights	1		2	1									4
Civil Rights - Civil Rights Violation (TSA E			1										1
Civil Rights - Racial Profiling or Discrimin	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					48
Customer Service - Others					1								1
Customer Service - TSO	5	4	4	4	4	5	12	9					47
Expedited Passenger Screening Program	12	28	18	15	14	27	35	45					194
Expedited Passenger Screening Program	- Active Duty	Military				1							1
Expedited Passenger Screening Program	2	2	1		3	1	1	1					11
Expedited Passenger Screening Program	10	26	17	15	11	24	34	44					181
Expedited Passenger Screening Program	- TSA/DHS E	mployees	- Opt In			1							1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	tic				1								1
Mishandling of Passenger Property		2		1			1	2					(
Mishandling of Passenger Property - Dam	naged/Missii	2		1			1	1					
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCh	ecked Bag	ggage				1					1
Patdown	1	1	1			1	1	3					8
Patdown - Flyer	1	1	1			1	1	3					8
Persons w/ Disabilities (PWD)			2	1			1	1					į
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Ma	1										
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheelch	1				1						
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	r Equipme	nt	1									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway						1					
Prohibited & Permitted Items	1	1	1										;
Prohibited & Permitted Items - Beauty & 0	Grooming Item	ns	1										
Prohibited & Permitted Items - Liquids/Ge	1												
Prohibited & Permitted Items - Medication	n/Prescriptio	1											
Property - Special Handling	2		2	1	1	2	1						(
Property - Special Handling - Damaged It	ems - Carry-C)n			1	1							
Property - Special Handling - Damaged It	2		1			1							4
Property - Special Handling - Missing Iter	1		1	1			1						
Screening	2	6	5	2	2	2	1	5					25
Screening - Inconsistency		1	3										
Screening - Lengthy Lines	1		2		1			1					
Screening - Procedures/Process	1	5		1	1	1	1	4					14
Screening - Rail				1									
Screening - Retrieving Abandoned/Confis	cated Items			'		1							1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-	10-001	11-1404	12-Dec	U I-Jaii	02-Feb	U3-IVIAI	04-Api	US-IVIAY	00-Juli		00-Aug	03-Seb	TOLAI
RIW	1	1			1		1	1		2	1		
2019											1		
Property - Special Handling											1		
Property - Special Handling - Missing Iter	ns - Checke	d									1		
2020	1				1					1			:
Patdown					1								
Patdown - Flyer					1								
Screening	1									1			
Screening - Procedures/Process	1									1			
2021		1					1			1			:
Locks										1			
Locks - Missing or Damaged Lock										1			
Property - Special Handling							1						
Property - Special Handling - Damaged It	ems - Check	ed					1						
Screening		1											
Screening - Procedures/Process		1											
2022								1					
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program	- TSA PreC	heck						1					

			I SA CUIILA	ct Center (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD				1		1	1	1					4
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Baç	1									1
2020						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	d		1							1
2021								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Iten	ns - Checke	d						1					1
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA PreC	heck					1						1

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

Categories	10-Oct	11-Nov	12-Dec	c 01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RNO	53	45		40 4			69	67	39	39	60		586
2019					9 11		14	20	17	15	23		138
Civil Rights						1			1	3	2		8
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimin	ation									1	1	1	
Civil Rights - Sex/Gender/Gender Identity		ender				1			1	1	1		4
Customer Service					1	2	4	1	1	2	3	2	16
Customer Service - TSO					1	2	4	1	1	2	3		16
Locks					1 2			- '	'		J	3	8
Locks - Missing or Damaged Lock					1 2							3	8
Lost and Found					1 2						1		
													2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property			0 1		2 4	2	3	6	5	2	6		
Mishandling of Passenger Property - Dan										1		2	
Mishandling of Passenger Property - Dan					2 4	2	3	5	4	1	6	3	
Mishandling of Passenger Property - Disa	arrayed Items	Carry-o	n or Chec	ked				1	1				2
Patdown					1 1		2	4	3	4	2		18
Patdown - Flyer					1 1	1	2	4	3	4	1		17
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)					2 2			4	1	1	4		14
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Ca	ancer					1					1
Persons w/ Disabilities (PWD) - Diabetes					1						2		3
Persons w/ Disabilities (PWD) - Diapers/0		essings/N	1asks					1					1
Persons w/ Disabilities (PWD) - Medically				dic	1					1			2
Persons w/ Disabilities (PWD) - Metal Im		ouiouio		4.0				1		•			
Persons w/ Disabilities (PWD) - Mobility I		t Wheeld	hair or Sco	noter)				· ·			1		1
Persons w/ Disabilities (PWD) - Ostomy/0			01 000		1								1
Persons w/ Disabilities (PWD) - Ostorny of Persons w/ Disabilities (PWD) - Respirato		er Fauins	nent						1				1
			HOTIL		1			4	1				
Persons w/ Disabilities (PWD) - Wheelch		Segway			1			1					2
Persons w/ Disabilities (PWD) - Wounder	a warrior										1		1
Property - Special Handling		_			1	1	2	2	5	2	2	4	19
Property - Special Handling - Damaged It								1			1		2
Property - Special Handling - Damaged It						1	1		2	1			5
Property - Special Handling - Missing Iter											1	2	3
Property - Special Handling - Missing Iter	ns - Checked	i			1		1	1	3	1		2	
Screening					2	1	3	3	1	1	3	4	18
Screening - Inconsistency											1		1
Screening - Procedures/Process					2		3	3	1	1	2	3	15
Screening - Retrieving Abandoned/Confis	cated Items					1							1
Screening - Security Breach												1	1
2020	17	(6	10 1 ⁻	1 10	6		1	1	4	12	8	86
Civil Rights	1		1		1 1								4
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimin			1										
Civil Rights - Screening of Religious Cultu					1								
Civil Rights - Sex/Gender/Gender Identity			CITIO		<u>'</u> 1								
Customer Service	3		1			1		1		1	0		24
			ı		2 2	'		- 1		1	8		24
Customer Service - Others	1		4	4	2	-		4		4			4
Customer Service - TSO	2		1	1 :	2 2	1		1		1	6	3	
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3		1	2	1 1	2			1	1	1	2	15
Mishandling of Passenger Property - Dan	naged/Missin	g Items0	С	1	1								2
Mishandling of Passenger Property - Dam	3		1	1	1	1			1			2	10
Mishandling of Passenger Property - Disa	arrayed Items	Carry-o	n or Chec	ked		1				1	1		3
Patdown	2		1	3	1 2						1		10
Patdown - Children			1										1
Patdown - Flyer	2			3	1 2						1		9
Persons w/ Disabilities (PWD)	2				1						1		4
Persons w/ Disabilities (PWD) - Medically											- '		1
Persons w/ Disabilities (PWD) - Touch Av		/trauma)			1								1
Persons w/ Disabilities (PWD) - Wheelch		tradina)			-						1		2
. ,	3			0	2	0					1		
Property - Special Handling					2 2						1		13
Property - Special Handling - Damaged It		ea		2	. 1	1							4
Property - Special Handling - Missing Iter					1								2
Property - Special Handling - Missing Iter					1 1	2					1		7
Screening	3	2	2	1 4	4					2		2	14
Screening - Procedures/Process	3	2	2		4					2		2	13
Screening - Security Breach				1									1
2021	6	12	2	4	3 4	8	12	21	21	20	25	17	153
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			1			1		1	1	1		1	6
Civil Rights - Hair Patdowns			1					1	1				3
Civil Rights - Racial Profiling or Discrimin	ation					1			•	1		1	3
Customer Service	3		2	2	2	· ·	2	6	1	5	3		
Customer Service - CSM	3		_	1	۷.			Ü	- 1	5	3		28
	-		1	1									
Customer Service - Others	1		1										2
Outstand Outstand TOO							1						1
Customer Service - TCC					_								
Customer Service - TSO	2		1	1 :	2		1	6	1	5	3	2	
Customer Service - TSO Duplicate E-mail	2	,	1	1	2		1	6	1	5	1	2	1
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General	2	,	1								1 1		1
Customer Service - TSO Duplicate E-mail					1		7	6	6	9	1	7	1

. 4) Data Too								
ategories				2-Dec 01		2-Feb 0	3-Mar 0	•	<u> </u>			08-Aug	09-Sep	Total
	ger Screening Program) & J	1			7	6	5	9	11	5 1	
	ger Screening Program	1 - 15A/DHS EI		opt in										
Locks Locks - Missing or	- Damagad Look	1	1										1	
		I	1						4	1	1	1	I	
Mishandling of Passer		and de Minnie	1						1	1	1	1		
	ssenger Property - Dan			Chaalaad					4	ı	1	1		
	ssenger Property - Disa	arrayed items T	Carry-on or	Спескеа					1					
No Jurisdiction	afente Other										11			
No Jurisdiction - F	eier to Other										1			
Patdown		1					1	1		2		3	2	1
Patdown - Childre	n									1				
Patdown - Flyer		1						1		1		3	2	
Patdown - Genera							1							
Persons w/ Disabilities			1					1	2			2	1	
	lities (PWD) - Diabetes							1						
Persons w/ Disabi	lities (PWD) - Diapers/0	Garments/Dres	sings/Masks	;					1					
Persons w/ Disabi	lities (PWD) - Hearing I	Impairment										1		
Persons w/ Disabi	lities (PWD) - Medically	y Necessary Me	edication an	d Medical Su	upplies							1		
Persons w/ Disabi	lities (PWD) - Mobility [Disability (N	1											
	lities (PWD) - Wheelch		egway						1				1	
Prohibited & Permitted	. ,		0 ,						1	1				
	itted Items - General								1	1				
Property - Special Har			1				1	1	1	3		1	1	
	Handling - Damaged It	i tems - Carry-Oi					•	•		2		1		
	Handling - Damaged It							1					1	
	Handling - Missing Iter								1				1	
			1				1		1	1				
	Handling - Missing Iter	по - опеске	- 1				1			ı		4		
Request for Assistance		Diochillia - /D	MD)									1		
· · · · · · · · · · · · · · · · · · ·	tance - Non-Persons w/		-									1		
Screening		1	5	2		4	5		3	5	3	2	2	3
Screening - Incons						1	2			3		1		
Screening - Lengt									2	1	2			
Screening - Proce		1	4	2		3	3		1	1	1	1	2	1
	ving Abandoned/Confis	cated Items	1											
2022		30	27	26	20	13	25	43	25					20
Civil Rights		3		2		1		2	4					1
Civil Rights - Hair	Patdowns	1												
Civil Rights - Profi	ling								1					
Civil Rights - Race	•							1	1					
Civil Rights - Raci	al Profiling or Discrimin	1				1								
	Gender/Gender Identity		nder	2					1					
	sgender Screening	1						1	1					
Claims	3							1						
Claims - General								1						
Customer Service		5	7	3	3	2	2	5	3					3
Customer Service	- CSM	1	•			_								
Customer Service		4	7	3	3	2	2	5	3					2
Expedited Passenger		8	18	12		9		30	9					
		0	10				21							- 11
		DoD	2		15	9	21		9					12
Evendited Decem	ger Screening Program		2				21	2	3					
	ger Screening Program	2	2	2	2	2		2						
Expedited Passer	ger Screening Program ger Screening Program	2		2 10			21	2	9					
Expedited Passer Hazardous Materials S	ger Screening Program ger Screening Program Safety	2	2	2 10 1	2	2		2						
Expedited Passer Hazardous Materials S Hazardous Materi	ger Screening Program ger Screening Program Safety als Safety - General	2	2	2 10	2	2		2						
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req	ger Screening Program ger Screening Program Safety als Safety - General uirements	6	2	2 10 1 1	2	2		2						
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID)	ger Screening Program ger Screening Program Safety als Safety - General	2 n 6	2	2 10 1	2	2		2						
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks	ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest	2 6 6 ticc 1	2	2 10 1 1	2	2		2						10
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks Locks - Missing or	ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest	2 n 6	2	2 10 1 1	2 13	2		2 2 26	9					
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks Locks - Missing of Mishandling of Passer	ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock ager Property	tic 1	2 14	2 10 1 1 1 1	2 13 13	2		2 2 26						10
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks Locks - Missing of Mishandling of Passer	ger Screening Program ger Screening Program ger Screening Program gafety als Safety - General uirements Requirements - Domest Damaged Lock ager Property ssenger Property - Dam	tic 1 1 naged/Missing	2 14	2 10 1 1 1 1	2 13 13	2		2 2 26	9					10
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa	ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock ager Property	tic 1 1 naged/Missing	2 14	2 10 1 1 1 1	2 13 13	2		2 2 26	9					10
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks Locks - Missing of Mishandling of Passer	ger Screening Program ger Screening Program ger Screening Program gafety als Safety - General uirements Requirements - Domest Damaged Lock ager Property ssenger Property - Dam	tic 1 1 naged/Missing	2 14	2 10 1 1 1 1	2 13	2		2 2 26	9					10
Expedited Passer Hazardous Materials S Hazardous Materi Identification (ID) Req Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa	ger Screening Program ger Screening Program ger Screening Program gafety als Safety - General uirements Requirements - Domest Damaged Lock ager Property ssenger Property - Dam	tic 1 1 naged/Missing	2 14	2 10 1 1 1 1	2 13	2 7		2 2 26 1 1	9					10
Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Material Identification (ID) Req Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa	ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock iger Property ssenger Property - Dam ssenger Property - Dam	tic 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 14	2 10 1 1 1 1	2 13	2 7		2 2 26 1 1 1	9 1 1 1 1					10
Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Materials S Identification (ID) Req Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa Mishandling of Pa Patdown Patdown - Flyer	ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock iger Property ssenger Property - Dam ssenger Property - Dam	tic 1 1 naged/Missing naged/Missing 3 2	2 14	2 10 1 1 1 1	2 13	2 7		2 2 26 1 1 1	9 1 1 1 1					
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Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Materials S Identification (ID) Req Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa Mishandling of Pa Hatdown - Flyer Patdown - Flyer Patdown - Flyer a Persons w/ Disabilities Persons w/ D	ger Screening Program ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock iger Property - Dam ssenger Property - Dam ssenger Property - Dam ssenger Property - Dam ssenger Property - Dam sis Observer s (PWD) lities (PWD) - Breast C. lities (PWD) - Hearing I lities (PWD) - Prosthes lities (PWD) - Prosthes lities (PWD) - Touch Av I Items itted Items - Firearm/An itted Items - Knives/Tou idling Handling - Damaged It Handling - Damaged It Handling - Missing Iter	tic 1 1 naged/Missing naged/Missing 2 1 1 ancer 1 y Necessary Misis/Amputees an ory and Inhaler version (pain/tra 1 mmunition 1 tems - Carry-Oitems - Checked	2 14 Items—Carry Items—Checo edication and d Casts Equipmonauma)	2 10 1 1 1 1 1 1 2-on Luggage ked Baç 2 4 Medical St 1 1 1 1 1	2 13 1 e 1	2 7	21	2 2 26 1 1 3 3	9 1 1 1 2 2 1 1 1					
Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Material S Hazardous Material S Identification (ID) Req Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Patsons w/ Disabilities Persons w/ D	ger Screening Program ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock iger Property ssenger Property - Dan ssenger Property - Dan s Observer s (PWD) litties (PWD) - Breast C. litties (PWD) - Hearing il lities (PWD) - Prosthes litties (PWD) - Prosthes litties (PWD) - Touch Av I Items itted Items - Firearm/Ar itted Items - Knives/Tou iddling Handling - Damaged It Handling - Damaged It	tic 1 1 1 naged/Missing naged/Missing 2 1 1 ancer 1 y Necessary Misis/Amputees an ory and Inhaler version (pain/tra 1 mmunition 1 1 tems - Carry-Ortems - Checked 1 ms - Checked	2 14 Items—Carry Items—Chec	2 10 1 1 1 1 1 1 7-on Luggage ked Baş 2 d Medical St 1 1 1 1 1	2 13 1 e 1	2 7	1 1	2 2 26 1 1 3 3	9					11
Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Material S Hazardous Material S Hazardous Material S Hazardous Material S Hazardous Material S Locks - Missing or Mishandling of Passer Mishandling of Passer Mishandling of Pa Patdown - Flyer Patdown - Flyer Patdown - Flyer a Persons w/ Disabilities	ger Screening Program ger Screening Program ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock ger Property ssenger Property - Dam ssenger Property - Dam ssenger Property - Dam s (PWD) lities (PWD) - Breast C. lities (PWD) - Hearing I lities (PWD) - Prosthes lities (PWD) - Touch Av lities (PWD) - To	tic 1 1 1 maged/Missing maged/Missing 3 2 1 1 ancer 1 y Necessary Misis/Amputees are fory and Inhaler version (pain/tra mmunition 1 tems - Carry-Or ems - Checked 7	2 14 ItemsCarry ItemsCheck edication and Casts Equipmont auma)	2 10 1 1 1 1 1 1 2-on Luggage ked Baç 2 4 Medical St 1 1 1 1 1	2 13 1 e 1	2 7	1 1 1	2 2 26 1 1 3 3	9 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1					10
Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Materials S Identification (ID) Locks Locks - Missing or Mishandling of Passer Mishandling of Pa Mishandling of Pa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer a Persons w/ Disabilities Persons w/ Disab	ger Screening Program ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock ger Property ssenger Property - Dam ssenger Property - Dam ssenger Property - Dam s Observer s (PWD) lities (PWD) - Hearing I lities (PWD) - Respirate lities (PWD) - Touch Au I I tems uitted Items - Firearm/Au iitted Items - Firearm/Au iitted Items - Knives/Toudling Handling - Damaged It Handling - Missing Iter Handling - Missing Iter	tic 1 1 1 naged/Missing naged/Missing 2 1 1 ancer 1 y Necessary Misis/Amputees an ory and Inhaler version (pain/tra 1 mmunition 1 1 tems - Carry-Ortems - Checked 1 ms - Checked	2 14 Items—Carry Items—Chec	2 10 1 1 1 1 1 1 7-on Luggage ked Baş 2 d Medical St 1 1 1 1 1	2 13 1 e 1	2 7	1 1	2 2 26 1 1 3 3	9					10
Expedited Passer Hazardous Materials S Hazardous Materials S Hazardous Materials S Hazardous Material S Hazardous Material S Hazardous Material S Hazardous Material S Hazardous Material S Locks - Missing or Mishandling of Passer Mishandling of Passer Mishandling of Pa Patdown - Flyer Patdown - Flyer Patdown - Flyer a Persons w/ Disabilities	ger Screening Program ger Screening Program ger Screening Program safety als Safety - General uirements Requirements - Domest Damaged Lock ger Property ssenger Property - Dam ssenger Property - Dam s Observer s (PWD) lities (PWD) - Breast C. lities (PWD) - Hearing I lities (PWD) - Prosthes lities (PWD) - Respirate lities (PWD) - Touch Av I Items inted Items - Firearm/Ar inted Items - Firearm/Ar inted Items - Firearm/Ar inted Items - Managed It Handling - Damaged It Handling - Missing Iter Handling - Missing Iter	tic 1 1 1 maged/Missing maged/Missing 3 2 1 1 ancer 1 y Necessary Misis/Amputees are fory and Inhaler version (pain/tra mmunition 1 tems - Carry-Or ems - Checked 7	2 14 ItemsCarry ItemsCheck edication and Casts Equipmont auma)	2 10 1 1 1 1 1 1 7-on Luggage ked Baş 2 d Medical St 1 1 1 1 1	2 13 1 e 1	2 7	1 1 1	2 2 26 1 1 3 3	9					

egories	10-Oct 11-			Center (TO 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
													Tota
OA .	6	4	7	11	4	8				6			
2019				2	1		4		3	2	2	1	
Advanced Imaging Technology (AIT)								1					
Advanced Imaging Technology (AIT) - Ge	neral							1					
Civil Rights							1						
Civil Rights - Constitutional Rights							1						
Customer Service							1	1		1	1		
Customer Service - TSO							1	1		1	1		
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property				1				1	1				
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChec	ked Bac	1				1	1				
Patdown	Ü			1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Internal N	ledical Devices								1				
Property - Special Handling	icultal Devices				1		2		-		1		
Property - Special Handling - Damaged Ite	ome Corry On				1						'		
					- 1						-		
Property - Special Handling - Missing Item											1		
Property - Special Handling - Missing Item	is - Checked						2						
Screening								1		1		1	
Screening - Procedures/Process								1		1		1	
2020	1	1	3	2							2		
Civil Rights			1										
Civil Rights - Sex/Gender/Gender Identity	Not Transgende	er	1										
Customer Service		1											
Customer Service - TSO		1											
Patdown				2									
Patdown - Flyer				2									
Property - Special Handling	1		2								1		
Property - Special Handling - Damaged Ite			1										
Property - Special Handling - Damaged Ite			1										
Property - Special Handling - Missing Item			- '								1		
Screening	is - Officered										1		
											1		
Screening - Procedures/Process													
2021		1	1	1	2				1	4	3		
Customer Service		1								3			
Customer Service - TSO		1								3			
Expedited Passenger Screening Program			1		2				1	1	3		
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	 TSA PreCheck 		1		1				1	1	3		
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChec	ked Βaς	1									
2022	5	2	3	6	1	8	3 11	4					
Customer Service			1			2	2 2						
Customer Service - TSO			1			2							
Expedited Passenger Screening Program	3	2	2	6		5		4					
Expedited Passenger Screening Program							1						
		n Program		1			1						
Expedited Passenger Screening Program	- TSA Application	n Program 2	2	5		5		A					
Expedited Passenger Screening Program				5) /	4					
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown	1												
Patdown - Flyer	1												
Screening					1	1							
Screening - Lengthy Lines						1							
Screening - Procedures/Process					1								

Categories	10.004	11 No					Tool - FOIA		OF Moss	06 1	07 11	08 A~	00 800	Total
ROC	10-Oct	11-No	v 12-L 8	Jec 9	01-Jan 16	02-Feb 1:	03-Mar 3 30	04-Apr 23	05-May 21	06-Jun 5	07-Jul 8	08-Aug 9	09-Sep 13	Total 172
2019	17		0	9	4	1.			5	2	6	2	6	30
Advanced Imaging Technology (AIT)					•			•					1	1
Advanced Imaging Technology (AIT) - Fly	ı ∕er as Observ	er											1	1
Civil Rights													1	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender											1	1
Customer Service								1		1	2		1	5
Customer Service - TSO								1		1	2		1	5
Locks					1									1
Locks - Missing or Damaged Lock					1									1
Mishandling of Passenger Property	1/2.4:		D:		1		1		2	1	1		2	8
Mishandling of Passenger Property - Dan						ctor							1	1
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan							1		1		1		1	1 4
Mishandling of Passenger Property - Disa					gage 1		- 1		1	1	1		ı	2
Patdown		Carry	-011 01 011	CORC	1				1			1		2
Patdown - Flyer									1			1		2
Persons w/ Disabilities (PWD)					1		1 2				1	1	1	7
Persons w/ Disabilities (PWD) - Diapers/	า Garments/Dre	essings	/Masks									1		1
Persons w/ Disabilities (PWD) - Medicall				/ledica	I Supplies		1						1	2
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates						1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	/				1							1
Property - Special Handling									1		2			3
Property - Special Handling - Missing Iter	ns - Carry-Or								1		2			3
Screening Provide (Provide Provide Pro					1				1					2
Screening - Procedures/Process	_			_	1				1				_	2
2020	8		1	3	3		3 4			2		2	2	28
Civil Rights Hair Patdowns	1											1		2
Civil Rights - Hair Patdowns Customer Service	1			1	2		1					1		2
Customer Service - Others				1										4
Customer Service - TSO				- 1	2		1							3
Locks					1					1				2
Locks - Missing or Damaged Lock					1					1				2
Mishandling of Passenger Property	3						1					1		5
Mishandling of Passenger Property - Dan		Items	Private S	Screen	ing Contrac							1		1
Mishandling of Passenger Property - Dan							1							3
Mishandling of Passenger Property - Disa	1													1
Patdown	1		1				1 1							4
Patdown - Flyer	1		1				1 1							4
Persons w/ Disabilities (PWD)							1						1	2
Persons w/ Disabilities (PWD) - Medicall				/ledica	I Supplies								1	1
Persons w/ Disabilities (PWD) - Wheelch	1	Segway	/	_			1							1
Property - Special Handling	2			2										4
Property - Special Handling - Damaged It		ea		1 1										3
Property - Special Handling - Missing Iter Screening	1 2 1			- 1			2			1			1	5
Screening - Inconsistency	1									ı			ı	1
Screening - Procedures/Process	'						1			1			1	3
Screening - Security Breach							1							1
2021			1		1		2	2	5	1	2	5	5	24
Customer Service							1		1				1	3
Customer Service - TSO							1		1				1	3
Expedited Passenger Screening Program												4	3	7
Expedited Passenger Screening Program	- TSA PreCh	eck										4	3	7
Mishandling of Passenger Property									1		1			2
Mishandling of Passenger Property - Dan	naged/Missin	g Items	Checke	d Bag	gage				1		1			2
Patdown									2		1			3
Patdown - Flyer									2		1			3
Persons w/ Disabilities (PWD)	Dia abilib (Na	. \ \ / / l= = =	lahain an G	^4-	\					1				1
Persons w/ Disabilities (PWD) - Mobility	Disability (No	vvnee	icnair or	SCOOLE	er)					1				1
Prohibited & Permitted Items Prohibited & Permitted Items - Remains												1		1
Property - Special Handling			1									1		1
Property - Special Handling - Missing Iter	ns - Checke		1											1
Screening	113 - OHEUNE		1		1		1	2	1				1	6
Screening - Inconsistency					1				1				1	2
Screening - Procedures/Process							1	2					1	4
2022	9		6	6	8	9	21	20	11					90
Civil Rights	1			-										1
Civil Rights - Transgender Screening	1													1
Customer Service	2		1	2				1						6
Customer Service - TSO	2		1	2				1						6
Expedited Passenger Screening Program	5		3	4	7		7 16	17	10					69
Expedited Passenger Screening Program		ation P		1					1					3
Expedited Passenger Screening Program	5		3	3	7	(5 16		9					66
Patdown					1		2							5
Patdown - Flyer					1		2	2						5
Persons w/ Disabilities (PWD)			/b. 4 1											2
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	essings	/Masks				1							1
Persons w/ Disabilities (PWD) - General			4				1							1
Prohibited & Permitted Items	Organis II		1											1
Prohibited & Permitted Items - Beauty &			1											1
Property - Special Handling Property - Special Handling - Missing Itel	1 1													1
r roperty - Special Hariuming - Wissing Iter	η Ι													

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

			ISA Conta	act Center ((ICC) Data	1001 - FUI <i>P</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	2	1		l	1	2	1	1	1		1	2	13
2019						1					1	1	3
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Ba	iggage		1							1
2020	1	1		I	1								4
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dar	naged/Missir	1											1
Patdown				1									1
Patdown - Flyer			•	1									1
2021								1	1			1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Progran	n - TSA PreC	heck						1				1	2
Screening									1				1
Screening - Lengthy Lines									1				1
2022	1					1	1						3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Screening	1												1
Screening - Procedures/Process	1												1

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
T .	3	9	5		6	5		6		3			
2019	J	J	J	2	1	2		1		2		4	
Civil Rights						1			1			-	
Civil Rights - Perceived Religion						1			1				
	Al								I				
Civil Rights - Racial Profiling or Discrimina	auon					1							
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property				1	1								
Mishandling of Passenger Property - Dam					1								
Mishandling of Passenger Property - Disa	rayed Items-	Carry-on	or Checked	1									
Patdown				1					1			1	
Patdown - Flyer				1					1			1	
Persons w/ Disabilities (PWD)									2			2	
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not B	reast Can	cer									1	
Persons w/ Disabilities (PWD) - Mobility D				er)					1				
Persons w/ Disabilities (PWD) - Ostomy/C												1	
Persons w/ Disabilities (PWD) - Wheelcha		edway							1				
Property - Special Handling	, 0000101, 0	og.ruj								1			
Property - Special Handling - Missing Item	s - Checked									1			
	3 - CHECKEU							1		1		1	
Screening Langthy Lines										1		1	
Screening - Lengthy Lines								1					
Screening - Procedures/Process			_	_						1		1	
2020		2	2	2		1			1				
Advanced Imaging Technology (AIT)			1										
Advanced Imaging Technology (AIT) - Flye	er		1										
Customer Service		1											
Customer Service - TSO		1											
Locks			1			1							
Locks - Missing or Damaged Lock			1			1							
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	ecked Bac	ggage					1				
Patdown	3 . 3			2									
Patdown - Flyer as Observer				2									
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ms - Checl	1											
2021		ı					•	4	2		3		
	1			1	1		2	4		1	3		
Customer Service					1		1						
Customer Service - TSO					1		1						
Expedited Passenger Screening Program				1			1	4	2	1	2		
Expedited Passenger Screening Program			am					1					
Expedited Passenger Screening Program	- TSA PreChe	eck		1			1	3	2	1	2		
Property - Special Handling											1		
Property - Special Handling - Missing Item	s - Checked										1		
Screening	1												
Screening - Procedures/Process	1												
2022	2	7	3	4	4	2	5	1					
Additional Information Required/Insufficient Inf	ormation	1											
Additional Information Required/Insufficier		1											
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1					
, , , , , , , , , , , , , , , , , , , ,		4	3	1	3		4	- 1					
Expedited Passenger Screening Program		1	_		_	_							
Expedited Passenger Screening Program	1	3	3		3	2	4	1					
Patdown		1		1									
Patdown - Flyer		1		1									
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ S	egway			1								
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
		1											
Screening													

		Т	SA Contact	Center (TC	C) Data To	ol - FOIA							
Categories	10-Oct 1	11-Nov	12-Dec	01-Jan (02-Feb (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	80	118	148	176	185	247	230	156	61	63	61	57	1,582
2019				33	34	45	42	28	15	22			255
				33	34	73		20	13				
Civil Rights							1				2		3
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity	 Not Transger 	nder					1				1		2
Customer Service				10	1	10	8	6	5	1	5		46
Customer Service - Others				1		1			1		1		4
Customer Service - TSO				9	1	9	0	6	4	- 1	4		
					1	9	8		4	1			42
Locks				1	2		3	1		1	2		10
Locks - Missing or Damaged Lock				1	2		3	1		1	2		10
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
· · · · · · · · · · · · · · · · · · ·						4.5	40	_	2	0		4	
Mishandling of Passenger Property				5	10	15	10	5	3	8	5	4	65
Mishandling of Passenger Property - Dam				age		1		1					2
Mishandling of Passenger Property - Dam	raged/Missing	ItemsCh	hecked Βaς	4	9	13	10	4	3	8	4	2	57
Mishandling of Passenger Property - Disa	rraved Items	Carry-on	or Checker	1	1	1					1	2	6
Patdown	1	<u>j</u>		•	3	1		1	1	1	2		9
										- '			
Patdown - Flyer					3	1		1	1		2		8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				2	4	6	2	2		3	2	2	23
Persons w/ Disabilities (PWD) - Autism S	nectrum					1							1
Persons w/ Disabilities (PWD) - Breast Ca						1						1	2
Persons w/ Disabilities (PWD) - Cognitive		tal /Menta	al Disability			1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6
Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edication	and Medical	Sunnlies								1	1
Persons w/ Disabilities (PWD) - Mobility [1	2					1			4
		vviieeiciia	all 01 30001	- 1									
Persons w/ Disabilities (PWD) - Service A						1							1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)		1							1		2
Persons w/ Disabilities (PWD) - Wheelcha					2	1				1			4
Property - Special Handling		-3)		8	6	6	8	7	3	5	2	5	50
				0	0	0			3	3			
Property - Special Handling - Damaged It							1	1			1		3
Property - Special Handling - Damaged It	ems - Checked	d		3	1	2	4		1	2	1	1	15
Property - Special Handling - Missing Iten	ns - Carry-On			1	1				1			1	4
Property - Special Handling - Missing Iten				4	4	4	3	6	1	3		3	28
Request for Assistance	lo onoonou				-	1							1
•						- !							
Request for Assistance - Other						1							1
Screening				6	7	6	10	6	3	3	2	3	46
Screening - Crew Member or Airline Empl	loyee					1						1	2
Screening - Inconsistency	r				2					1			3
• • •				0		-	-						
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process				4	3	4	5	6	3	2	2	2	31
2020	17	35	50	37	44	37	5	8	9	7	7	9	265
Civil Rights		1	1	2				1					5
Civil Rights - Age			1										1
	L		- 1										
Civil Rights - Racial Profiling or Discrimina		1						1					2
Civil Rights - Sex/Gender/Gender Identity	 Not Transger 	nder		2									2
Customer Service	4	7	8	7	6	7	1	2	1	1	3		47
Customer Service - Others		2		1									3
	4	5		6		7	4		4	-			
Customer Service - TSO	4	5	8	б	6	7	1	2	1	1	3		44
Locks			3		3	2			1				9
Locks - Missing or Damaged Lock			3		3	2			1				9
Lost and Found		1		1	1				1				4
Lost and Found - Airport/TSA		- 1		1	1				1				4
Mishandling of Passenger Property	5	5	11	12	11	5	1	1	4	2		4	62
Mishandling of Passenger Property - Dam	raged/Missing	ItemsCa	arry-on Lug	2	1						1		4
Mishandling of Passenger Property - Dam	5	4	9	8	6	5		1	3	1		4	46
Mishandling of Passenger Property - Disa		1	2	2	4	-	1		1	1			12
	, ou nom					0			- 1	- 1			
Patdown		1	2	1	1	2	1						8
Patdown - Flyer		1	2	1	1	2	1						8
Persons w/ Disabilities (PWD)	1	3	4	1	4	1				1			15
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Menta	al Disability		1								1
Persons w/ Disabilities (PWD) - Diabetes		260			1					1			2
		had to the	4		- 1					- 1			
Persons w/ Disabilities (PWD) - Medical [1										1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)		1										1
Persons w/ Disabilities (PWD) - Mobility D		2			2								4
Persons w/ Disabilities (PWD) - Touch Av			2										
` ,		auma)											2
Persons w/ Disabilities (PWD) - Wheelcha				1		1							3
Property - Special Handling	2	7	9	4	4	8	2	1	2	1	3	3	46
Property - Special Handling - Damaged It	ems - Carry	1		1	1	1					1		5
Property - Special Handling - Damaged It		2	2	1	1	3	1		1	1	1	1	15
						3			- 1	- 1			
Property - Special Handling - Missing Iten		1	2	2			1						6
Property - Special Handling - Missing Iten	1	3	5		2	4		1	1		1	2	20
Screening	5	10	12	9	14	12		3		2		2	69
Screening - Crew Member or Airline Empl				1	1			-					3
	<u> </u>	-	2		4								
Screening - Lengthy Lines	<u> </u>	5	2	1									12
Screening - Procedures/Process	4	5	10	7	9	12		3		2		2	54
2021	20	15	12	23	15	28	43	40	37	34	32	34	333
Civil Rights	1	1	1	1		2	2			4			12
Civil Rights - Racial Profiling or Discrimina			1	1		1	1			3			8
			1	I									
Civil Rights - Sex/Gender/Gender Identity	- INOL I rans(1				1	1			1			4
Claims			1										1
Claims - Status			1										1
Customer Service	4	3	2	7	4	7	2	7	7	3	7	2	55
Customer Service - Others		J		- 1	7	- 1		- 1		1			
Customer Service - Others													
							1		1				3
Customer Service - TSO	4	3	2	7	4	7	1	7	6	2	7	2	52

egories				ISA Conta	ct Center (TCC) Data To								
		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Du	plicate E-mail						1							1
	Duplicate E-mail - General						1							1
Ex	pedited Passenger Screening Program			5	6	2	8	24	17	20	21	23	22	148
	Expedited Passenger Screening Program	- Active Duty	Military	1										1
	Expedited Passenger Screening Program							6	2	1		4	5	18
	Expedited Passenger Screening Program			4	6	2	8	18	15	19	21	19		129
Ido		I TOATTECH	CUR	4	1		0	10	10	19	21	19	17	129
lue	entification (ID) Requirements													
	Identification (ID) Requirements - Domest				1									1
Loc		1						1	1					3
	Locks - Missing or Damaged Lock	1						1	1					3
Los	st and Found	3						2		1				6
	Lost and Found - Airport/TSA	3						2		1				6
Mis	shandling of Passenger Property	5	4	2	2	3	3	1	4			1		25
	Mishandling of Passenger Property - Dam	2			1		1	1	1					6
	Mishandling of Passenger Property - Dam	2	2	2	1	2			3					12
	Mishandling of Passenger Property - Disa		2			1	2					1		7
No	Jurisdiction	'			1									1
140	No Jurisdiction - Refer to Other				1									1
D-4								1					0	
Pa	tdown												2	3
	Patdown - Flyer							1						1
	Patdown - General												2	2
Per	rsons w/ Disabilities (PWD)	1	1		1	1				1		1		6
	Persons w/ Disabilities (PWD) - Cognitive	Developmer	ntal /Ment	al Disability	/							1		1
	Persons w/ Disabilities (PWD) - Diabetes				1									1
	Persons w/ Disabilities (PWD) - General	1								1				2
	Persons w/ Disabilities (PWD) - General					1				- '				1
	· , ,		1			I I								1
	Persons w/ Disabilities (PWD) - Medically	i necessary	1					_						
Pro	phibited & Permitted Items	<u> </u>						2		2	1			5
	Prohibited & Permitted Items - Beauty & G		IS					1						1
	Prohibited & Permitted Items - Food/Beve										1			1
	Prohibited & Permitted Items - Knives/Too	ols/Razors/Sha	arp Object	ets				1						1
	Prohibited & Permitted Items - Medication	n/Prescription/	Medically	Necessary	/ Items					1				1
	Prohibited & Permitted Items - Remains									1				1
Pro	operty - Special Handling	4	3		1		2	3	5	5	3		1	27
110	Property - Special Handling - Damaged Ite						1		0	3	0		'	4
							- 1	0	4		2			
	Property - Special Handling - Damaged Ite		2					2	1	1	3			13
	Property - Special Handling - Missing Item								2	1			1	4
	Property - Special Handling - Missing Item	ns - Checke	1		1		1	1	2					6
Sci	reening	1	3	1	3	5	5	5	6	1	2		7	39
	Screening - Children					1								1
	Screening - Crew Member or Airline Empl	loyee							1					1
	Screening - Inconsistency				1	1	1		1		1		1	6
	Screening - Lengthy Lines					1			1					
	Screening - Procedures/Process	1	3	1	2	1	4	5	1	1	1		1	3
	Screening - Procedures/Process	1	3	1	2		4	5	2	1	1			3 27
2022		cated Items				2			2	1	1		1	3 27 1
2022	Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	cated Items 43	3 68			2	137	5 140	2	1	1		1	3 27 1 729
	Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	cated Items 43				2			2	1	1		1	3 27 1
Air	Screening - Procedures/Process Screening - Retrieving Abandoned/Confishine Airline - Policy/Regulations/Service	cated Items 43 1		86	83	92			2	1	1		1	3 27 1 729 1
Air	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service vil Rights	cated Items 43		86	83	2			2	1	1		1	3 27 1 729 1 1
Air	Screening - Procedures/Process Screening - Retrieving Abandoned/Confishine Airline - Policy/Regulations/Service	cated Items 43 1		86	83	92			2	1	1		1	3 27 1 729
Air	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service vil Rights	2 43 1 1 1 1 1 1 1		86	83	92			2	1	1		1	3 27 1 729 1 1 5
Air	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service //il Rights Civil Rights - Constitutional Rights	43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	68	86	83	92			2	1	1		1	3 27 1 729 1 1 5
Air Civ	Screening - Procedures/Process Screening - Retrieving Abandoned/Confision line Airline - Policy/Regulations/Service viil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	68	3 1 1	83	92			2	1	1		1	3 27 1 729 1 1 5
Air Civ	Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss line Airline - Policy/Regulations/Service riil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	68	3 1 1	83	92		140	2	1	1		1	3 27 1 729 1 1 5 1 2 2
Airl Civ Cla	Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss line Airline - Policy/Regulations/Service vill Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity aims Claims - General	cated Items 43 1 1 1 1 - Not Transge	68	3 1 1	83	92 1	137	140	2 1 80	1	1		1	3 27 1 729 1 1 5 1 2 2
Airl Civ Cla	Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss line Airline - Policy/Regulations/Service //il Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- aims Claims - General stomer Service	43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	68	3 1 1 1	83	92 1		140	2	1	1		1	3 27 1 729 1 1 5 1 2 2 1 1 1
Airl Civ Cla	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service iil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity sims Claims - General stomer Service Customer Service - Others	cated Items 43 1 1 1 1 - Not Transge	68 nder	33 1 1 1 7	83	1 1	137	140 1 1 1 6	2 1 80	1	1		1	3 27 1 729 1 1 5 1 2 2 1 1 1 5 1 1 2 1
Civ Cla Cla	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisibline Airline - Policy/Regulations/Service iil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- aims Claims - General stomer Service Customer Service - Others Customer Service - TSO	cated Items 43 1 1 1 1 - Not Transge	68 nder 5	33 1 1 1 7 7 1 6	83 E	1 1 4	10	140 1 1 1 6	2 1 80	1	1		1	3 27 1 729 1 1 5 1 2 2 2 1 1 1 1 5 0 1 1 4 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Cla Cu Exp	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service ill Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity sims Claims - General stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other tdown Patdown - Children Patdown - Flyer as Observer rsons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Internal Nersons w/ Disabilities (PWD) - Internal Nersons w/ Disabilities (PWD) - Medical Ig Persons w/ Disabilities (PWD) - Mobility Ig Persons w/ Disabilities (PWD) - Mobility Ig Persons w/ Disabilities (PWD) - Mobility Ig	cated Items 43 1 1 1 1 - Not Transge 5 30 2 28 - TSA/DHS E 1 1 1 1 2 pectrum Medical Dev Devices - At Necessary M 1	1 temsC-Carry-on	33 1 1 1 1 1 1 1 6 6 67 5 61 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	83 5 62 2 60 3 3 4 1	2 92 1 1 4 4 78 6 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 117 2 115 1 1 4 4	140 1 1 1 6 6 118 3 115	8 8 8 8 65 2 63	1	1		1	3 27 1 729 1 1 1 2 2 2 2 1 1 1 49 590 590 2 2 2 1 1 1 1 6 6 3 3 3 3 1 1 1 1 1 1 2 2 2 2 1 1 1 1 1 1
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Clar Cu Exp Loc Mis	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service ill Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- sims Claims - General stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other tdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Wheelche	cated Items 43 1 1 1 1 1 - Not Transge 5 30 2 28 - TSA/DHS E 1 1 1 2 pectrum Medical Dev Devices - At / Necessary N 1 1 1 1 1 1 1 1 1 1 1 1 1	1 temsC-Carry-on	33 1 1 1 1 1 1 1 6 6 67 5 61 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	83 5 62 2 60 3 4 1	2 92 1 1 4 4 78 6 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 117 2 115 1 1 4 4	140 1 1 1 6 6 118 3 115	8 8 8 8 65 2 63	1	1		1	3 27 1 729 1 1 1 5 1 1 2 2 2 1 1 49 590 26 562 2 1 1 1 2 2 8 8 2 1 1 1 1 2 2 8 8 2 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Airi Civ Cla Cu Exp Loc Mis	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service ill Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- sims Civil Rights - Sex/Gender/Gender Identity- sims Civil Rights - Sex/Gender/Gender Identity- sims Claims - General stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other tdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Internal No Persons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - M	1	1 temsC-Carry-on	86 3 1 1 1 7 1 6 67 5 61 1 1 Checked Bag or Checke 1 1 1 3	83 62 2 60 3 4 2 1	2 92 1 1 1 4 4 78 6 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 117 2 115 1 1 4 4	140 1 1 1 6 6 118 3 115	8 8 8 8 65 2 63	1	1		1	3 27 1 729 1 1 5 1 2 2 2 2 1 1 5 5 0 2 6 5 6 2 2 1 1 1 1 1 5 5 0 0 0 0 0 0 0 0 0 0 0 0 0
Airl Civ Cla Cu Exp Loc Miss No Pat	Screening - Procedures/Process Screening - Retrieving Abandoned/Confision line Airline - Policy/Regulations/Service il Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity aims Civil Rights - Sex/Gender/Gender Identity aims Claims - General stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other tdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons	cated Items 43 1 1 1 1 1 - Not Transge 5 30 2 28 - TSA/DHS E 1 1 1 1 2 pectrum Medical Dev Devices - At / Necessary M 1 1 1 atches	1 temsC-Carry-on	33 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	83 62 2 60 3 4 2 1 1	2 92 1 1 1 4 4 78 6 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 117 2 115 1 4 4 2	140 1 1 1 6 6 118 3 115 3 1 2 2 1	8 8 8 8 65 2 63	1	1		1	3 27 1 729 1 1 1 1 1 5 1 1 1 5 1 1 1 5 1 1 1 1 1
Airl Civ Cla Cu Exp Loc Miss No Pat	Screening - Procedures/Process Screening - Retrieving Abandoned/Confisitine Airline - Policy/Regulations/Service iil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity sims Claims - General stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other tdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelchalthibited & Permitted Items Prohibited & Permitted Items	1	nder 5 53 4 49 imployee: ItemsC -Carry-on 4 2 1 1 Idedication	33 1 1 1 1 7 1 6 67 5 61 1 1 thecked Bag or Checke 1 1 1 3 and Medic 3 3 1	83 5 62 2 60 3 3 4 1 1	2 92 1 1 1 4 4 78 6 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 117 2 115 1 1 4 4 2	140 1 1 1 6 6 118 3 115	8 8 8 8 65 2 63	1	1		1	3 27 1 729 1 1 1 1 5 1 1 2 2 1 1 1 5 5 1 1 2 2 1 1 1 1
Airl Civ Cla Cu Exp Loc Miss No Pat	Screening - Procedures/Process Screening - Retrieving Abandoned/Confision line Airline - Policy/Regulations/Service il Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity aims Civil Rights - Sex/Gender/Gender Identity aims Claims - General stomer Service Customer Service - Others Customer Service - TSO pedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Jurisdiction No Jurisdiction - Refer to Other tdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer rsons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons w/ Disabilities (PWD) - Wheelcally Persons	1	nder 5 53 4 49 imployee: ItemsC -Carry-on 4 2 1 1 Idedication	33 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	83 5 62 2 60 3 3 4 1 1	2 92 1 1 1 4 4 78 6 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 117 2 115 1 4 4 2	140 1 1 1 6 6 118 3 115 3 1 2 2 1	8 8 8 8 65 2 63	1	1		1	3 27 1 729 1 1 1 1 1 5 1 1 1 5 1 1 1 5 1 1 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
Property - Special Handling - Missing Iten	ns - Carry-O)n			1			1					2
Property - Special Handling - Missing Iten	ns - Checke	d		3	3		1	2					9
Screening		6	4	6	1	2	9	1					29
Screening - Inconsistency		2	1		1	1	2						7
Screening - Procedures/Process		4	3	5		1	7	1					21
Screening - Retrieving Abandoned/Confis	cated Items			1									1

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

gories	10-Oct 1				02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
F	7	1-NOV 4	6	1-5411	02-reb 6	03-IVIAI 7	04-Apr	US-IVIAY 9		07-Jui 8			
	,	4	ь	1	ь								
2019						2	1	3	2	6	1		
Customer Service										1			
Customer Service - TSO										1			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property							1		1	1			
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	cked Baggag	ge			1			1			
Mishandling of Passenger Property - Disa									1				
Persons w/ Disabilities (PWD)	,										1		
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)									1		
Property - Special Handling	croion (panirae	iumaj						2		3			
	Obselved												
Property - Special Handling - Damaged Ite								1		1			
Property - Special Handling - Missing Item	is - Checked							1		2			
Screening						2		1	1				
Screening - Inconsistency								1					
Screening - Procedures/Process						2			1				
2020	5		3		2	1				1		1	
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	1												
Property - Special Handling	2		2									1	
Property - Special Handling - Damaged Ite													
Property - Special Handling - Damaged Ite	ems - Checked		1									1	
Property - Special Handling - Missing Item	1		1										
Screening	1		1		2	1							
Screening - Inconsistency					1								
Screening - Procedures/Process			1		1								
Screening - Retrieving Abandoned/Confis	1					1							
2021		2				1		2	2	1	4	. 1	
Civil Rights		_				•			_	•		1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
	ation					4			4				
Customer Service						1			1				
Customer Service - TSO						1			1				
Duplicate E-mail											1		
Duplicate E-mail - General											1		
Expedited Passenger Screening Program								1	1	1	1		
Expedited Passenger Screening Program	- TSA PreChe	ck						1	1	1	1		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missir	1											
Patdown	3							1			2		
Patdown - Flyer								1			2		
Prohibited & Permitted Items		1						'					
	A.L.												
Prohibited & Permitted Items - Lighters/Ma		1						_					
2022	2	2	3	1	4	3	3	4					
Civil Rights	1	1											
Civil Rights - Racial Profiling or Discrimina													
Civil Rights - Sex/Gender/Gender Identity-	Not Trans	1											
Customer Service		1			1		2	1					
Customer Service - TCC							1						
Customer Service - TSO		1			1		1	1					
Expedited Passenger Screening Program	1		2	1	3	3	1	2					
Expedited Passenger Screening Program	1		2	1	3	3	1						
Mishandling of Passenger Property	1			1	3	3	1	2					
			1										
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1										
Patdown								1					
Patdown - Flyer								1					

			TSA Contact C	enter (10	•								
Categories	10-Oct 1	1-Nov	12-Dec 0	1-Jan (02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	161	157	165	183	192	250	237	247	138	158	188	150	2,226
2019				53	49	60	62	50	66	80	75	53	548
Civil Rights				1	1	4	3	2	3	3	3	2	22
Civil Rights - Age												1	1
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion									- '			1	
	. 47												1
Civil Rights - Racial Profiling or Discrimin					1	1	2	1		1	2		8
Civil Rights - Sex/Gender/Gender Identity		ider				3	1	1		1			6
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening				1					1	1			3
Customer Service				10	17	16	14	7	11	18	10	9	112
Customer Service - Others					2	1	1	1		2			7
Customer Service - TSO				10	15	15	13	6	11	16	10	9	105
Locks				1	3	1	2	3	4	4	4	5	27
Locks - Missing or Damaged Lock				1	3	1	2	3	4	4	4		27
Mishandling of Passenger Property				14	11	14	14	13	11	13	21	13	124
Mishandling of Passenger Property - Dan					1	1		1	1		1	1	6
Mishandling of Passenger Property - Dan	naged/Missing l	ItemsC	hecked Baç	12	8	12	10	9	8	9	13	11	92
Mishandling of Passenger Property - Dan	naged/Missing	ItemsU	Inspecified I	1	1		2			1		1	6
Mishandling of Passenger Property - Disa				1	1	1	2	3	2	3	7		20
Patdown	Ľ	,		5	2	4	3	1	3	3	5	3	29
Patdown - Flyer				5	1	4	3	1	2	3	4	3	26
				3	'	4	3			3	1		
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)				3	2	3	4	4	1	9	5	2	33
Persons w/ Disabilities (PWD) - Autism S	pectrum						1		1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Br	east Car	ncer					1					1
Persons w/ Disabilities (PWD) - Cognitive							1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1					•	1
Persons w/ Disabilities (PWD) - Glabeles						1	1			1	1		
· · · · · · · · · · · · · · · · · · ·						- 1				- 1			3
Persons w/ Disabilities (PWD) - Hearing I											1		1
Persons w/ Disabilities (PWD) - Internal M										2			2
Persons w/ Disabilities (PWD) - Medically	/ Necessary Me	edication	n and Medical S	Supplies							2	1	3
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)									1			1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not \	Wheelch	air or Scoot	3		1		1		3			8
Persons w/ Disabilities (PWD) - Prosthes										1			1
Persons w/ Disabilities (PWD) - Respirato											1		1
Persons w/ Disabilities (PWD) - Wheelch			CIIL		2	1	1	2					6
		egway				- 1	1						
Persons w/ Disabilities (PWD) - Wounded	warrior									1			1
Property - Special Handling				13	10	14	18	14	14	23	14	14	134
Property - Special Handling - Damaged It	ems - Carry-Or	n		4	3	4	3	2	2	3	2	4	27
Property - Special Handling - Damaged It	ems - Checked			2	4	5	5	3	3	7	4	4	37
Property - Special Handling - Missing Iten	ns - Carry-On			1	2	1	4	2		2	3	3	18
Property - Special Handling - Missing Iter				6	1	4	6	7	9	11	5	3	52
Request for Assistance											2		2
											1		1
Request for Assistance - Other	(14011000)												
Request for Assistance - Wounded Warri	or (MSIJSOC)										1		1
Screening				6	3	4	4	6	19	7	11	5	65
Screening - Inconsistency					1				1	2	1		5
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process				5	2	3	4	6	15	4	9	4	52
Screening - Retrieving Abandoned/Confis	cated Items			1					1	1			3
Screening - Security Breach						1			1		1		3
2020	63	50	65	E0	49	27	8	5	16	24	33	23	421
				58		21				24			
Civil Rights	3	2		2	1		1	1	1				15
Civil Rights - Racial Profiling or Discrimin		1		1			1		1				9
Civil Rights - Screening of Religious or Ci		ts	1										1
Civil Rights - Sex/Gender/Gender Identity		1	1	1	1								4
Civil rugino Cox Condol Condol Identity	- Not Trans												
Civil Rights - Sexual Orientation - Not Tra		'			'			1					1
,		3	10	5	10	5	2	1	1	1	9	3	1
Civil Rights - Sexual Orientation - Not Tra Customer Service	nsgender		10	5		5	2		1	1	9	3	1 63
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others	nsgender 13	3	1		10			1			1		1 63 3
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO	nsgender	3	1 9	5		5	2			1	1		1 63 3 60
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	nsgender 13	3 1	1 9		10			1			1		1 63 3 60 1
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	nsgender 13 13	3 3 1	1 9	5	10	5		1		1	1 8	3	1 63 3 60 1
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	nsgender 13 13 13 icc 5	3 1	1 9		10			1			1	3	1 63 3 60 1 1 22
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	nsgender 13 13	3 3 1	1 9	5	10	5		1		1	1 8	3	1 63 3 60 1
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	nsgender 13 13 13 icc 5	3 3 1	1 9	5	10	5		1		1	1 8	3	1 63 3 60 1 1 22
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	13 13 13 iic 5	3 3 1 1 3	1 9	5	10	5		1		1	1 8	3	1 63 3 60 1 1 22
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	13 13 13 13 14 14 14 15 15 15 15 15 15 15 15 15 15 15 15 15	3 3 1 1 3	3 3 1	5	10	5		1		1 1 1 1	1 8	3	1 63 3 60 1 1 22 1 21
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found	13 13 13 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 1 1 3 3	1 9 3 3 1	4	10	3	2	1	1	1 1 1 1 1	2	1	1 63 3 60 1 1 22 1 21 3
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property	13 13 13 15 16 17 17 17 17 17 17 17 17 17 17 17 17 17	3 3 1 1 3 3	1 9 3 3 1 1 1	4 4	10	5		1	5	1 1 1 1 1 4	2 2 5	1 1 5	1 63 3 60 1 1 2 2 1 21 3 3 88
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	13 13 13 13 14 14 1 1 7 14 17 14 15 14 15 16 16 16 16 16 16 16 16 16 16 16 16 16	3 3 1 1 3 3	3 3 1 1 17	5 4 4 16 2	10	3 3	2	1	5 1	1 1 1 1 4 1 1	2 2 5 1	1 1 5 1	1 63 3 60 1 1 22 1 21 3 3 88
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	13 13 13 13 14 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 1 1 3 3	3 3 1 1 17	4 4	10	3	2	1	5	1 1 1 1 1 4	2 2 5	1 1 5	1 63 3 60 1 1 22 1 21 3 3 88 7
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	13 13 13 13 15 15 16 15 16 16 16 16 16 16 16 16 16 16 16 16 16	3 3 1 1 3 3 3	1 9 3 3 1 1 17 17 11 13	5 4 4 16 2	10 10 13	3 3	2	1	5 1	1 1 1 1 4 1 1	2 2 5 1	1 1 5 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	13 13 13 13 15 15 16 15 16 16 16 16 16 16 16 16 16 16 16 16 16	3 3 1 1 3 3	1 9 3 3 1 1 17 17 11 13	5 4 4 16 2	10	3 3	2	1	5 1	1 1 1 1 4 1 1	2 2 5 1	1 1 5 1	1 63 3 60 1 1 22 1 21 3 3 88 7
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	13 13 13 13 15 15 16 15 16 16 16 16 16 16 16 16 16 16 16 16 16	3 3 1 1 3 3 3	1 9 3 3 1 1 17 17 13	5 4 4 16 2	10 10 13	3 3	2	1	5 1	1 1 1 1 4 1 1	2 2 5 1	1 1 5 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	13 13 13 14 15 16 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	3 3 1 1 3 3 3 1 12 ItemsC 8	3 3 1 1 1 7 1 1 13	5 4 4 16 2 14	10 10 13 10 3 2	3 3 2 2	2	1	5 1 4	1 1 1 1 1 1 1 4 1 1 3	1 8 2 2 5 1 4	1 1 5 1	1 63 3 60 1 1 1 22 22 1 3 3 88 7 67 1 1 1 3
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	13 13 13 14 1 1 1 1 7 1agged/Missing 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 1 1 3 3 3 12 12 14 14 8	1 9 3 3 1 1 17 17 13 3 2	16 2 14	10 10 13 10 3	3 3 2 2	2	1	5 1 4	1 1 1 1 1 1 4 1 1 3	1 8 2 2 2 5 1 4	1 1 5 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67 1 1 13
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	13 13 13 14 14 11 17 1agged/Missing 6 1 1 1rrayed Item 2	3 3 1 1 3 3 3 12 ItemsC 8	1 9 3 3 1 1 17 17 13 3 2 1	16 2 14 2 14	10 10 13 10 3 2 2	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 1 3 3	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67 1 13 14
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	13 13 13 14 14 11 17 1aged/Missing 6 11 1rrayed Item 2 2	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 1 17 5 1 1 3 2 1 1 7	16 2 14	10 10 13 10 3 2	3 3 2 2	2	1	5 1 4	1 1 1 1 1 1 4 1 1 3 3	1 8 2 2 5 1 4	1 1 5 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67 1 13 14 12 2 2
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	13 13 13 15 16 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	3 3 1 1 3 3 3 12 ItemsC 8	1 9 3 3 1 1 17 17 13 3 2 1 1 1 7	16 2 14 2 14	10 10 13 10 3 2 2	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 1 3 3	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 1 22 1 21 3 3 88 7 67 1 13 14 12 2 2
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	13 13 13 15 16 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 17 17 13 3 2 1 1 7	16 2 14 2 14	10 10 13 10 3 2 2	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 4 1 1 3 3	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67 67 1 13 14 12 2 2
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	13 13 13 15 16 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 17 17 13 3 2 1 1 1 7	16 2 14 2 14	10 10 13 10 3 2 2	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 4 1 1 3 3	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 1 22 1 3 3 88 7 67 1 1 13 14 12 2 2 32 2 2
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	13 13 13 14 1	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 1 7 1 1 3 2 1 1 7	16 2 14 2 14	10 10 13 10 3 2 2	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 4 1 1 3 3	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 22 1 21 3 3 88 7 67 1 13 14 12 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	13 13 13 14 15 16 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 1 1 7 1 3 3 2 1 1 1 7 7 1 1 1 1	5 4 4 16 2 14 1 1 2	10 10 11 13 10 3 2 2 5	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 1 22 1 3 3 88 7 67 1 1 3 14 12 2 32 2 2 2 3 9
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Isabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	13 13 13 14 14 11 7 1aged/Missing 6 1 1 1rrayed Item 2 2 6 7/Developm 1	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 1 1 7 1 3 3 2 1 1 1 7 7 1 1 1 1	5 4 4 4 16 2 14 1 2 1 1 2	10 10 13 13 2 2 5	5 3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 2 2 5 1 4	3 1 1 5 1 1	1 63 3 60 1 1 1 22 1 3 3 88 7 67 1 1 3 14 12 2 32 2 2 2 3 3 9 5
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	13 13 13 16 17 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	3 3 1 1 3 3 3 12 ItemsC 8 4 1 1	1 9 3 3 1 1 1 1 1 3 3 2 1 1 1 7 7 1 1 1 2 2	5 4 4 4 16 2 14 2 1 1 2	10 10 11 13 10 3 2 2 5	3 3 2 2 1 1 1	1 1	1 1 1	5 1 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 2 2 5 1 4	3 1 1 5 1 1 3	1 63 3 60 60 1 1 22 1 1 21 3 3 88 8 7 67 1 1 13 4 12 2 2 2 2 2 2 3 9 9

					C) Data Too								
Categories				1-Jan 0	2-Feb 0	3-Mar ()4-Apr (05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelch		gway	2			1							3
Persons w/ Disabilities (PWD) - Wounded			1										1
Property - Special Handling	21	16	15	13	10	9			5	12	13	9	123
Property - Special Handling - Damaged It	3	3	2			1				1	2		12
Property - Special Handling - Damaged It		1	5	1	4	3			1	1	3	3	26
Property - Special Handling - Missing Iten		2	2	3		1				1			11
Property - Special Handling - Missing Iten		10	6	9	6	4			4	9	8	6	74
Screening	5	8	6	14	8	5	3	1	1	2	3	4	60
Screening - Crew Member or Airline Emp	loyee	1											1
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2	1								1	4
Screening - Procedures/Process	4	6	4	13	7	4	2	1	1	1	3	3	49
Screening - Retrieving Abandoned/Confis	1									1			2
Screening - Security Breach		1			1								2
2021	31	17	18	12	10	17	23	41	56	54	80	74	433
Airline									2				2
Airline - Policy/Regulations/Service									2				2
Civil Rights	1		5			1	2	5	1	2	1	3	21
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												2	2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimin	ation		4			1	1	4			1		11
Civil Rights - Sex/Gender/Gender Identity							1	1					3
Civil Rights - Sexual Orientation - Not Tra			1				•	•					1
Civil Rights - Transgender Screening									1			1	2
Customer Service	6	1	3	6	1	1	3	6	9	8	8	9	61
Customer Service - CSM	1	1	3	U	1	ı	3	O	9	O	0	9	1
		4	2	6	4	4	2		^	0	0		
Customer Service - TSO	5	1	3	6	1	1	3	6	9	8	8	9	60
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1	3	1	7	15	27	27	48	48	177
Expedited Passenger Screening Program		ilitary						1					1
Expedited Passenger Screening Program							1			1	1	1	4
Expedited Passenger Screening Program			n						1	1	3	4	9
Expedited Passenger Screening Program	- TSA PreChec	k		1	3	1	6	13	26	25	44	43	162
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - C	Opt In					1					1
Human Capital								1					1
Human Capital - Prospective Employmen	t with TSA							1					1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	tic					1							1
Locks	1	2	1	1			1						6
Locks - Missing or Damaged Lock	1	2	1	1			1						6
Lost and Found	1	1					1				1		4
Lost and Found - Airport/TSA	1	1					1				1		4
Mishandling of Passenger Property	4	4	3	2	4	4	1	2		2			26
Mishandling of Passenger Property - Dam		1	1	1	1	2	1	1		1			9
Mishandling of Passenger Property - Dam		1	2	1	3	1				1			12
Mishandling of Passenger Property - Disa		2				1		1		'			5
No Jurisdiction	'		1			1		'			1		2
No Jurisdiction - Refer to Other			1								1		2
Patdown	2	1	'				2		2	2	1	3	13
	1	1							1	2	1	3	9
Patdown - Flyer Patdown - Flyer as Observer		ı									Į.	3	
•	1			4			2		1				4
Persons w/ Disabilities (PWD)	2	L /h 4 4 - L D	V I. 1116	1			1	3		2	4	2	15
Persons w/ Disabilities (PWD) - Cognitive		i /ivientai L	isability				1						1
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Hearing I								1				2	3
Persons w/ Disabilities (PWD) - Internal N											1		1
Persons w/ Disabilities (PWD) - Medical I								1					1
Persons w/ Disabilities (PWD) - Medically										1	1		2
Persons w/ Disabilities (PWD) - Mobility [or Scoot	1									1
Persons w/ Disabilities (PWD) - Prosthes		Casts						1					1
Persons w/ Disabilities (PWD) - Service A											1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ıma)									1		1
Persons w/ Disabilities (PWD) - Wheelch	1									1			2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	8	7	1		1	4	4	6	9	4	10	5	59
Property - Special Handling - Damaged It					1	1		3	3	3	4	2	17
Property - Special Handling - Damaged It		4					3	1	1	1	3	1	18
Property - Special Handling - Missing Iten						1	-		4			1	7
Property - Special Handling - Missing Iten		3	1			2	1	2	1		3	1	17
Request for Assistance	Ĭ	-				-	•	_			1		1
Request for Assistance - Non-Persons w/	Disabilities (P\\)	(D)									1		1
Screening	6	1	4	1	1	5	1	3	6	7	4	3	42
Screening - Children		'	7	1	1	1	1	J	U	- 1	+	1	2
Screening - Classified Materials						1	1					- 1	1
-	lovee						1		A				
Screening - Crew Member or Airline Empl	l								1	<u> </u>	1		2
Screening - Inconsistency					1	1				1	1		4
Screening - Lengthy Lines	_	4							3	_		_	3
Screening - Procedures/Process	6	1	4	1	• -	3		3	2	6	2	2	30
2022	67	90	82	60	84	146	144	151					824
Airline					1	1							2
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1	3	2	2	2	3		1					14

ario c	40.0=6		SA Contac					OF Max	00 1	07 1	00 4	00.0	T-4
ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Civil Rights - National Origin						1							
Civil Rights - Race						1		1					
Civil Rights - Racial Profiling or Discrimin	1	3		2	1								
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender	1										
Civil Rights - Sexual Orientation - Not Tra	nsgender				1								
Civil Rights - Transgender Screening			1			1							
Claims	1			2									
Claims - General	1												
Claims - Status				2									
Customer Service	7	10	8	5	8	8	9	6					
Customer Service - CSM				1									
Customer Service - Others		1											
Customer Service - TCC	1	'											
Customer Service - TSO	6	9	8	4	8	8	9	6					
Expedited Passenger Screening Program	48	60	55	40	56	116	116	121					
Expedited Passenger Screening Program		3	3			5	3						
Expedited Passenger Screening Program		5	1	2	5	2	5	4					
Expedited Passenger Screening Program		52	51	38	51	109	107	116					
Expedited Passenger Screening Program	- TSA/DHS	Employees					1	1					
Identification (ID) Requirements			2										
Identification (ID) Requirements - Domest	tic		2										
Locks						1							
Locks - Missing or Damaged Lock						1							
Lost and Found				1		1							
Lost and Found - Airport/TSA				1		1							
Mishandling of Passenger Property	1		3			1	4	1					
Mishandling of Passenger Property - Dam	1						2	1					
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	2			1	2						
Mishandling of Passenger Property - Disa	rraved Items	sCarry-on	1										
No Jurisdiction				2				1					
No Jurisdiction - Refer to CBP				1				1					
No Jurisdiction - Refer to Other				1									
Patdown	1	2		3	1	3	4	3					
Patdown - Flyer		2		3	1	3	4	3					
Patdown - General	1			J		J							
Persons w/ Disabilities (PWD)	3	3	3	1	4	4	1	2					
				ı		4							
Persons w/ Disabilities (PWD) - Cognitive		entai /ivienta			1		1						
Persons w/ Disabilities (PWD) - Diabetes			2		1	1							
Persons w/ Disabilities (PWD) - Diapers/0	Jarments/Dr	essings/Ma	SKS	1									
Persons w/ Disabilities (PWD) - General	1				1								
Persons w/ Disabilities (PWD) - Hearing I													
Persons w/ Disabilities (PWD) - Medical I		ached to th	1			1							
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Mobility [Disability (N	1			1	1		1					
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1											
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	1											
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				1		1					
Prohibited & Permitted Items		1	1										
Prohibited & Permitted Items - Breast Mill	k/Baby Form	1	1										
Property - Special Handling		1		2	7	1	4	8					
Property - Special Handling - Damaged It	ı		2	1	3	1		4					
Property - Special Handling - Damaged It				'	2		1	3					
Property - Special Handling - Missing Iten			4		1		1						
		1						1					
Property - Special Handling - Missing Iten			1	1	1	_	2						
Screening	4	10	4	2	5	7	6	8					
Screening - Inconsistency		3	2		1	1	2	1					
Screening - Lengthy Lines							2						
Screening - Procedures/Process	4	7	2	2	4	6	2	7					

Categories SAT 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimination Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Note Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer	41 n t Transgeno	60	12-Dec	2 01-Jan 2 68 26 2 2	17 2 1	16	04-Apr 101 25	05-May 107 30	06-Jun 50 23	07-Jul 56 24	08-Aug 51 26 2	28	Total 830 215 6 1
Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- No Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown	ı t Transgeno		5	26 2	17 2 1	16					26 2	28	215 6 1
Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- No Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown	t Transgend	der		2	1		25	30	23	24	2		6
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown	t Transgend	der		2	1								1
Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown	t Transgend	der			1						1		
Civil Rights - Sex/Gender/Gender Identity- Note Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown	t Transgend	der			1								
Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage		iei			1								2
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown				3							1		2
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown				3		6	6	3	5	6	4	7	41
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown					1		0	3	3	0	4		1
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown				3		6	6	3	5	6	4	7	40
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown				2			1	3	1	0	1		12
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown				2			1	3	1		1	2	12
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown							1	3	1		- 1	1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown												1	1
Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown				7	5	2	7	7	4	4	7		53
Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown	d/Miceina It	ome C	`arry_on Li		3		- 1	- 1	4	4	1	2	3
Mishandling of Passenger Property - Disarray Patdown					4		4	7	4	4	4		38
Patdown				•			3	- 1	4	4	2		12
	eu ileilisC	arry-or	TOI CHECK	iet i	1		3	3	2				5
								3	2				5
				2	- 1	- 4	1	3	1	- 1	3		
Persons w/ Disabilities (PWD)		1 /N / m m i	tal Diaabil		1	1	1		1	1	3		10
Persons w/ Disabilities (PWD) - Cognitive /De	velopmenta	ii /ivien	tai Disabii	•									1
Persons w/ Disabilities (PWD) - Diabetes	I D			1						4			1
Persons w/ Disabilities (PWD) - Internal Medi			D. d.		-					1			1
Persons w/ Disabilities (PWD) - Medical Devi					1								1
Persons w/ Disabilities (PWD) - Medically Ne									4		1		1
Persons w/ Disabilities (PWD) - Mobility Disa				oter)					1				1
Persons w/ Disabilities (PWD) - Prosthesis/Al						1							1
Persons w/ Disabilities (PWD) - Respiratory a			ent								1		1
Persons w/ Disabilities (PWD) - Wheelchair/	scooter/ Se	gway					1				1		2
Property - Special Handling				9	5		6	10	6	9	5		61
Property - Special Handling - Damaged Items				1		2		2	1	1	1	3	11
Property - Special Handling - Damaged Items				4		1	1	4	2	1	1		15
Property - Special Handling - Missing Items -				2					2	2	1		9
Property - Special Handling - Missing Items -	Checked			2			5	4	1	5	2		26
Screening				1	1	2	4	4	4	4	4	2	26
Screening - Children						1							1
Screening - Crew Member or Airline Employe	е									1			1
Screening - Inconsistency							2		1	1		1	5
Screening - Procedures/Process				1	1	1	2	4	3	2	3	1	18
Screening - Security Breach											1		1
2020	15	20		0 16		6	2	3	9	7	2	10	129
Civil Rights	1	1		2					1				6
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination		1		1	1				1				4
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4	2		4 1	5	1	1	1	3	3		3	28
Customer Service - Others									1				1
Customer Service - TSO	4	2		4 1			1	1	2	3		3	27
Locks	1	2		1	3	1						1	9
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2		1	2							1	8
Mishandling of Passenger Property	5	4		6 3					1	1	1		28
Mishandling of Passenger Property - Dam	5	4		6 3					1	1		3	26
Mishandling of Passenger Property - Disarray	ed ItemsC	arry-or	or Check	ed	1						1		2
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1		1 1	2				1				7
Persons w/ Disabilities (PWD) - Autism Speci	rum			1									1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medically Ne				lical Supplies	2								2
Persons w/ Disabilities (PWD) - Mobility Disa		1											1
Persons w/ Disabilities (PWD) - Wheelch	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	4		4 7		1		1	3	2	1	2	29
Property - Special Handling - Damaged Ite	1	1		1 3				1	2	1	1		11
Property - Special Handling - Missing Items -	Carry-C	1		1	1								3
Property - Special Handling - Missing Iten	1	2		2 4					1	1		2	15
Screening		5		4 2			1	1		1		1	20
Screening - Procedures/Process		4		3 2	2	3	1	1		1		1	18
Screening - Security Breach		1		1									2
2021	5	6	i	4 4	7	6	17	16	18	25	23	23	154
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights		1		1 2			1						5
Civil Rights - Racial Profiling or Discrimination		1		1 1									3
Civil Rights - Sex/Gender/Gender Identity- No	t Transgend	der		1			1						2
Customer Service	1			1 1	1	1	3	4	3	4	7	4	30
Customer Service - TSO	1			1 1	1	1	3	4	3	4	7	4	30
Expedited Passenger Screening Program				2	1	3	5	7	5	10	11	12	56
Expedited Passenger Screening Program - A	ctive Duty M	lilitary									1		1
Expedited Passenger Screening Program - De							1			2	1		4
Expedited Passenger Screening Program - TS	SA Applicati	on Pro	gram			1	1	1				1	4
Expedited Passenger Screening Program - TS			_	2	1	2	3	6	5	8	9	11	47
Locks		1							1				2

ories			134 00	illact Cente	er (IC	C) Data I	ool - FOIA							
	10-Oct	11-Nov	′ 12-D∈	ec 01-Ja	n (02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
Locks - Missing or Damaged Lock			1							1				
Lost and Found												1		
Lost and Found - Airport/TSA												1		
Mishandling of Passenger Property	2	14	1	Lance	1			2		1	2	2		
Mishandling of Passenger Property - Dam		_		Lug	1									
Mishandling of Passenger Property - Dam			1					1		1	2	2		
Mishandling of Passenger Property - Disa	1					4		1		0				
Persons w/ Disabilities (PWD)						1				2		1	2	
Persons w/ Disabilities (PWD) - Diabetes										1			4	
Persons w/ Disabilities (PWD) - General	NI												1	
Persons w/ Disabilities (PWD) - Medically		Medicati	on and Me	edical Suppl	ies								1	
Persons w/ Disabilities (PWD) - Metal Imp	. ,	_										1		
Persons w/ Disabilities (PWD) - Wheelcha		Segway				1								
Persons w/ Disabilities (PWD) - Wounded	Warrior									1				
Prohibited & Permitted Items						2				1	2			
Prohibited & Permitted Items - Firearm/An											1			
Prohibited & Permitted Items - Food/Beve	-									1				
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols					1					1			
Prohibited & Permitted Items - Remains						1								
Property - Special Handling	2		1					3	4	3	1		3	
Property - Special Handling - Damaged Ite	ems - Carry-	On						1	1				1	
Property - Special Handling - Damaged Ite	1		1					2	1	1			2	
Property - Special Handling - Missing Item		1							1					
Property - Special Handling - Missing Iten	1								1	2	1			
Screening			2			2	2	3	1	1	5	1	2	
Screening - Inconsistency						2		1		1	1			
Screening - Procedures/Process			2				1	2	1		4	1	2	
Screening - Retrieving Abandoned/Confise	cated Items						1							
2022	21	3	34	33	22	34	73	57	58					
Additional Information Required/Insufficient Inf	ormation								1					
Additional Information Required/Insufficier	nt Informatio	n - EMAI	L ONLY						1					
Airline					1									
Airline - Policy/Regulations/Service					1									
Civil Rights	1		1	1	1		4	1						
Civil Rights - Hair Patdowns			1											
Civil Rights - Profiling								1						
Civil Rights - Race							2							
Civil Rights - Racial Profiling or Discrimina	1				1									
Civil Rights - Sex/Gender/Gender Identity-		ender		1			2							
Claims	1													
Claims - Status	1													
Customer Service	3		6	3		3	10	4	1					
Customer Service - TSO	3		6	3		3	10	4	1					
Expedited Passenger Screening Program	14		26		16	26	50	42	47					
Expedited Passenger Screening Program					10			72	77					
				1		20	30							
Evnedited Dassenger Screening Program			1	1		20			1					
Expedited Passenger Screening Program	2		1	1			4	2	1					
Expedited Passenger Screening Program	2 - TSA Appl		1 1 3	1	10	1	4	2	2					
Expedited Passenger Screening Program Expedited Passenger Screening Program	2 - TSA Appl 12	2	1 1 3 21	1 1 21	16			2 40	2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 - TSA Appl 12	2	1 1 3 21	1 1 21	16	1	46		2					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	2 - TSA Appl 12	2	1 1 3 21	1 1 21	16	1	46		2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2 - TSA Appl 12	2	1 1 3 21	1 1 21	16	1	46	40	2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 - TSA Appl 12 - TSA/DHS	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1	16	1	46	1	2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 - TSA Appl 12 - TSA/DHS aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 Luggage	16	1	46	40	2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 - TSA Appl 12 - TSA/DHS aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1	16	1	46	1	2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties	2 - TSA Appl 12 - TSA/DHS aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 Luggage	16	1	46 2 2	1	2 43					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	2 - TSA Appl 12 - TSA/DHS aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 Luggage	16	1 25	46	1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	2 - TSA Appl 12 - TSA/DHS aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 Luggage	16	1 25	46 2 2	1 1 2	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer	2 - TSA Appl 12 - TSA/DHS aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 Luggage	16	1 25	46 2 2	1 1 2 2 2	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin	2 Employe	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 Luggage	16	1 25	46 2 2	1 1 2	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin	Employer g Items	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 1 Luggage		1 25	46 2 2	40 1 1 2 2 2 3 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al	Employer g Items	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 1 Luggage		1 25	46 2 2	1 1 1 2 2 2 3	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Generation Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al	Employer g Items	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 1 Luggage		1 25	46 2 2	40 1 1 2 2 2 3 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al	Employer g Items	1 1 3 21 ees - Opt I	1 1 21 n 1 1 1 1 Luggage		1 25	46 2 2	2 2 3 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals	Employe g Items g Items	1 1 3 3 21 1 cess - Opt I I Carry-on C	1 1 21 n 1 1 1 Luggage 1		1 25	46 2 2	2 2 3 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals	Employe g Items g Items	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 Luggage 1		1 25	46 2 2	2 2 3 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals	Employe g Items g Items	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1		1 25	46 2 2	1 1 1 2 2 2 3 1 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary unimals ols/Razors/S ls/Aerosols 1	2 Employer g Items g Items	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1	ies	1 25	4 46 2 2 2	1 1 1 2 2 2 3 1 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Gel	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Razors/S ls/Aerosols 1 ems - Carry-	2 Employer g Items g Items	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ies	1 1 1	4 46 2 2 2	1 1 1 2 2 2 3 1 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Aerosols ls/Aerosols 1 ems - Carry-	Employer g Items g Items	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ies	1 1 1	4 46 2 2 2	1 1 1 2 2 2 3 1 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Razors/S ls/Aerosols 1 ems - Carry-Or	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ies	1 1 1	4 46 2 2 2	2 2 3 1 1 1	2 43 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Razors/S ls/Aerosols 1 ems - Carry-Or	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	iies 1	1 1 1	4 46 2 2 2 1 1 1	2 2 3 1 1 1	2 43 1 1 1 1 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Razors/S ls/Aerosols 1 ems - Carry-Or	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	iies 1	1 1 1	4 46 2 2 2 1 1 1	2 2 3 1 1 1	2 43 1 1 1 1 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary inimals bls/Razors/\$ ls/Aerosols 1 ems - Carry-Or ns - Checked	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	iles 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 46 2 2 1 1 1	40 1 1 2 2 3 1 1 1	2 43 1 1 1 1 1 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al al Necessary unimals ls/Razors/S ls/Aerosols 1 ems - Carry-Or is - Checked	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1 1	4 46 2 2 2 1 1 1	2 2 3 1 1 1	2 43 1 1 1 1 1 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Aazors/S ls/Aerosols 1 ems - Carry-Or is - Checked	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	iles 1	1 25 1 1 1 2 2 2 1 1 2 2	4 46 2 2 2 1 1 1	40 1 1 2 2 3 1 1 1	2 43 1 1 1 1 1 1 1 1 1 5					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al al Necessary unimals ls/Razors/S ls/Aerosols 1 ems - Carry-Or is - Checked	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 46 2 2 1 1 1	40 1 1 2 2 3 1 1 1	2 43 1 1 1 1 1 1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl	2 - TSA Appl 12 - TSA/DHS aged/Missin aged/Missin al Necessary nimals ls/Aazors/S ls/Aerosols 1 ems - Carry-Or is - Checked	Employee g Items g Items Medicatio	1 1 3 3 21 21 22 22 22 22 22 22 22 22 22 22 22	1 1 21 n 1 1 1 1 Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 25 1 1 1 2 2 2 1 1 2 2	4 46 2 2 2 1 1 1	40 1 1 2 2 3 1 1 1	2 43 1 1 1 1 1 1 1 1 5					

Catagorias	40.0-4	44 М		tact Center				05.14	00 1	07 11	00 4	00.0	T-4-1
Categories		11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	36	3:	2 2	29 3 [,]			60	78	15	38	28		446
2019					6 8	6	15	21	6	15	11		94
Civil Rights								1				1	2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder						1				1	2
Customer Service					l	1	3	3	1	2	3	1	15
Customer Service - Others								1			1		2
Customer Service - TSO						1	3	2	1	2	2	1	13
Locks					1 2	! 1		3		1			8
Locks - Missing or Damaged Lock					1 2	. 1		3		1			8
Mishandling of Passenger Property					1 2	. 2	4	4	1	4	4	2	24
Mishandling of Passenger Property - Dam	ı naged/Missind	Items	Carry-on L	uggage			1		1		1		3
Mishandling of Passenger Property - Dam					1	2	3	3		4	3	1	18
Mishandling of Passenger Property - Disa								1				1	3
Patdown	l						1	3		1			5
Patdown - Flyer							1	3		1			5
Persons w/ Disabilities (PWD)						1	<u>'</u>	1	1	1	1		5
	Davalanma	otal /Mar	atal Disabil	lit.		I		- 1	- 1	1			
Persons w/ Disabilities (PWD) - Cognitive		ntai /ivier	ntai Disabii	шу						4	1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates					1		1					2
Property - Special Handling					4	1	5	3	3	4	3	2	26
Property - Special Handling - Damaged Ite	ems - Carry-C)n			1	1	2		1	1	1		7
Property - Special Handling - Damaged Ite	ems - Checke	d					1	1	2	2			6
Property - Special Handling - Missing Item	ns - Carry-On				1		1			1	2	1	7
Property - Special Handling - Missing Item					2		1	2				1	6
Screening					2		2	3		2			9
Screening - Procedures/Process							2	3		2			9
2020	13		5	8 10		6	1		3	6	3	4	65
			o O	0 10	, ,				3			4	
Civil Rights Hair Patrlayers	1					2				1			4
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina	ation					1				1			2
Customer Service	1		2	1	1 2					2		1	10
Customer Service - TSO	1		2	1	1 2					2		1	10
Locks	2)								4
Locks - Missing or Damaged Lock	2				2								4
Mishandling of Passenger Property	4			4	1 2	. 2	1		1	1	1		20
Mishandling of Passenger Property - Dam	-	Items	Carry-on I						1				2
Mishandling of Passenger Property - Dam		Itomo	ourry on L		3 2	. 2				1			15
				4 ,) 2		4			- 1	1		
Mishandling of Passenger Property - Disa							1				I		3
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)			1								1		2
Persons w/ Disabilities (PWD) - Mobility D			1										1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates										1		1
Property - Special Handling	2		1	2	2 1	1						2	11
Property - Special Handling - Damaged Ite	ems - Carry		1	1									2
Property - Special Handling - Damaged Ite	1												2
Property - Special Handling - Missing Item	1											1	3
Property - Special Handling - Missing Item				1	1	1						1	4
Screening	2		1	1	I	1			2	2	1	1	12
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1		1	1	l	1			2	2	1	1	11
2021	7		3		1 4		9	11	6	17	14		103
Civil Rights	,		,				1	- ''			1-7	1	2
Civil Rights - Age							ı					1	
	-4:						4						1
Civil Rights - Racial Profiling or Discrimina	alion						1						1
Customer Service			1	1	4	1	2	3		1	4	3	20
Customer Service - TCC				1									1
Customer Service - TSO			1			. 1	2	3		1	4		19
Expedited Passenger Screening Program							1	5	5	10	5		34
Expedited Passenger Screening Program	- TSA PreCh	eck					1	5	5	10	5	8	34
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	4		2				1			1			9
Mishandling of Passenger Property - Dam	naged/Missii		1										1
Mishandling of Passenger Property - Dam			1							1			6
Mishandling of Passenger Property - Disa							1						2
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown					1			1		'			2
					l			1					1
Patdown - Flyer								- 1					
Patdown - General					l								1
Persons w/ Disabilities (PWD)	1							1			1	1	4
Persons w/ Disabilities (PWD) - Autism S								1					1
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Touch Av											1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway										1	1
Prohibited & Permitted Items							1					1	2
Prohibited & Permitted Items - Alcohol and	d Tobacco						1						1
Prohibited & Permitted Items - Beauty & G		าร										1	1
Property - Special Handling	2			1	ı	3	3			1	1	3	15
Property - Special Handling - Damaged Ite				*		1	J			1		3	6
Property - Special Handling - Damaged Ite		nd.		1	<u> </u>	<u></u>				1		3	3
		·u		1	1								
Property - Special Handling - Missing Item	1					1	3			_	1	_	6
Screening					l	2			1	3	3	2	12

		•	TSA Contac	ct Center (1	TCC) Data	Tool - FOIA	ı						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines									1	2	2		5
Screening - Procedures/Process				1		2				1	1	2	7
2022	16	24	19	11	12	21	35	46					184
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 Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender						1					
Customer Service	2	1	2	2	1		2	1					11
Customer Service - TSO	2	1	2	2	1		2	1					11
Expedited Passenger Screening Program	12	12	16	8	11	19	26	35					139
Expedited Passenger Screening Program	1				2		1	2					(
Expedited Passenger Screening Program	2	2	3			1	1						9
Expedited Passenger Screening Program	9	10	13	8	9	18	23	33					123
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In				1						
Locks		2											2
Locks - Missing or Damaged Lock		2											
Mishandling of Passenger Property		1					1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage			1						
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown								2					
Patdown - Flyer								2					
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1											
Property - Special Handling		3	1	1			4						(
Property - Special Handling - Damaged Ite	ems - Carry	1		1			4						(
Property - Special Handling - Damaged Ite	ems - Checl	1											
Property - Special Handling - Missing Item			1										
Property - Special Handling - Missing Item	ns - Checke	1											
Screening	1	4				2	2	4					13
Screening - Inconsistency	1												1
Screening - Procedures/Process		4				2	2	4					12

Categories	10-Oct	11-Nov	12-Dec	act Center (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAW	1			2 1		5		<u> </u>				1	2
2019			•	1	1		1	1	2	_		•	_
Civil Rights				1									
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans	gender		1									
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property					1					1			
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	aggage	1					1			
Patdown									1				
Patdown - Flyer									1				
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ems - Chec	ked							1				
Screening								1					
Screening - Procedures/Process								1					
2020		1				1				1			
Property - Special Handling						1							
Property - Special Handling - Missing Item	ns - Carry-C)n				1							
Screening		1								1			
Screening - Procedures/Process		1								1			
2021						2						1	
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed		1							
Screening												1	
Screening - Procedures/Process												1	
2022	1	2	:	2		2		4					1
Civil Rights						1							
Civil Rights - Race						1							
Customer Service		1				1		1					
Customer Service - TSO		1				1		1					
Expedited Passenger Screening Program	1	1						3					
Expedited Passenger Screening Program	1	1						3					
Screening				2									
Screening - Children				1									
Screening - Procedures/Process				1									

					-		4 4	- 11					_
ories												9-Sep	Tot
2040	6	5	9	14	7	14	26	20	8	12	13	8	
2019 Civil Bights				1	2	3	3	1	3	7	5	1	
Civil Rights Civil Rights - Sex/Gender/Gender Identity-	Not Transcend	ar										1	
Civil Rights - Sex/Gender/Gender identity- Customer Service	- NOCHAIISGENGE	51			1	1	1				1	7	
Customer Service - Others						1	1				ı		
					1	4	4						
Customer Service - TSO						1	1				1		
Patdown				1	1	1	1		2	2	2		
Patdown - Flyer				1	1	1	1		2	2	2		
Persons w/ Disabilities (PWD)										2	1	1	
Persons w/ Disabilities (PWD) - Autism Sp		(h.) D.;	1.111								1	1	
Persons w/ Disabilities (PWD) - Cognitive		/Mental Dis	sability							1			
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)									1			
Property - Special Handling						1			1	2	1	1	
Property - Special Handling - Damaged Ite										1			
Property - Special Handling - Damaged Ite										1		1	
Property - Special Handling - Missing Item						1							
Property - Special Handling - Missing Item	ns - Checked								1		1		
Request for Assistance										1			
Request for Assistance - Other										1			
Screening							1	1					
Screening - Procedures/Process							1	1					
2020	5	1	5	5		1			1	1		1	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Customer Service	1		1	2									
Customer Service - Others	1												
Customer Service - TSO			1	2									
Locks			1										
Locks - Missing or Damaged Lock			1										
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property	2	1		1									
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam		1		1									
Mishandling of Passenger Property - Disa													
Patdown	1		1	1									
Patdown - Flyer	1		1	1									
Property - Special Handling			1	1								1	
Property - Special Handling - Damaged Ite	ems - Checked		'	1								'	
				'								1	
Property - Special Handling - Missing Item	ns - Carry-On												
Property - Special Handling - Missing Item			1									'	
Property - Special Handling - Missing Item			1			1			1			'	
Property - Special Handling - Missing Item Screening	ns - Checked 1		1			1			1				
Property - Special Handling - Missing Item Screening Screening - Procedures/Process		1			3	1	2	3	1	4	Ω		
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021	ns - Checked 1	1	1		3		3	3		4	8	4	
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021 Civil Rights	ns - Checked 1 1	1			3	1	3	3	1	4	1		
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021 Civil Rights Civil Rights - Racial Profiling or Discrimina	ns - Checked 1 1	1			3	1		3	1 4		1 1	4	
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021 Civil Rights Civil Rights - Racial Profiling or Discriming Customer Service	ns - Checked 1 1	1			3	1	1	3	1 4	2	1 1 1	4	
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	ns - Checked 1 1	1			3	1			1 4	2 2	1 1 1	1 1	
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	ns - Checked 1 1 1 ation		1		3	1	1	3	1 4 1 1 2	2	1 1 1	4	
Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ns - Checked 1 1 ation - TSA Applicatio	n Program	1		3	1	1	1	1 4 1 1 2 1	2 2 1	1 1 1 1 5	1 1 3	
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	5	อ	4						3				
2019				2	2	2	1	3		3	1	3	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Customer Service				1		2					1		
Customer Service - TSO				1		2					1		
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property					1			2		1			
Mishandling of Passenger Property - Dam	i aged/Missing Ite	emsCarry-	on Luggage)				1					
Mishandling of Passenger Property - Dam					1					1			
Mishandling of Passenger Property - Disa				_				1					
Property - Special Handling		arry orror c	TIOOROG	1	1							3	
Property - Special Handling - Damaged It	ome Chocked			'	- '							1	
				4								1	
Property - Special Handling - Missing Iten				1									
Property - Special Handling - Missing Iten	ns - Checked				1							2	
Screening							1	1					
Screening - Lengthy Lines							1						
Screening - Procedures/Process								1					
2020	1	1	1	1		3					2		
Customer Service						1							
Customer Service - Others						1							
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dam	ı ıaqed/Missiı	1	1										
Property - Special Handling											1		
Property - Special Handling - Missing Iten	l ne - Carny-On										1		
	13 - Carry-Ori			1		2					1		
Screening	1			ı							ı		
Screening - Inconsistency	1												
Screening - Procedures/Process				1		2							
Screening - Retrieving Abandoned/Confis					_						1		
2021	2	2		2	2	1	1	4	3	2		2	
Customer Service	1	1									1		
Customer Service - TSO	1	1									1		
Expedited Passenger Screening Program				1	1	1		1	2	1		2	
Expedited Passenger Screening Program	- TSA Application	on Program						1				1	
Expedited Passenger Screening Program	- TSA PreCheck	<		1	1	1			2	1		1	
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCheck	ed Baggag	е	1								
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Electronic	Devices						1						
Property - Special Handling	1	1		1					1	1			
Property - Special Handling - Damaged It		1		1					1	'			
Property - Special Handling - Missing Iten		ı		- 1									
										4			
Property - Special Handling - Missing Iten	is - Checked									1			
Screening								3					
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Procedures/Process								2					
2022	2	2	3	2	2	7	5	3					
Customer Service			1			1							
Customer Service - TSO			1			1							
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2					
Expedited Passenger Screening Program		on Program		1									
Expedited Passenger Screening Program		1	1	1	1	2	3	2					
Patdown		1											
Patdown - General		1					_						
Property - Special Handling							2						
Property - Special Handling - Damaged It	ems - Carry-On						2						
Screening			1		1	4		1					
Screening - Inconsistency						2							

						CC) Data 1								
Categories	10-Oct	11-Nov	12-E		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	4	4	ļ	6	1	11	10	14	5	4	6		3	71
2019					1	2	2	4	3	2		2	3	19
Customer Service						1	1	2		1			1	6
Customer Service - Others							1	1						2
Customer Service - TSO						1		1		1			1	4
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
Mishandling of Passenger Property							1	2	2			1	1	7
Mishandling of Passenger Property - Dam					ge			2	2					4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Che	ecked			1					1	1	3
Patdown					1								1	2
Patdown - Flyer					1								1	2
Persons w/ Disabilities (PWD)						1			1					2
Persons w/ Disabilities (PWD) - Medically			n and M	1edical S	Supplies				1					1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)				1								1
Property - Special Handling												1		1
Property - Special Handling - Missing Iten	ns - Checked	l										1		1
2020				3		2				2	2			9
Civil Rights						1								1
Civil Rights - Racial Profiling or Discrimina	ation					1								1
Mishandling of Passenger Property				3		1				1				5
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC		3		1				1				5
Property - Special Handling										1	1			2
Property - Special Handling - Damaged Ite	ems - Check	ed								1				
Property - Special Handling - Missing Iten	is - Carry-Or	า									1			
Screening											1			1
Screening - Procedures/Process											1			1
2021						1	1	5			4	1		12
Civil Rights								1						1
Civil Rights - Racial Profiling or Discrimina	ation							1						
Customer Service											3	1		4
Customer Service - TSO											3	1		4
Expedited Passenger Screening Program							1	1						2
Expedited Passenger Screening Program	- TSA PreCl	heck					1	1						2
Persons w/ Disabilities (PWD)								1						
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatio	n and M	1edical S	Supplies			1						
Property - Special Handling								1						
Property - Special Handling - Missing Iten	ns - Checked							1						1
Screening						1		1			1			3
Screening - Procedures/Process						1		1			1			3
2022	4	4	ļ	3		6	7	5	2					31
Customer Service	1					2		1	1					5
Customer Service - TSO	1					2		1	1					5
Expedited Passenger Screening Program	2	4		2		3	6	4	1					22
Expedited Passenger Screening Program	2	4		2		3	6	4	1					22
Intranet/Internet Inquiries	1													1
Intranet/Internet Inquiries - General	1													
Property - Special Handling				1										
Property - Special Handling - Missing Iten	s - Checked			1										1
Screening						1	1							2
Screening - Lengthy Lines						1								1
Screening - Procedures/Process							1							1

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

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

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	2	1	3	4		1	2	1	1	1	4	2	22
2019				1					1		2		4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	(1							1		2
Screening									1				1
Screening - Procedures/Process									1				1
2020	1	1	2	2		1				1			8
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates			1									1
Screening			2							1			3
Screening - Crew Member or Airline Empl	loyee		1										1
Screening - Lengthy Lines	ĺ		1										1
Screening - Procedures/Process										1			1
2021				1			1				2	2	6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service												1	1
Customer Service - TSO												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal M	ı //ledical Devi	ces									1		1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Ite	ems - Carrv-	On					1						1
Property - Special Handling - Missing Item											1		1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		1				1	1					4
Civil Rights	1							_					1
Civil Rights - Transgender Screening	1												1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	heck						1					
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling													1
							1						

Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown Patdown - Flyer		32 nder	2	41	1-Jan 36 9	02-Feb 34 6	03-Mar 49 13 1	04-Apr 37 7	05-May 64 19	06-Jun 23 11	07-Jul 37 17	08-Aug 30 10		Total 448 99
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown	nation						13		19		17	10		99
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown		nder			-	-	1		1					4
Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai		nder					1		4					
Civil Rights - Racial Profiling or Discrimi Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown		nder							- 4					1
Civil Rights - Racial Profiling or Discrimi Civil Rights - Sex/Gender/Gender Identit Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown		nder							1					1
Civil Rights - Sex/Gender/Gender Identitic Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown		nder										1		
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown											1			
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown					2	1	1	1	1		2	1		9
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown					2	1	1	1	1		2	1		9
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis					1		2		4	1	2		1	11
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown					1		2		4	1	2		1	11
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown					- 1				4	1				
Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis Patdown														1
Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Dis Patdown										1				1
Mishandling of Passenger Property - Da Mishandling of Passenger Property - Dis Patdown	1/8.41		0		2	2	2	3	5	3	4	1	4	26
Mishandling of Passenger Property - Dis Patdown										1				1
Patdown					2	2	2	2	3	2	2	1	4	20
	arrayed Items(Carry-o	n or Ch	ecked				1	2		2			5
Potdown Elvor						1				1			1	3
						1				1			1	3
Persons w/ Disabilities (PWD)									1	2	2			5
Persons w/ Disabilities (PWD) - Diabete	3								1					1
Persons w/ Disabilities (PWD) - Medical	Devices - Attac	hed to t	the Bod	у						1				1
Persons w/ Disabilities (PWD) - Metal In	plants (joint)									1				1
Persons w/ Disabilities (PWD) - Service											2			2
Property - Special Handling					3	2	3	2	3	3	5	4	1	26
Property - Special Handling - Damaged	i tems - Carrv-∩r	1					1					-		1
Property - Special Handling - Damaged					1				1	1	2	3		8
Property - Special Handling - Missing Ite							1			'		- 0	1	2
Property - Special Handling - Missing Ite					2	2	1	2	2	2	3	1		15
Screening	ins - Oneokeu				1		4	1	4		1	3		
Screening - Lengthy Lines					I		4	I	4			1		14
					-			4	4					1
Screening - Procedures/Process					1		4	1	4		1	1		12
Screening - Security Breach			_									1		1
020	11	,	9	14	11	9	2		1	2	5	4		75
Advanced Imaging Technology (AIT)													1	1
Advanced Imaging Technology (AIT) - F													1	1
Civil Rights	1			1	1							1		4
Civil Rights - Racial Profiling or Discrimi				1	1									3
Civil Rights - Sex/Gender/Gender Identit	y- Not Transgen	ıder										1		1
Customer Service				3	1	1			1			1		7
Customer Service - TSO				3	1	1			1			1		7
Locks		2	2	1	2					1	1			7
Locks - Missing or Damaged Lock		2	2	1	2					1	1			7
Lost and Found				1										1
Lost and Found - Airport/TSA				1										1
Mishandling of Passenger Property	3	2	2	4	3	2				1	1		2	18
Mishandling of Passenger Property - Da										1				1
Mishandling of Passenger Property - Da			2	3	3	2					1		2	
Mishandling of Passenger Property - Dis			_	1	- 0									3
Patdown	1			2		1	1					1		6
	1			1			1					1		- 4
Patdown - Flyer	'			1			1							2
Patdown - Non-Flyer			_	ı		1								
Persons w/ Disabilities (PWD)	1		2											2
Persons w/ Disabilities (PWD) - Hearing			1											1
Persons w/ Disabilities (PWD) - Touch A	version (pair		1											1
Property - Special Handling	5		1	1	1	4					2		4	18
Property - Special Handling - Damaged													1	1
Property - Special Handling - Damaged			1			3								4
Property - Special Handling - Missing Ite														1
Property - Special Handling - Missing Ite	n 4			1	1	1					2		3	12
Request for Assistance					1									1
Request for Assistance - Other					1									1
Screening	1	2	2	1	2	1	1				1	1		10
Screening - Lengthy Lines							1							1
Screening - Procedures/Process	1	2	2	1	2	1						1		8
Screening - Security Breach											1			1
021	5		5	9	3	1	5	2	5	10	15	16	11	87
Civil Rights	_	•		2						10	- 10	10		2
	/ Not Transgen	dor		2										2
Civil Rights - Sex/Gender/Gender Identit Customer Service	y- Not Transgen		2	7	1		1		1	2	1	3	1	21
Customer Service - TSO	2	4	2	7	1		1		1	2	1	3		21
Expedited Passenger Screening Program	T011 "	=				1	1		2	5	12	6		36
Expedited Passenger Screening Program			ogram									1	1	2
Expedited Passenger Screening Program	n - TSA PreChe	ck				1	1		2	5	12	5	8	34
Locks					1							1		2
Locks - Missing or Damaged Lock					1							1		2
Mishandling of Passenger Property	2						1			1		1		5
Mishandling of Passenger Property - Da	m 2						1			1				4
Mishandling of Passenger Property - Dis		Carry-o	n or Ch	ecked								1		1
Patdown	1	, -							1			1		2
Patdown - Flyer									1					1
Patdown - Flyer as Observer												1		1
Persons w/ Disabilities (PWD)	1				1							2		3
Persons w/ Disabilities (PWD) - Breast (`ancer				- 1									
												1		1
Persons w/ Disabilities (PWD) - Medical				A	comments of							1		1

ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1	2					1	1	2	1			1 0 1 1
Property - Special Handling - Damaged It	ems - Carry	1					1		1				
Property - Special Handling - Damaged It		ed							1		1	1	
Property - Special Handling - Missing Iten	1	1						1		1			
Screening	·	1				2	1			1	1		
Screening - Inconsistency						1					1		
Screening - Procedures/Process		1				1	1			1			
2022	24	18	18	13	18	29	28	39					1
Civil Rights			2										
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender	1										
Civil Rights - Transgender Screening	,		1										
Customer Service		1	1	1			1	2					
Customer Service - TSO		1	1	1			1	2					
Expedited Passenger Screening Program	20	15	12	5	17	22	22	37					1
Expedited Passenger Screening Program	- DoD	1											
Expedited Passenger Screening Program	1	2					1	4					
Expedited Passenger Screening Program	19	12	12	5	16	22	21	33					
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In		1								
Locks	1												
Locks - Missing or Damaged Lock	1												
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	i aged/Missir	ng ItemsC	1										
Patdown				3			1						
Patdown - Flyer				2			1						
Patdown - Non-Flyer				1									
Persons w/ Disabilities (PWD)		1		1			1						
Persons w/ Disabilities (PWD) - Internal N	ledical Devi	ces		1									
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts					1						
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											
Property - Special Handling	3		2	2	1		2						
Property - Special Handling - Damaged Ite	ems - Carry	On	1										
Property - Special Handling - Missing Iten	1		1				1						
Property - Special Handling - Missing Iten	2			2	1		1						
Screening		1		1		6	1						
Screening - Inconsistency						1							
Screening - Lengthy Lines						1							
Screening - Procedures/Process		1		1		4	1						

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

Catamania	10.0		SA Contac								•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	248	270	295	279	327	381	398	468	209	214	289	244	3,622
2019				52	68	80	73	95	92	95	92	90	737
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Fly	/er								1				1
Civil Rights				2		5	2	5	4	3	1	5	27
Civil Rights - Age				1						1		1	3
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimin	lation					1		2	2	1		2	8
Civil Rights - Sex/Gender/Gender Identity		ndor				1	1	1		1	1		6
	i livot mansye	nuei					1			- 1	- 1		
Civil Rights - Transgender Screening						1		1	2			1	5
Customer Service				8	13	8	20	15	23	13	21	25	146
Customer Service - Others					1	1	1		1		2		7
Customer Service - TSO				8	12	7	19	15	22	13	19	24	139
Locks				3	6	7	2	1	4	3	4	5	35
Locks - Missing or Damaged Lock				3	6	7	2	1	4	3	4	5	35
Lost and Found				2			1	2	2	1	2		10
Lost and Found - Airport/TSA				2			1	2	2	1	2		10
				11	10	10	11	17	18	20	23		
Mishandling of Passenger Property					10	12	- 11	17				21	143
Mishandling of Passenger Property - Dan						1			2	2	2		10
Mishandling of Passenger Property - Dan	naged/Missinឲ	temsCl	necked Baç	8	9	9	8	12	15	16	17	16	110
Mishandling of Passenger Property - Dan	naged/Missing	ItemsUr	nspecified L	uggage							1		1
Mishandling of Passenger Property - Disa	arrayed Items-	-Carry-on	or Checked	3	1	2	3	5	1	2	3	2	22
Patdown	T .			2	5	4	4	9	3	9	4	2	42
Patdown - Children				_		,				1			1
Patdown - Flyer	1			1	5	2	3	9	3	6	4	2	35
				1	5		3	9	3		4		
Patdown - Flyer as Observer						2				2			4
Patdown - Non-Flyer				1			1						2
Persons w/ Disabilities (PWD)				1	2	9	9	4	7	6	3	5	46
Persons w/ Disabilities (PWD) - Autism S	pectrum						1			1			2
Persons w/ Disabilities (PWD) - Breast C	ancer											1	1
Persons w/ Disabilities (PWD) - Cancer (Breast Can	icer						1				1
Persons w/ Disabilities (PWD) - Cognitive					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes		itai / Wichite	al Disability		- '	- '	1	4			1		
	1							1					3
Persons w/ Disabilities (PWD) - General						1	1			1			3
Persons w/ Disabilities (PWD) - Internal I					1		1		1			1	4
Persons w/ Disabilities (PWD) - Medical												1	1
Persons w/ Disabilities (PWD) - Medicall	y Necessary N	/ledication	and Medica	al Supplies			1			2			3
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility	Disability (Not	Wheelcha	air or Scoote	er)		3		2		2	2		9
Persons w/ Disabilities (PWD) - Ostomy/				,					1				1
Persons w/ Disabilities (PWD) - Respirat		r Fauinme	nt			1						1	2
Persons w/ Disabilities (PWD) - Service		Lquipino	7110	1		- '							1
							4						
Persons w/ Disabilities (PWD) - Touch A							1						1
Persons w/ Disabilities (PWD) - Wheelch		Segway				2	2	1	3			1	9
Persons w/ Disabilities (PWD) - Wounde	d Warrior					1							1
Property - Special Handling				11	13	14	18	14	13	28	16	22	149
Property - Special Handling - Damaged I	tems - Carry-0)n		1	3	1	1	1	1	1	2	1	12
Property - Special Handling - Damaged I	tems - Checke	ed		3	2	3	5	3	3	5	3	6	33
Property - Special Handling - Missing Iter				2	4	2	2	5	1	7	5	7	35
Property - Special Handling - Missing Iter				5	4	8	10	5	8	15	6		69
Request for Assistance	iis - Officered			0		1	10	0	0	2	1	0	4
Request for Assistance - Other						1				2	1		4
Screening				12	19	20	6	28	17	10	17	5	134
Screening - Children					1								1
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - Inconsistency					1	1	1			1	1		5
Screening - Lengthy Lines				1	4	7	1	8	5		2		28
Screening - Procedures/Process				9	13	11	3	20	11	8	12		92
Screening - Procedures/Frocess Screening - Retrieving Abandoned/Confis	cated Items			1	13	- 11	1	20	- 11	U	12	3	2
Screening - Retrieving Abandoned/Cornis	Calca Itellis			1		1	I I				1		5
									1	1			
2020	82	68	101	75	73	36	16	18	32	31	62	40	634
Advanced Imaging Technology (AIT)	1				1								2
Advanced Imaging Technology (AIT) - Fly													1
Advanced Imaging Technology (AIT) - Fly	er as Observ	er			1								1
Civil Rights	6	1	5	2	2	1	1				3	1	22
Civil Rights - Constitutional Rights	1	•	1	_									1
Civil Rights - National Origin			- '								1		1
			4								I		
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimin		1	1	1			1				1	1	10
Civil Rights - Screening of Religious or C		nts				1							1
Civil Rights - Sex/Gender/Gender Identity	. 2		1	1									4
Civil Rights - Transgender Screening			1		2						1		4
Customer Service	15	12	15	25	11	4	1	4	4	5	6	5	107
Customer Service - Others	4								•				4
Customer Service - Others Customer Service - TSO	11	12	15	25	11	4	1	4	4	5	6	5	103
							1	4	4				
Locks	7	5	6	5	4	1				2	6		37
Locks - Missing or Damaged Lock	7	5	6	5	4	1				2	6	1	37
Lost and Found		1	1	1	1				1		1		6
		1	1	1	1				1		1		6
Lost and Found - Airport/TSA			-										
· · · · · · · · · · · · · · · · · · ·	21		35	11	13	12	4	3	11	11	14	12	150
Mishandling of Passenger Property	21	12	35	11	13	12	4	3	11	11	14	12	159
Mishandling of Passenger Property Mishandling of Passenger Property - Dar	3	12	4	2							2		11
Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	3 1 13	12	4 24	2 7	10	7	3	2	8	10	2 10	11	11 115
Mishandling of Passenger Property Mishandling of Passenger Property - Dar	3 1 13	12	4	2							2	11	11

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

					C) Data Too								
egories	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar (•	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General							1		1	1			3
Persons w/ Disabilities (PWD) - Internal Me								1			1		2
Persons w/ Disabilities (PWD) - Medical D									1	2			
Persons w/ Disabilities (PWD) - Medically							1				2		3
Persons w/ Disabilities (PWD) - Mobility Di		Vheelchair o	r Scoot	1				1		1			3
Persons w/ Disabilities (PWD) - Ostomy/O								1					1
Persons w/ Disabilities (PWD) - Respirator		Equipment								1			1
Persons w/ Disabilities (PWD) - Service Ar							1						1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	uma)							1				1
Persons w/ Disabilities (PWD) - Visual Imp	pairment									1			1
Persons w/ Disabilities (PWD) - Wheelcha	1					2				2		1	6
Prohibited & Permitted Items		1		1	1					2	1	1	7
Prohibited & Permitted Items - Firearm/Am	nmunition	1			1								2
Prohibited & Permitted Items - Food/Bever	ages									1	1		2
Prohibited & Permitted Items - Knives/Tool	ls/Razors/Shai	p Objects		1								1	2
Prohibited & Permitted Items - Lighters/Ma										1			1
Property - Special Handling	16	9	3	2	2	7	6	15	13	7	11	9	100
Property - Special Handling - Damaged Ite	1			1	1	1	1	2	2	2		3	16
Property - Special Handling - Damaged Ite	4	4	1		'	1	2	5	2		1	3	23
Property - Special Handling - Missing Item	7				1	2	3	2	4	3		1	28
	4	5	2	1	ı	3	3	6	5	2		2	
Property - Special Handling - Missing Item	4			ı ı		3		0	5				33
Request for Assistance		1											
Request for Assistance - Other	_	1					4.4						1
Screening	7	6	4	4	8	3	11	3	5	8		6	78
Screening - Inconsistency		1	1	1	1		2	1		1	1		
Screening - Lengthy Lines							4	1		2		1	10
Screening - Procedures/Process	7	5	3	3	7	3	5	1	5	5		5	56
Screening - Retrieving Abandoned/Confisc	cated Items										3		3
2022	117	167	169	120	160	229	253	284					1,499
Airline		1				1		2					4
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1				1		1					3
Cargo								1					1
Cargo - Known Shipper								1					1
Civil Rights	7	4	1	3		1	5	4					25
Civil Rights - Age	,			J		'	1						1
	4						ı						
Civil Rights - Constitutional Rights	1												
Civil Rights - Race						1	2	3					(
Civil Rights - Racial Profiling or Discrimina	2	3	1	3									(
Civil Rights - Screening of Religious or Cu	1												
Civil Rights - Sex/Gender/Gender Identity-	2	1					1						4
Civil Rights - Sexual Orientation - Not Tran	nsgender							1					1
Civil Rights - Transgender Screening	1						1						2
Claims	1				1								2
Claims - General	1												1
Claims - Status					1								
Customer Service	13	19	22	7	13	28	22	34					158
Customer Service - CSM	10	10		,	10	1		01					1
Customer Service - Others		1				'							1
	12		22	7	12	27	22	2.4					
Customer Service - TSO	13	18	22	7	13	27	22	34					156
Expedited Passenger Screening Program	61	114	118	84	119	160	192	188					1,036
Expedited Passenger Screening Program -					1								1
Expedited Passenger Screening Program -		2	1	2	1	3	3						12
Expedited Passenger Screening Program	5	13	10	8	4	5	6	9					60
Expedited Passenger Screening Program	56	98	107	74	111	152	183	177					958
Expedited Passenger Screening Program -	- TSA/DHS	1			2			2					Ę
Identification (ID) Requirements	1	2		1									
Identification (ID) Requirements - Domest	1	2		•									3
Identification (ID) Requirements - Minors D		_		1									
Locks	1			1	1	2	1						6
Locks - Missing or Damaged Lock	1			1	1	2	1						6
Lost and Found				1	'		1						
Lost and Found - Airport/TSA				1									
·													
Mishandling of Passenger Property	6	3	2	5	4	3	6	6					35
			1	1	1		4	1					11
Mishandling of Passenger Property - Dam	2	1						4					16
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama	2	2	1	4	1	2	2	4					
Mishandling of Passenger Property - Dam	2				2	1	2	1					
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama	2 aged/Missii						2						8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa	2 aged/Missii	2	1	4	2			1					8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	2 aged/Missii	2	1	4	2		2	1 1					§ 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	2 aged/Missii	1	2	1	2		2	1 1					§ 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 aged/Missii 4	1	1 2 1 1	1	2	1	2 1 1	1 1 1					2 2 3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	2 aged/Missii	1	2	1	2		2 1 1	1 1					8 9 2 2 3 17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	2 aged/Missii 4	1	1 1 1 1	1 1 1	2	3	2 1 1 2 1	1 1 1					2 2 2 3 17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	2 aged/Missii 4	1	1 2 1 1	1	2	3	2 1 1	1 1 1					8 9 2 4 3 17 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	2 aged/Missii 4	1 1 1	1 1 1 1	1 1 1	2	3	2 1 1 2 1	1 1 1					2 2 3 17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General	2 aged/Missii 4	1 1 1	1 1 1 1 1	1 1 1	2	3 2 1	2 1 1 2 1	7					17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	2 aged/Missii 4	1 1 1	1 1 1 1	1 1 1	2	3	2 1 1 2 1	1 1 1					17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General	2 aged/Missii 4	1 1 1	1 1 1 1 1	1 1 1	2	3 2 1	2 1 1 2 1	7					17
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD)	2 aged/Missii 4	1 1 1	1 1 1 1 1	1 1 1	2	3 2 1	2 1 1 2 1	7					8 9 9 2 2 2 2 3 3 17 14 14 15 3 3 0 3 0 5 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	2 aged/Missii 4 2 2 2 5 1	1 1 1 3	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1	1 1 1 7 7					\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G	2 aged/Missii 4 2 2 2 1	2 1 1 1 1 3 1 sings/Masks	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1 1	1 1 1 7 7					17 14 14 14 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General	2 aged/Missii 4 2 2 2 1 sarments/Dress	1 1 1 3	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1	1 1 1 7 7					8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	2 aged/Missii 4 2 2 2 5 1 aarments/Dress	2 1 1 1 1 3 1 sings/Masks	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1 1	1 1 1 7 7					8 8 9 2 2 2 4 4 3 3 3 3 5 5 5 5 6 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I] Persons w/ Disabilities (PWD) - Hearing I]	2 aged/Missii 4 2 2 2 isarments/Dress 1 edical Devices	2 1 1 1 1 3 1 sings/Masks	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1 1	1 1 1 7 7 7					8 8 9 2 2 4 4 3 3 17 17 11 11 11 11 11 11 11 11 11 11 11
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dams Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer a Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I] Persons w/ Disabilities (PWD) - Hearing I] Persons w/ Disabilities (PWD) - Internal M- Persons w/ Disabilities (PWD) - Medical D	2 aged/Missii 4 2 2 2 5 1 sarments/Dress edical Devices evices - Attach	1 1 1 1 3 1 sings/Masks 1	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1 1 4	1 1 1 7 7 7 1 1					8 8 8 9 2 2 4 4 3 3 17 11 11 11 11 11 11 11 11 11 11 11 11
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I] Persons w/ Disabilities (PWD) - Hearing I]	2 aged/Missii 4 2 2 2 5 1 sarments/Dress edical Devices evices - Attach	2 1 1 1 1 3 1 sings/Masks	1 1 1 1 7	1 1 1	2	3 2 1 3	2 1 1 2 1 1	1 1 1 7 7 7					8 8 9 2 2 4 4 3 3 17 17 11 11 11 11 11 11 11 11 11 11 11

			ISA Conta	ct Center (ICC) Data	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates		3										3
Persons w/ Disabilities (PWD) - Service A	Animals		2										2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1					3					
Prohibited & Permitted Items		2											- 2
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	2											2
Property - Special Handling	11	8	9	9	7	11	2	8					65
Property - Special Handling - Damaged It	3	1		6	4	1	1	2					18
Property - Special Handling - Damaged It	3	2	1		1	5		1					1;
Property - Special Handling - Missing Iter	3	3	3	2		1	1	3					10
Property - Special Handling - Missing Iter	2	2	5	1	2	4		2					1
Screening	9	9	7	6	13	17	17	26					104
Screening - Children					2								
Screening - Crew Member or Airline Emp	loyee						1						
Screening - Inconsistency	2		1		1	1	3	1					
Screening - International Screening				1									
Screening - Lengthy Lines	1	3				4	4	15					2
Screening - Procedures/Process	6	5	6	5	10	10	8	10					6
Screening - Retrieving Abandoned/Confis	cated Items	1				2	1						

a who a	10.5		Contact Ce	-	•								
ories							•	•	6-Jun	07-Jul	08-Aug	09-Sep	Total
2040	26	33	27	29	34	42	44	34	34	27	33	19	382
2019 Civil Bighto				5	12	15	19	8	16	10	14	6	105
Civil Rights						1			1				2
Civil Rights - Age	A:					1			4				1
Civil Rights - Racial Profiling or Discrimina	uon			0	0	4	0	4	1				1
Customer Service				2	6	4	9	1	7	5	3	1	38
Customer Service - Others					2	1	2		4	1			10
Customer Service - TSO				2	4	3	7	1	3	4	3	1	28
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property				1	1	2			2		2	1	(
Mishandling of Passenger Property - Dama				1	1	1						1	
Mishandling of Passenger Property - Dama)		1			1		1		3
Mishandling of Passenger Property - Disar	rayed ItemsC	Carry-on or 0	Checked						1		1		2
Patdown				1	1	1				1	3	1	8
Patdown - Flyer				1	1	1				1	3	1	3
Persons w/ Disabilities (PWD)				1	1	1	2	1	1	1	1	1	10
Persons w/ Disabilities (PWD) - Autism Sp	ectrum						1		1				
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	isability							1	1		
Persons w/ Disabilities (PWD) - Diabetes	'		,		1								
Persons w/ Disabilities (PWD) - Hearing In	nairment						1						
Persons w/ Disabilities (PWD) - Mobility Di		/boolobair o	or Secretor)			1	'	1					
			or Scooler)	4		- 1		l l					
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway		1				•				1	
Property - Special Handling						3	5	2	1	1	2		1-
Property - Special Handling - Damaged Ite							2						
Property - Special Handling - Missing Items						2	1		1		2		
Property - Special Handling - Missing Item:	s - Checked					1	2	2		1			
Request for Assistance					1								
Request for Assistance - Other					1								
Screening					2	2	3	4	3	2	3	2	2
Screening - Lengthy Lines								1	-	2	1		
Screening - Procedures/Process					2	2	3	2	3		2	2	16
Screening - Retrieving Abandoned/Confisc	ated Items					_		1					
20	10	11	18	12	4	12	1	2	4	7	3	6	90
Civil Rights	1	• • • • • • • • • • • • • • • • • • • •			-		•	_					,
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service		2	6	2	2	4		4	2	2		2	
	3	3	6	2	2	4		1	2	3	2	3	3
Customer Service - Others				1	1					1			3
Customer Service - TSO	3	3	6	1	1	4		1	2	2	2	3	28
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2	1	1		1		1		2			8
Mishandling of Passenger Property - Dama	aged/Missing It	tems Private	e Scree	1						2			3
Mishandling of Passenger Property - Dama	aged/Missii	1	1			1		1					4
Mishandling of Passenger Property - Disar	rayed Item	1											1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)	2	1	3	1	2	2							11
Persons w/ Disabilities (PWD) - Autism Sp				1									
		-1 /M4-1 D	in a latitude .	ļ		4							
Persons w/ Disabilities (PWD) - Cognitive	Developmenta		isability			1							
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Medical [1												
Persons w/ Disabilities (PWD) - Medically		dication and	d Medical Su	pplies	1	1							2
Persons w/ Disabilities (PWD) - Metal Impl	ants (joint)		1		1								2
Persons w/ Disabilities (PWD) - Mobility Di	isability (Not V	Vheelch	1										
Persons w/ Disabilities (PWD) - Prosthesis	/Amputees an	d Casts	1										
Persons w/ Disabilities (PWD) - Respirato	1												
Property - Special Handling			2	3		1	1		2	2		1	1
Property - Special Handling - Damaged Ite	ms - Carny On		_	1		- 1	1			1			
			1	ı		1				1			
Property - Special Handling - Damaged Ite				4		I I				4			
Property - Special Handling Missing It-	s - Garry-Un		1	1			1			1			
Property - Special Handling - Missing Items									2			1	
Property - Special Handling - Missing Item:	s - Checked			1							1	2	2
Property - Special Handling - Missing Items Screening		4	5	4		4							
Property - Special Handling - Missing Item: Screening Screening - Children	s - Checked 4	4	5			4							
Property - Special Handling - Missing Items Screening	s - Checked 4	4	5	4		4						1	
Property - Special Handling - Missing Item: Screening Screening - Children	s - Checked 4	4	5	4		4							
Property - Special Handling - Missing Item: Screening Screening - Children Screening - Crew Member or Airline Emplo	s - Checked 4	4	5	4		4					1	1	1
Property - Special Handling - Missing Item: Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines	s - Checked 4 byee	1		1							1	1	1 1 3
Property - Special Handling - Missing Item: Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	s - Checked 4 byee		5	4		4						1	1 1 3 17
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	s - Checked 4 byee	1 3	5	3	2	4	40	F	44	40	1	1	1 3 17 1
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	s - Checked 4 byee	1	5	3	2		10	5	14	10		1	17 17 18
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 21 Civil Rights	s - Checked 4 byee	1 3	5 1 1	3	2	4	10 3	5	14 1	10	1	1	3 17 88
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Civil Rights Civil Rights - Hair Patdowns	2 1 1 4	1 3	5	3	1	4	3	1		10	1	1	88
Property - Special Handling - Missing Item: Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 121 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	s - Checked 4 byee 2 1 1 4	1 3 8	5 1 1	3		4			1	10	1	1	88 88
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 21 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	s - Checked 4 byee 2 1 1 4	1 3 8	5 1 1	3 4 1	1	7	3	1	1		1	7	8
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 121 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	s - Checked 4 byee 2 1 1 4	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3	1 1 2	1 1 3	3	1 16	7 2	8i 8i
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 121 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	s - Checked 4 byee 2 1 1 4	1 3 8	5 1 1	3 4 1	1	7	3	1	1		1	7	1 8
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 121 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Recial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	s - Checked 4 byee 2 1 1 4	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2	1 1 3	3	1 16	7 2	88 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 121 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	s - Checked 4 byee 2 1 1 4 tion Not Transgene	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2 2 2	1 3 3	3 3	1 16 5 5 5	7 2	88 84 4 24 24
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 221 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Recial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	s - Checked 4 bysee 2 1 1 4 ttion Not Transgene	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2 2 1	1 3 3 3 1	3 3	1 16 5 5 2	7 2	88 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 221 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	s - Checked 4 bysee 2 1 1 4 ttion Not Transgene	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2 2 2	1 3 3 3 1 2	3 3 1	1 16 5 5 5	7 2	88 88 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 221 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program- Identification (ID) Requirements	s - Checked 4 byee 2 1 1 4 tion Not Transgene DoD TSA PreChec	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2 2 1	1 1 3 3 3 1 2	3 3 1	1 16 5 5 2	7 2	88 88 8 8 8 2 28 28
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 121 121 132 133 134 135 135 136 137 138 138 139 139 139 139 139 139 139 139 139 139	s - Checked 4 byee 2 1 1 4 tion Not Transgene DoD TSA PreChec	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2 2 1	1 3 3 3 1 2	3 3 1	1 16 5 5 2 2 2	7 2	11 11 11 11 11 11 11 11 11 11 11 11 11
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found	s - Checked 4 byee 2 1 1 4 tion Not Transgene DoD TSA PreChec	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5	3 3	1 1 2 2 1	1 1 3 3 3 1 2	3 3 1	1 16 5 5 2 2 2	7 2	88 88 8 2 28 228
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA	s - Checked 4 byee 2 1 1 4 tion Not Transgene DoD TSA PreChec	1 3 8 der 5	5 1 1	3 4 1 1 2	1	4 7 5 5 5	3 3	1 1 2 2 1	1 3 3 3 1 2 1	3 3 1	1 16 5 5 2 2 2	7 2	\$ 88 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program- Identification (ID) Requirements Identification (ID) Requirements Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	s - Checked 4 pyee 2 1 1 4 tion Not Transgene DoD TSA PreChec	1 3 8 der 5 5	5 1 1 1	3 4 1 1 2 2	1	4 7 5	3 3	1 1 2 2 1	1 1 3 3 3 1 2	3 3 1	1 16 5 5 2 2 2	7 2	88 88 8 8 1 2 28 28
Property - Special Handling - Missing Items Screening Screening - Children Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program - Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA	s - Checked 4 pyee 2 1 1 4 tion Not Transgene DoD TSA PreChec	1 3 8 der 5 5	5 1 1 1	3 4 1 1 2 2	1	4 7 5 5 5	3 3	1 1 2 2 1	1 3 3 3 1 2 1	3 3 1	1 16 5 5 2 2 2	7 2	

				act Center (•								
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown							1			1	3		
Patdown - Children							1						
Patdown - Flyer										1	2		
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	1	1					1			2			
Persons w/ Disabilities (PWD) - Autism S													
Persons w/ Disabilities (PWD) - Cancer (g		1											
	eneral) NOI	- 1								4			
Persons w/ Disabilities (PWD) - General		.11 4 41	. D. de							1			
Persons w/ Disabilities (PWD) - Medical D										1			
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	n and Medi	cal Supplies			1						
Property - Special Handling		1				1		1		2			
Property - Special Handling - Damaged Ite		1							1	2	1		
Property - Special Handling - Damaged Ite	ems - Checke	ed				1					1		
Property - Special Handling - Missing Item	s - Checked							1					
Screening	3	1		1			4		4	1	3	4	
Screening - Crew Member or Airline Empl												1	
Screening - Inconsistency	_						1						
Screening - Procedures/Process	3	1		1			3		3		2	3	
Screening - Retrieving Abandoned/Confise				· · · · ·					1	1			
2022	12	14		3 8	16	8	14	19		'			
	12	14	•	, ,	10		14	19					
Airline													
Airline - Policy/Regulations/Service		1			1								
Civil Rights		1		1	1								
Civil Rights - Age		1											
Civil Rights - Racial Profiling or Discrimina	ation			1	1								
Claims		1											
Claims - Status		1											
Customer Service		2		1	2	3		3					
Customer Service - TSO		2		1	2	3		3					
Expedited Passenger Screening Program	6	6		1 4			11						
Expedited Passenger Screening Program					1			1					
Expedited Passenger Screening Program	6	6		1 3		2	11						
Locks	0	1		+ 3	0		- 11	9					
Locks - Missing or Damaged Lock		1											
Lost and Found	1							1					
Lost and Found - Airport/TSA	1							1					
Mishandling of Passenger Property	1	1						1					
Mishandling of Passenger Property - Dam	aged/Missii	1						1					
Mishandling of Passenger Property - Dam	1												
Patdown	2	1		2	1		1	2					
Patdown - Children		1											
Patdown - Flyer	1			1	1		1	2					
Patdown - Flyer as Observer	1												
Patdown - General				1									
Persons w/ Disabilities (PWD)	1				1	1	1	1					
Persons w/ Disabilities (PWD) - Medically		Medication	and Medi	cal Sunnline				'					
Persons w/ Disabilities (PWD) - Medically		, Calcation	i and Medi	our ouppiles									
` ,								4					
Persons w/ Disabilities (PWD) - Ostomy/C								1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Casts		4			1						
Property - Special Handling				1	1								
Property - Special Handling - Damaged Ite				1									
Property - Special Handling - Missing Item	s - Checked				1								
Screening	1			1 2		2	1	1					
Screening - Inconsistency								1					
Ocicerning - inconsistency													
Screening - Procedures/Process	1			1 2		2							

ories			Contact	enter (100) Data Tool	- FUIA							
\	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0:	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
,	191	229	196	195	267	427	471	438	145	152	189	165	3,065
2019				51	52	58	61	59	65	60	76	51	533
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flye	r							1					1
Civil Rights				9	4	1	2	1	2	7	7	2	35
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Headwear				'							1		1
<u> </u>				4					4		1		
Civil Rights - National Origin				1					1				3
Civil Rights - Racial Profiling or Discrimina				1	2	1		1	1	3	2	2	13
Civil Rights - Screening of Religious Cultur							1						1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	der		3	2		1			2	3		11
Civil Rights - Transgender Screening				2						1			3
Customer Service				13	13	17	27	14	25	14	25	11	159
Customer Service - Others						1	1		2		1	1	6
Customer Service - TSO				10	12			11					
				13	13	16	26	14	23	14	24	10	153
Locks				1	1	5		4	4	5	6	3	29
Locks - General						1							1
Locks - Missing or Damaged Lock				1	1	4		4	4	5	6	3	28
Lost and Found					1	1					3		5
Lost and Found - Airport/TSA					1	1					3		5
				7		7	6		6	10	5	10	66
Mishandling of Passenger Property	1/8-81 1 14				6		6	5	6	12		12	
Mishandling of Passenger Property - Dama				5	2	6	3	1	2	5	2	5	31
Mishandling of Passenger Property - Dama	iged/Missing It	temsCarry	on Lug	1			1	1					3
Mishandling of Passenger Property - Dama	ged/Missing It	temsChec	ked Baggad	ge	1	1	2	2	2	5	2	7	22
Mishandling of Passenger Property - Disar				1	3			1	2	2	1		10
Patdown	,	,		3	5	2	4	4	3	3	5	5	34
				3	5								
Patdown - Flyer						2	4	4	3	3	5	5	34
Persons w/ Disabilities (PWD)				3	3	4	1	3	4	6	2	2	28
Persons w/ Disabilities (PWD) - Autism Sp	ectrum			1									1
Persons w/ Disabilities (PWD) - Cognitive	Developmenta	al /Mental D	isability			1							1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dress	ings/Masks										1	1
Persons w/ Disabilities (PWD) - General					1		1	1					3
` /	nairmant												
Persons w/ Disabilities (PWD) - Hearing In										2			2
Persons w/ Disabilities (PWD) - Medically		dication and	d Medical S	Supplies							1		1
Persons w/ Disabilities (PWD) - Metal Impl	ants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility Di	sability (Not W	/heelchair o	r Scooter)		2				1	2			5
Persons w/ Disabilities (PWD) - Ostomy/O	stomates									1			1
Persons w/ Disabilities (PWD) - Service Ar										1			1
Persons w/ Disabilities (PWD) - Touch Ave		uma)							1			1	2
		uilia)											
Persons w/ Disabilities (PWD) - Visual Imp						1							1
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway		2		1			2		1		6
Property - Special Handling				8	3	7	8	10	5	3	8	4	56
Property - Special Handling - Damaged Ite	ms - Carry-On			1		1	1	1			2	1	7
Property - Special Handling - Damaged Ite	ms - Checked				1	2	3	3	1	1	2		13
Property - Special Handling - Missing Items				2	1	1	1	2	2		2	3	14
				5	1	3	3	4	2	2			22
Property - Special Handling - Missing Items	s - Crieckeu			5				4					
Request for Assistance					1						1		2
Request for Assistance - Other					1								1
Request for Assistance - Wounded Warrio	(MSIJSOC)										1		1
Screening				7	15	14	13	17	16	10	14	12	118
Screening - Inconsistency						1	2			1		1	5
Screening - Individual Screening - Lengthy Lines					2	3		2	2	3	3	1	J
											.3		16
				7	4.4		4.4			_			
Screening - Procedures/Process	. 4 1. 12			7	11	9	11	14	13	5	10	6	86
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	ated Items			7		9	11	14				6 1	3
Screening - Procedures/Process	ated Items			7	2		11		13	1	10	6	86 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	ated Items	49	58	7 55			11	14			10	6 1	86
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach		49	58		2	1		14	1	1	10 1 13	6 1 3	86 3 8 356
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights	47 3			55	2 53	33		14	1 11	1 13	10 1 13	6 1 3	86 3 8 356 16
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age	47			55	2 53	33		14	1 11	1 13	10 1 13	6 1 3	86 3 8 356 16
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	47 3			55	2 53 4	33		14	1 11	1 13	10 1 13	6 1 3	86 3 8 356 16 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear	47 3 1	1	2	55	2 53 4	33		14	1 11 1	1 13 2	10 1 13	6 1 3	86 3 8 356 16 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimination	47 3 1	1		55	2 53 4	33 1		14	1 11	1 13	10 1 13	6 1 3	86 3 8 356 16 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear	47 3 1	1	2	55	2 53 4	33		14	1 11 1	1 13 2	10 1 13	6 1 3	86 3 8 356 16 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	47 3 1	1	2	55 2	2 53 4	33 1		14	1 11 1	1 13 2	10 1 13	6 1 3	86 3 8 356 16 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisco Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	47 3 1 Not Transgeno	1 1 der	2	55 2 1	2 53 4	33 1	4	14	1 11 1	1 13 2	10 1 13	6 1 3 16	86 3 8 356 16 1 1 1 9 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	47 3 1	1 1 der	2 2	55 2 1	2 53 4 1 2 1	33 1		14	1 11 1	1 13 2	10 1 13	6 1 3 16	86 3 8 356 16 1 1 1 9 3 1 83
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	47 3 1 Not Transgend 1	1 1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	14	1 1 1	1 13 2 2	10 1 13	6 1 3 16	86 3 8 356 16 1 1 1 9 3 1 83
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	47 3 1 Not Transgeno	1 1 der	2 2	55 2 1	2 53 4 1 2 1	33 1	4	14	1 11 1	1 13 2	10 1 13 2	6 1 3 16	86 3 8 356 16 1 1 1 9 3 1 1 83 7
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed	47 3 1 Not Transgend 1	1 1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	14	1 1 1	1 13 2 2	10 1 13 2 2 2	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 1 1 8 3 7 7 6
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	47 3 1 Not Transgend 1	1 1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	14	1 1 1	1 13 2 2	10 1 13 2	6 1 3 16	86 3356 16 11 11 11 9 3 3 11 83 7
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed	47 3 1 Not Transgend 1	1 1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	14	1 1 1	1 13 2 2	10 1 13 2 2 2	6 1 3 16	86 3 8 8 356 16 11 1 1 1 1 1 9 3 3 1 1 83 7 7 766 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements	47 3 1 Not Transgend 1 11	1 der 13 2 11	2 2 12 2 10	55 2 1 1 1 10 1 9	2 53 4 1 2 1 15	1 33 1 1 1 13	1	14	1 1 1	1 13 2 2	10 1 13 2 2 2	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 1 1 8 3 7 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements - ID Match	47 3 1 Not Transgene 1 11 11	1 der 13 2 11	2 2 12 2 10	55 2 1 1 1 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 1 13	1	14	1 11 1	1 13 2 2 2	10 1 13 2 2 2 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 8 3 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks	47 3 1 Not Transgend 1 11 11 11	1 der 13 2 11 Boarding F	2 2 12 2 10	55 2 1 1 10 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	14	1 11 1 1 3 3	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 1 1 83 7 76 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock	47 3 1 Not Transgene 1 11 11	1 der 13 2 11	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 1 13	1	14	1 11 1	1 13 2 2 2	10 1 13 2 2 2 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 8 3 3 7 7 6 1 1 1 1 1 1 8 3 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock	47 3 1 Not Transgend 1 11 11 11	1 der 13 2 11 Boarding F	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	14	1 11 1 1 3 3	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 8 8 356 16 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock	47 3 1 Not Transgend 1 11 11 11	1 der 13 2 11 Boarding F	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	14	1 11 1 1 3 3	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Locks and Found Lost and Found	47 3 1 Not Transgend 1 11 11 11	1 der 13 2 11 Boarding F	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	14	1 11 1 1 3 3	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 356 16 1 1 1 1 9 3 3 1 1 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	47 3 1 Not Transgene 1 11 11 11 11 7 7	1 der 13 2 11 Boarding F 2 2	2 2 12 2 10	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13	1 1	14 1 4	1 11 1 1 3 3	1 13 2 2 2 2 2	10 1 13 13 2 2 2 1 1 1	6 1 3 16	86 38 88 356 16 1 1 1 1 9 3 3 1 83 83 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 17 17 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 der 13 2 11 Boarding F 2 2	2 12 2 10 Pass Issues	55 2 1 1 10 1 9 4 4 4 1 1 7 3	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13	1 1	14 1 4	1 11 1 1 3 3	1 13 2 2 2 2	10 1 13 2 2 2 1 1 1	1 1 1	866 388 3566 1666 11 11 11 13 14 15 17 17 17 17 11 11 15 15 15 16 16 16 16 16 16 16 16 16 16
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	47 3 1 Not Transgene 1 11 11 11 11 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 der 13 2 11 Boarding F 2 2	2 12 2 10 Pass Issues 11 4 -on Luggag	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13 13	1 1	14	1 11 1 1 3 3 3	1 13 2 2 2 2 2	10 1 13 13 2 2 2 1 1 1	1 1 1 4	86 3 8 356 16 1 1 1 1 9 3 3 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Bacial Profiling or Discrimina Civil Rights - Bacial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 der 13 2 11 Boarding F 2 2	2 12 2 10 2 ass Issues 11 4 -on Luggag	55 2 1 1 10 1 9 4 4 4 1 1 7 3	2 53 4 1 2 1 15 2 13 4 4 4	1 33 1 1 13 13	1 1	14 1 4	1 11 1 1 3 3	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1	86 3 8 356 16 1 1 1 1 1 83 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	47 3 1 Not Transgend 1 11 11 11 11 17 17 2 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 der 13 2 11 Boarding F 2 2	2 12 2 10 2 ass Issues 11 4 -on Luggag 6 1	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13 13	1 1	14	1 11 1 1 3 3 3	1 13 2 2 2 2 2	10 1 13 13 2 2 2 1 1 1	1 1 1 4	866 3 8 8 356 16 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Bacial Profiling or Discrimina Civil Rights - Bacial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 der 13 2 11 Boarding F 2 2	2 12 2 10 2 ass Issues 11 4 -on Luggag	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13 4 4 4	1 33 1 1 13 13 13	1 1	14	1 11 1 1 3 3 3	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1	86 3 8 356 16 1 1 1 1 1 83 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 17 17 2 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	1 der 13 2 11 Boarding F 2 2 4 temsCarry 4	2 12 2 10 2 ass Issues 11 4 -on Luggag 6 1	55 2 1 1 10 1 1 9	2 53 4 1 2 1 15 2 13 4 4 4 4	1 33 1 1 13 13 1 1 1 5 2 3	1 1	14 1 4	1 11 1 1 3 3 3	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1	86 3 8 356 16 1 1 1 1 9 3 3 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisco Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 11 4 1 13 2	1 der 13 2 11 Boarding F 2 2 4 temsCarry 4	2 12 2 10 2 ass Issues 11 4 -on Luggag 6 1 3	55 2 1 1 10 10 1 9 4 4 4 1 1 7 3 3 Jee 4	2 53 4 1 2 1 15 2 13 4 4 4 6 3 1 2 2	1 33 1 1 13 13 13 5 2 3	1 1	14 1 4	1 11 1 1 3 3 3	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1 1	86 3 8 356 16 1 1 1 1 9 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisco Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Reacial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 2 11 4 4 1 3	1 der 13 2 11 Boarding F 2 2 4 temsCarry 4	2 12 2 10 2 ass Issues 11 4 -on Luggag 6 1 3	55 2 1 1 10 10 1 9 4 4 4 1 1 7 3 3 Jee 4	2 53 4 1 2 1 15 2 13 4 4 4 6 3 1 2 2	1 33 1 1 13 13 13 5 2 3	1 1	14 1 4	1 11 1 1 3 3 3	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1 1	86 3 8 356 16 1 1 1 1 9 3 3 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1

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ries		1-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr 0	5-May (6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive													
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Internal N													
Persons w/ Disabilities (PWD) - Medically		1	1		1								
Persons w/ Disabilities (PWD) - Metal Imp		1											
Persons w/ Disabilities (PWD) - Mobility [1		2		1					1			
Persons w/ Disabilities (PWD) - Touch Av	1		1		1								
Persons w/ Disabilities (PWD) - Wheelcha		1	1										
Property - Special Handling	5	6	5	11	3	5		2	3	2		4	
Property - Special Handling - Damaged It			1	2	- 0			1	1				
			ı		4			1		4			
Property - Special Handling - Damaged It				3	1	2			1	1		2	
Property - Special Handling - Missing Iten		2	3	2								1	
Property - Special Handling - Missing Iten	r 2	4	1	4	2	3		1	1	1		1	
Screening	12	15	19	19	16	6	2		1	4	2	4	1
Screening - Crew Member or Airline Empl	loyee				1						1		
Screening - Lengthy Lines	5	3	4	6	2								
Screening - Procedures/Process	5	12	14	10	13	6	1		1	4	1	4	
Screening - Retrieving Abandoned/Confis				3							•		
	1		1	J			1						
Screening - Security Breach	1		ı				1						
SIDA (Security Identification Display Area)												1	
SIDA (Security Identification Display Area	i) - General											1	
021	18	23	7	11	17	17	22	31	69	79	100	98	4
Civil Rights	1	2		1		2		1	3	3	4	1	
Civil Rights - Hair Patdowns		1											
Civil Rights - Headwear										2			
						•					_		
Civil Rights - Racial Profiling or Discrimina		1				2		1	2	1	2	1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der		1							2		
Civil Rights - Transgender Screening									1				
Claims					1		1						
Claims - General					1		1						
Customer Service	5	4	2	2	2	3	3	4	10	6	6	3	
Customer Service - Others	1	4				1	3	4		1	0	3	
	-								2				
Customer Service - TSO	4	4	2	2	2	2	3	4	8	5	6	3	
Expedited Passenger Screening Program					1	5	10	13	40	59	72	84	2
Expedited Passenger Screening Program	- Active Duty N	/lilitary						1					
Expedited Passenger Screening Program	- TSA Applicat	ion Progran	n					2	3	2	2	2	
Expedited Passenger Screening Program					1	5	10	10	36	56	70	82	2
Expedited Passenger Screening Program			Ont In		'		10	10	1	1	70	02	
	- TOR/DITO EII	ipioyees - C	Эрсіп						- 1				
Identification (ID) Requirements							1	1			1		
Identification (ID) Requirements - Domest	1						1	1			1		
Locks	1									1			
Locks - Missing or Damaged Lock	1									1			
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Mishandling of Passenger Property	3	6	2	3	5	2		3	4	1	4	2	
				3	3			3	4		4		
Mishandling of Passenger Property - Dam		2	1										
Mishandling of Passenger Property - Dam	2	1							1		2	1	
Mishandling of Passenger Property - Dam	naged/Missii	3		2	5	2		3	2	1	2	1	
Mishandling of Passenger Property - Disa	rrayed Items(Carry-on	1	1					1				
No Jurisdiction				1	1			3	1	1			
No Jurisdiction - No Referral				1									
				'	4				4	-			
No Jurisdiction - Refer to Other					1			3	1	1			
Patdown						2	1		1	1	2		
Patdown - Flyer						2	1		1	1	1		
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	2						1				2		
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Medical [lo du				1						
	Dovings Attack												
. , ,		ned to the B	ouy										
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	ned to the B	ody				ı				1		
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	plants (joint) 1	ned to the B	ody				ı				1		
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint) 1	ned to the B	ody				I				1		
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	plants (joint) 1	ned to the B	lody				1			1	1		
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items	plants (joint) 1 1	ned to the B	ody							1	1		
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar	plants (joint) 1 1 1 mmunition	ned to the B	ouy				1				1		
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar Prohibited & Permitted Items - Food/Beve	plants (joint) 1 1 mmunition erages		•	2	E	2	1	4	2	1		4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Arenohibited & Permitted Items - Food/Beverbroperty - Special Handling	plants (joint) 1 1 mmunition erages 2	ned to the B	1	3	5	2	1 1 2	1	3	3	1	4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbribited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbribited	plants (joint) 1 1 mmunition erages 2 1	5	1	3 1		2 1	1 1 2 1	1 1	3 2	3			
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Award Prohibited & Permitted Items - Firearm/Araprohibited & Permitted Items - Food/Beveroperty - Special Handling - Damaged Items - Property - Special Handling - Missing Item - Special Handling - Missing Item - Property - Property - Special Handling - Missing Item - Property -	plants (joint) 1 1 mmunition erages 2 1 ms - Carry-C	5	•	1	1	1	1 1 2		2	3	1	3	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbribited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbribited	plants (joint) 1 1 mmunition erages 2 1 ms - Carry-C	5 4 1	1		1 4		1 1 2 1			1 3 1 2	1		
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbribited & Permitted Items Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroperty - Special Handling Property - Special Handling - Damaged Items - Special Handling - Missing Items - Special Handling - Missing Items - Special Handling - Missing Items	plants (joint) 1 1 mmunition erages 2 1 ms - Carry-C	5	1	1	1	1	1 1 2 1		2	3	1	3	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroperty - Special Handling Property - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Special Handling - Missing Items - Special Handling - Missing Items - Screening	plants (joint) 1 1 1 mmunition erages 2 1 ns - Carry-C	5 4 1	1	1	1 4	1	1 2 1 1	1	1	1 3 1 2	1	3	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbribited & Permitted Items Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Special Handling - Missing Items - Inconsistency	plants (joint) 1 1 1 mmunition erages 2 1 ns - Carry-C	5 4 1	1	1	1 4	1	1 2 1 1	1	1 7	1 3 1 2	1	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Items - Property - Special Handling - Missing Item - Property - Special Handling - Missing Item - Property - Special Handling - Missing Item - Property - Special Handling - Missing Item - Screening - Inconsistency - Screening - Lengthy Lines	plants (joint) 1 1 1 mmunition erages 2 1 1 1 1 4 1 4	5 4 1 6	1 1 2	2	1 4 2	1 1 1	1 1 2 1 1	4	1 7	1 3 1 2	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbribited & Permitted Items - Firearm/Arerohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Inconsistency - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process	plants (joint) 1 1 1 mmunition rages 2 1 ns - Carry-C 1 4	5 4 1	1	1	1 4	1	1 2 1 1	1	1 7 1 5	1 3 1 2	1	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbribited & Permitted Items - Firearm/Arerohibited & Permitted Items - Frood/Beverbroperty - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Inconsistency - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confis	plants (joint) 1 1 1 mmunition rages 2 1 ns - Carry-C 1 4	5 4 1 6	1 1 2	2	1 4 2	1 1 1	1 1 2 1 1	4	1 7	1 3 1 2 2 2	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Frood/Beverbrobibited & Permitted Items - Food/Beverbrobibited & Permitted Items - Food/Beverbrobibited & Permitted Items - Food/Beverbrobibited & Property - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process	plants (joint) 1 1 1 mmunition rages 2 1 ns - Carry-C 1 4	5 4 1 6	1 1 2	2	1 4 2	1 1 1	1 1 2 1 1	4	1 7 1 5	1 3 1 2	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbrohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Item - Property - Special Handling - Missing Item - Property - Special Handling - Missing Item - Screening - Inconsistency - Screening - Inconsistency - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confis	plants (joint) 1 1 1 mmunition rages 2 1 ns - Carry-C 1 4	5 4 1 6	1 1 2	2	1 4 2	1 1 1	1 1 2 1 1	4	1 7 1 5	1 3 1 2 2 2	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Awd Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ard Prohibited & Permitted Items - Food/Bever Property - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confistation	plants (joint) 1 1 1 mmunition rages 2 1 ns - Carry-C 1 4	5 4 1 6	1 1 2 2	2	1 4 2	1 1 1	1 1 2 1 1	4	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1.4
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Avalance Prohibited & Permitted Items - Firearm/Aralance Prohibited & Permitted Items - Firearm/Aralance Property - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confis TWIC - Status	plants (joint) 1 1 1 1 1 mmunition erages 2 1 1 1 4 cated Items 126	5 4 1 6	1 1 2	1 2 1	1 4 2	1 1 1	1 1 2 1 1 2 2 2 2	4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confistivic TWIC - Status 222 Additional Information Required/Insufficient Interpretations - Procedures/Procest Impulsional Information Required/Insufficient Interpretations - Procedures/Insufficient Inter	plants (joint) 1 1 1 mmunition prages 2 1 ns - Carry-C 1 4 4 cated Items 126 formation	5 4 1 6 6	1 1 2 2	1 2 1	1 4 2	1 1 1	1 1 2 1 1 2 2 2 2	4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,0
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroberty - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confistivic TWIC - Status 1022 Additional Information Required/Insufficient Information Required/Insuffi	plants (joint) 1 1 1 mmunition prages 2 1 ns - Carry-C 1 4 4 cated Items 126 formation	5 4 1 6 6	1 1 2 2	1 2 1	1 4 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 2 2 2 2 2 384	4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,0
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbrohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbrohibited & Property - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confistation - TWIC - Status 1022 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline	plants (joint) 1 1 1 mmunition prages 2 1 ns - Carry-C 1 4 4 cated Items 126 formation	5 4 1 6 6	1 1 2 2	1 2 1	1 4 2	1 1 1	1 1 2 1 1 2 2 2 2	4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,0
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroberty - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confistivic TWIC - Status 1022 Additional Information Required/Insufficient Information Required/Insuffi	plants (joint) 1 1 1 mmunition prages 2 1 ns - Carry-C 1 4 4 cated Items 126 formation	5 4 1 6 6	1 1 2 2	1 2 1	1 4 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 2 2 2 2 2 384	4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,6
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbrohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbrohibited & Property - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Screening - Screening - Inconsistency - Screening - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confistation - Twick - Status 1022 Additional Information Required/Insufficient Information Required/Insufficient Information - Policy/Regulations/Service	plants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 4 1 6 6 157 1 1 1	1 2 2	1 2 1	2	1 1 1 319	1 1 2 1 1 1 2 2 2 2 384	1 4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,4
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Awd Prohibited & Permitted Items - Firearm/Ard Prohibited & Permitted Items - Firearm/Ard Prohibited & Permitted Items - Food/Bever Property - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Lengthy Lines - Screening - Retrieving Abandoned/Confistation - Property - Status - Status - Retrieving Abandoned/Confistational Information Required/Insufficient Imperson - Additional Information Required/Insufficient Airline - Policy/Regulations/Service - Civil Rights	plants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 4 1 6	1 1 2 2	1 2 1	1 4 2 2	1 1 1 1 319	1 1 2 1 1 1 2 2 2 2 2 384	4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Fornibited & Permitted Items - Fronibited & Permitted Items - Fronibited & Permitted Items - Food/Beverbrobited & Permitted Items - Food/Beverbrobited & Permitted Items - Food/Beverbrobited & Property - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Property - Special Handling - Property - Special Handling - Property - Special Handling - Property - Special Handling - Property - Special Handling - Property - Special Handling - Property - Special Handling - Missing Items - Property - Special Handling - Property - Special Handling - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Property - Property - Special Handling - Property - Propery - Property - Property - Property - Property - Property - Proper	plants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 4 1 6 6 157 1 1 1	1 1 2 2 2 131	1 2 1	2	1 1 1 319	1 1 2 1 1 1 2 2 2 2 384	1 4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status 1022 Additional Information Required/Insufficient Impediational Information Required/Insufficient Airline - Policy/Regulations/Service Civil Rights - Constitutional Rights Civil Rights - National Origin	plants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 4 1 6 6 157 1 1 1	1 2 2	1 2 1	2	1 1 1 319	1 1 2 1 1 1 2 2 384	1 4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Firearm/Arerohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Retrieving Abandoned/Confistable - TwIC - Status 1 WIC - Status 1 WIC - Status 2 Additional Information Required/Insufficient Imperior - Policy/Regulations/Service - Airline - Policy/Regulations/Service - Civil Rights - Constitutional Rights	plants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 4 1 6 6 157 1 1 1	1 1 2 2 2 131	1 2 1	2	1 1 1 319	1 1 2 1 1 1 2 2 2 2 384	1 4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,6
Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Firearm/Are Prohibited & Permitted Items - Food/Beverbroperty - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status 1022 Additional Information Required/Insufficient Impediational Information Required/Insufficient Airline - Policy/Regulations/Service Civil Rights - Constitutional Rights Civil Rights - National Origin	plants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 4 1 6 6 157 1 1 1	1 1 2 2 2 131	1 2 1	2	1 1 1 319	1 1 2 1 1 1 2 2 384	1 4 1 3	1 7 1 5	1 3 1 2 2 2 2 1	1 1 8	3 1 4	1,

		1	ΓSA Contac	ct Center (1	CC) Data 1	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina	ation	3	2	1									6
Civil Rights - Sex/Gender/Gender Identity	1		1				1						3
Claims		1											1
Claims - General		1											1
Customer Service	3	11	11	8	8	4	8	11					64
Customer Service - TSO	3	11	11	8	8	4	8	11					64
Expedited Passenger Screening Program	98	124	99	56	128	296	360	304					1,465
Expedited Passenger Screening Program	- DoD			1	1	2	1						5
Expedited Passenger Screening Program	10	13	10	5	6	2	16	9					71
Expedited Passenger Screening Program	88	110	89	50	121	290	343	295					1,386
Expedited Passenger Screening Program	- TSA/DHS	1				2							3
Identification (ID) Requirements					1	1							2
Identification (ID) Requirements - Domest	ic				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	1	4				1	1	7					14
Mishandling of Passenger Property - Dam	ı ıaqed/Missir	ng Items Pri	vate Scree	ning Contra	ctor			3					3
Mishandling of Passenger Property - Dam		1		J									2
Mishandling of Passenger Property - Dam		2				1	1	4					8
Mishandling of Passenger Property - Disa	-	1											1
No Jurisdiction			3	1		1	1	1					7
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			2				1						3
No Jurisdiction - Refer to Other			1	1		1							3
Patdown	1		3			1	1	2					9
Patdown - Children	·		1										1
Patdown - Flyer	1		2	1		1	1	2					
Persons w/ Disabilities (PWD)	2		2		1	1	- '	4					10
Persons w/ Disabilities (PWD) - Autism S			1		1	'							3
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment			'			1					1
Persons w/ Disabilities (PWD) - Metal Imp			ar Bioability					1					1
Persons w/ Disabilities (PWD) - Ostomy/C						1							1
Persons w/ Disabilities (PWD) - Prosthesi						'		1					2
Persons w/ Disabilities (PWD) - Wheelcha		Segway	1					1					2
Prohibited & Permitted Items		ocgway	1										1
Prohibited & Permitted Items - Food/Beve	ranes		1										1
Property - Special Handling	4	1	'	5	1	1	4	1					17
Property - Special Handling - Damaged Ite		'		3		'		1					5
Property - Special Handling - Damaged Ite	1			0			2						3
Property - Special Handling - Missing Item	1	1		2			2						6
Property - Special Handling - Missing Item	1	- 1			1	1							3
Screening	14	7	7	5	5	10	5	11					64
Screening - Inconsistency	2	1	1		3	10	1	- 11					5
Screening - Lengthy Lines		1	- 1		1	2		3					7
Screening - Military		1			1			3					1
Screening - Military Screening - Procedures/Process	12	5	5	5	2	8	3	6					46
· · · · · · · · · · · · · · · · · · ·		5	1	5	1	8	1	1					40
Screening - Retrieving Abandoned/Confis	caleu ilems		1		1		1	1					1
Screening - Shoe Screening	4							1					1
TWIC Coperal	1												1
TWIC - General	1												1

Categories	10-Oct	11-Nov	12-Dec)2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	14		9	7	12	13	13	7	18	17	9	7	6	132
2019					1		1	1	2	7	3	4		20
Civil Rights											1	1	1	3
Civil Rights - National Origin												1		1
Civil Rights - Racial Profiling or Discrimina	ation										1		1	2
Customer Service - TSO										1 1				1
Locks							1			1		1		2
Locks - Missing or Damaged Lock							1					1		2
Mishandling of Passenger Property										1	1	1		3
Mishandling of Passenger Property - Dam	aged/Missing	ltems	Checked E	Baggage						1	1	1		3
Patdown										3	1			4
Patdown - Flyer										2	1			3
Patdown - Flyer as Observer										1				1
Property - Special Handling	01 1				1			1	2					4
Property - Special Handling - Damaged Ite	ems - Checke	ed			1			1	2					4
Screening Screening - Procedures/Process										2		1		3
2020	5		3	2	4	3	3		2		5	- 1	3	30
Civil Rights	3		•	_	-	1					1		•	5
Civil Rights - Constitutional Rights	1													1
Civil Rights - Racial Profiling or Discrimina						1					1			4
Customer Service			2				1		1					4
Customer Service - Others			1				1							2
Customer Service - TSO			1						1					2
Locks					2									2
Locks - Missing or Damaged Lock					2									2
Mishandling of Passenger Property	1/8.41		01 1 15				1				1		2	4
Mishandling of Passenger Property - Dam							1				1		0	2
Mishandling of Passenger Property - Disa Patdown	rrayed items.	Carry-o	n or Chec			1					1		2	2
Patdown - Flyer				2		1					1			4
Persons w/ Disabilities (PWD)				2		1					1			1
Persons w/ Disabilities (PWD) - Service A	nimals										1			1
Property - Special Handling	2				1				1		1		1	6
Property - Special Handling - Damaged Ite	ems - Carry-0	On									1			1
Property - Special Handling - Damaged Ite	1								1					2
Property - Special Handling - Missing Item	ns - Carry-On				1									1
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				40				3
Airline	3		1		1		2		3	10	1	1	2	26
Airline - Policy/Regulations/Service												1		1
Civil Rights	1								1	1				3
Civil Rights - Hair Patdowns									1					1
Civil Rights - Racial Profiling or Discrimina	ation									1				1
Civil Rights - Transgender Screening	1													1
Customer Service					1					3				4
Customer Service - CSM										1				1
Customer Service - TSO					1					2				3
Expedited Passenger Screening Program	D-D								1	4	1	1		7
Expedited Passenger Screening Program Expedited Passenger Screening Program		o ole								3	4	4		<u>1</u>
Identification (ID) Requirements	- TOA FIECH	IECK					1		1	3	1	1		1
Identification (ID) Requirements - ID Matc	l hing Ticket a	nd Board	ling Pass I	Issues			1							1
Locks	inig Honora	a Doaro	g . acc .				1							1
Locks - General							1							1
Mishandling of Passenger Property	1											1		2
Mishandling of Passenger Property - Dam	aged/Missino	g Items	Carry-on L	uggage								1		1
Mishandling of Passenger Property - Dam	1													1
Patdown										1			1	2
Patdown - Flyer													1	1
Patdown - Flyer as Observer										1				
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Mobility E Property - Special Handling	1								1	1				1
Property - Special Handling - Damaged Ite	 ems - Checke	ed							'	1				1
Property - Special Handling - Missing Item									1	'				1
Screening	0.1001.00		1										1	2
Screening - Inconsistency													1	1
Screening - Security Breach			1											1
2022	6		5	5	6	10	7	6	11					56
Civil Rights									1					1
Civil Rights - Race			2						1					1
Customer Service	1		2			1								4
Customer Service - TSO Expedited Passanger Screening Program	1 3		2 3	2	2	1	-							4
Expedited Passenger Screening Program Expedited Passenger Screening Program				2	3	6	6	4	9					36
Expedited Passenger Screening Program			ogram 3	2	3	5	6	4	8					34
Hazardous Materials Safety		•	_	_		J	U	1	U					1
Hazardous Materials Safety - General								1						1
Locks						1								1
Locks - Missing or Damaged Lock						1								1
Lost and Found				1										1

			15A Conta	ct Center (ICC) Data	1001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage	1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	ressings/Ma	asks	1									1
Property - Special Handling	1			1		1							3
Property - Special Handling - Damaged It	tems - Carry	-On				1							1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
Screening	1		1	1	1		1	1					6
Screening - Inconsistency					1			1					2
Screening - Procedures/Process	1		1	1			1						4

egories	10-Oct 11	-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GU	5	4	3	2	1		8	6		2			
2019				2		3		2					
Customer Service				1		1							
Customer Service - Others						1							
Customer Service - TSO				1									
Mishandling of Passenger Property						1		1					
Mishandling of Passenger Property - Disa	rraved ItemsCa	arrv-on o	r Checked	1		1		1					
Property - Special Handling	,	,				1		1					
Property - Special Handling - Damaged Ite	ems - Checked					1		1					
Screening				1			1						
Screening - Procedures/Process				1			1						
2020		1								1	1	1	
Customer Service		1								•	•	•	
Customer Service - TSO		1											
Mishandling of Passenger Property		'									1		
Mishandling of Passenger Property - Dam	aned/Missing Ite	msChe	cked Rac	nane							1		
Persons w/ Disabilities (PWD)	aged/Missing ite	.11130110	onca Dag	gage						1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (nain/trau	ma)								1			
Screening	Croiori (pairi/trau	ma)								- '		1	
Screening - Procedures/Process												1	
2021	1	2	1		1	3	3	1	1	1	1	2	
Civil Rights	·	1	'			1	,				- '		
Civil Rights - Hair Patdowns		1				- '							
Civil Rights - Racial Profiling or Discrimina	ation	- 1				1							
Customer Service	ation		1		1	1						1	
Customer Service - Others			- 1		1	- 1						'	
Customer Service - Others Customer Service - TCC			1		l l								
			- 1			-						4	
Customer Service - TSO						1						1	
Expedited Passenger Screening Program	TOA B. Ol					1	1			1			
Expedited Passenger Screening Program	- TSA PreCheck	(1	1			1			
Patdown											1		
Patdown - Flyer											1		
Property - Special Handling	1							1					
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item	1												
Screening		1					2		1			1	
Screening - Crew Member or Airline Empl	oyee											1	
Screening - Lengthy Lines		1					1						
Screening - Procedures/Process							1		1				
2022	4	1	2			3	4	3					
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service			1				1						
Customer Service - TSO			1				1						
Expedited Passenger Screening Program	3		1			3	1	2					
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2		1			3		2					
Screening		1					2	1					
Screening - Inconsistency		1					1						
Screening - Procedures/Process							1	1					

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

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

							Tool - FOIA							
gories		11-Nov		Dec	01-Jan	02-Feb		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019	7		5	8	7		1 6 1	6 8 1		8	6 4	11 3	3	
Customer Service							1 1	<u>1</u> 1		2	1	1	1	
Customer Service - Others							1		1	2	- '	1		
Customer Service - TSO							1	1			1			
Locks										1				
Locks - Missing or Damaged Lock										1				
Mishandling of Passenger Property									1		2			
Mishandling of Passenger Property - Dama	aged/Missing	Items-	-Checke	ed Bago	gage				1		2			
Patdown									1					
Patdown - Flyer									1					
Persons w/ Disabilities (PWD)	N	4		N.A 12								1		
Persons w/ Disabilities (PWD) - Medically Property - Special Handling	Necessary IV	redicati	on and	wedica	Supplies							1	4	
Property - Special Handling - Damaged Ite	ms - Carry-C)n							1			1	1	
Property - Special Handling - Damaged Ite												- 1	1	
Property - Special Handling - Missing Items									1					
Screening											1			
Screening - Procedures/Process											1			
2020	1		2	5	3		2 1		1			2		
Customer Service				1	1		1		1					
Customer Service - TSO				1	1		1		1					
Locks			1											
Locks - Missing or Damaged Lock			1											
Mishandling of Passenger Property				1			1 1							
Mishandling of Passenger Property - Dama	aged/Missing	Items-	-C	1			1 1							
Patdown				1										
Patdown - Flyer				1										
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees a	and Cas		1										
Property - Special Handling	1		1		2							1		
Property - Special Handling - Damaged Ite	ms - Checl		1											
Property - Special Handling - Missing Item	1				_									
Property - Special Handling - Missing Items	s - Checked				2							1		
Screening				1								1		
Screening - Procedures/Process				1								1		
Screening - Security Breach 2021	4			1			4			5	2		2	
Civil Rights	•						•			1			1	
Civil Rights - Racial Profiling or Discrimina	tion									1			1	
Customer Service										1	1	1		
Customer Service - CSM											1			
Customer Service - TSO										1		1		
Expedited Passenger Screening Program										2	1	2		
Expedited Passenger Screening Program -	- TSA PreCh	eck								2	1	2		
Lost and Found	1													
Lost and Found - Airport/TSA	1													
Mishandling of Passenger Property							1							
Mishandling of Passenger Property - Dama	aged/Missing	Items-	-Carry-c	n Lugg	jage		1							
Patdown	2													
Patdown - Flyer	2													
Persons w/ Disabilities (PWD)							1							
Persons w/ Disabilities (PWD) - Service Ar	nimals						1							
Property - Special Handling	1						1					2		
Property - Special Handling - Damaged Ite	1											2		
Property - Special Handling - Missing Items	s - Checked						1							
Screening				1			1			1		1	1	
Screening - Inconsistency							1							
Screening - Lengthy Lines													1	
Screening - Procedures/Process	_			1	-					1		1		
2022	2		3	2	4		4 5		3					
Customer Service Customer Service - TSO			2				1							
Expedited Passenger Screening Program	1		_	1	4		1 2		3					
Expedited Passenger Screening Program -		ation Pr	rogram	- 1	4		1 1							
Expedited Passenger Screening Program	1 OA Applica	adon i'l	Jyrani	1	4		1 1		3					
Mishandling of Passenger Property	1			- 1	4			1						
Mishandling of Passenger Property - Disar	rayed Items-	-Carrv-	on or Cl	necked				1						
Persons w/ Disabilities (PWD)	, 1101110		1											
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/		1											
Prohibited & Permitted Items	1		•											
Prohibited & Permitted Items - Knives/Tod	1													
Property - Special Handling							1							
	0)n					1							
Property - Special Handling - Damaged Ite	ms - Carry-C	/11												
	ms - Carry-C	/11		1			3 1							
Property - Special Handling - Damaged Ite	ms - Carry-C	711		1			3 1 1							
Property - Special Handling - Damaged Ite Screening	ems - Carry-C	,11		1										

ogorios	40.0-4			act Center (OF Mass	00 1	07 1	00 4 00 0	Tatal
egories	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug 09-Sep	
IT	2	3		2 1	•	2	1	1	•	4	-	2
2019					1				1	3	1	
Civil Rights											1	
Civil Rights - Racial Profiling or Discriming	nation										1	
Mishandling of Passenger Property									1	2		
Mishandling of Passenger Property - Dai										2		
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Check	ed					1			
Property - Special Handling										1		
Property - Special Handling - Missing Ite	ms - Checke	d								1		
Screening					1							
Screening - Procedures/Process					1							
2020	1	2		1					2		1	
Customer Service									1			
Customer Service - TSO									1			
Mishandling of Passenger Property											1	
Mishandling of Passenger Property - Dai	maged/Missir	ng ItemsC	hecked Ba	aggage							1	
Property - Special Handling				1								
Property - Special Handling - Damaged	tems - Checl	red		1								
Screening	1	2							1			
Screening - Procedures/Process	1	2							1			
2021	1					2			1	1		
Customer Service									1			
Customer Service - TSO									1			
Property - Special Handling						1				1		
Property - Special Handling - Missing Ite	ms - Checke	d				1				1		
Screening	1					1						
Screening - Inconsistency						1						
Screening - Procedures/Process	1											
2022		1		2			1	1				
Customer Service		•					1	1				
Customer Service - TSO							1	1				
Persons w/ Disabilities (PWD)				1								
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch		1								
Property - Special Handling	1	1										
Property - Special Handling - Missing Ite	ms - Checke	1										
Screening	00010			1								
Screening - Procedures/Process	_											

	40.0-4	44 М		ct Center (T			04.4	05.14	00 1	07 11	00.4	00.0	T - 4 - 1
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	68	79	90		95	109	109	95	49	75			1,012
2019				27	24	23	31	33	32	43	31	39	283
Civil Rights							3	3	1	1	2	1	11
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimin	nation						1	1	1			1	4
Civil Rights - Sex/Gender/Gender Identity	/- Not Transge	nder					1	1		1	1		4
Civil Rights - Sexual Orientation - Not Tra	ansgender							1					1
Civil Rights - Transgender Screening							1						1
Customer Service				4	6	3	7	7	5	10	8	8	58
Customer Service - Others						1	2						3
Customer Service - TSO				4	6	2	5	7	5	10	8	8	55
Locks					3	3	1	1	1	2		1	13
Locks - Missing or Damaged Lock					3	3	1	1	1	2		1	13
Lost and Found					3	3	1	1	1			ı	
													1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				12	3	8	8	4	6	9			63
Mishandling of Passenger Property - Dan								1			1	1	3
Mishandling of Passenger Property - Dan	naged/Missing	Items	Checked Ba	12	2	7	7	1	6	8	5	6	54
Mishandling of Passenger Property - Disa	arrayed Items-	-Carry-o	n or Checke	d	1	1	1	2		1			6
Patdown				1	1			2	2	2		2	10
Patdown - Flyer				1	1			1	2	1		1	7
Patdown - Flyer as Observer								1		1		1	3
Persons w/ Disabilities (PWD)				2		2	2	2	1	2	5	4	20
Persons w/ Disabilities (PWD) - Autism S	Spectrum								'	1			1
										1		1	
Persons w/ Disabilities (PWD) - Diabetes		ladi- H	n on d & 4 · · · ·	ol Committee							2		3
Persons w/ Disabilities (PWD) - Medically							1				1	1	3
Persons w/ Disabilities (PWD) - Mobility I			nair or Scoo				1	1		1	1		4
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway		2		2		1	1		1	2	9
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication	n/Prescription/	Medicall	y Necessary	/ Items				1					1
Property - Special Handling				7	8	5	4	10	8	11	4	10	67
Property - Special Handling - Damaged It	tems - Carry-C)n			1	1		1		2		2	7
Property - Special Handling - Damaged It				2	3		1	1		1		2	10
Property - Special Handling - Missing Iter						1		5	3	1	2		14
Property - Special Handling - Missing Iter				5	4	3	3	3	5	7	2		36
	lis - Checked			3	1	3	3	3	3	- 1		4	
Request for Assistance													1
Request for Assistance - Other					1								1
Screening				1	2	2	5	3	8	6	5	6	38
Screening - Children									1				1
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1	1	4	3	7	6	3	6	31
Screening - Retrieving Abandoned/Confis	scated Items			1			1				2		4
2020	29	24	4 43	25	21	19	4	1	5	7	6	11	195
Civil Rights	3				1				1		1	1	11
Civil Rights - Racial Profiling or Discrimin			1 2		1				1			1	9
Civil Rights - Sex/Gender/Gender Identity					'						1		1
	/- NOL Hallsye	nuei	1										1
Civil Rights - Transgender Screening				0						1			00
Customer Service	4	2	2 7		5	1							22
Customer Service Customer Service - Others			2 7	1		1							1
Customer Service Customer Service - Others Customer Service - TSO	4			1	5	1				1			1 21
Customer Service Customer Service - Others Customer Service - TSO Locks			2 7	1 1 3		1 2				1		2	1 21 9
Customer Service Customer Service - Others Customer Service - TSO			2 7	1 1 3	5	1				1		2 2	1 21
Customer Service Customer Service - Others Customer Service - TSO Locks			2 7 2 7 1	1 1 3 3	5 1	1 2				1			1 21 9
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock			2 7 2 7 1	1 1 3 3	5 1	1 2							1 21 9 9
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA		2	2 7 2 7 1 1 2 2	1 1 3 3	5 1 1	1 2	1			1	3	2	1 21 9 9 3 3
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	4	2	2 7 2 7 1 1 2 2 2	1 1 3 3	5 1	1 2 2	1			1		3	1 21 9 9 3 3 48
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	4 4 1	2	2 7 2 7 1 1 2 2 2 4 15	1 1 3 3 3	5 1 1	1 2 2 2				1 1 2	1	3	1 21 9 9 3 3 48 5
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	4 1 1 1 3	4	2 7 2 7 1 1 2 2 2 4 15 1	1 1 3 3 7	5 1 1	1 2 2	1			1	1	3	1 21 9 9 3 3 48 5 38
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	4 de de de de de de de de de de de de de	4	2 7 1 1 1 2 2 4 15 1 3 13 n 2	1 1 3 3 3 7 7	5 1 1 5	1 2 2 2			1	1 1 2	1 2	3	1 21 9 9 3 3 48 5 38
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	4 4 1 1 3 3 arrayed Items-	4	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2	1 1 3 3 3 7 4 4 3 2	5 1 1 5 5	1 2 2 2			1	1 1 2	1	3	1 21 9 9 3 3 48 5 38
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown - Flyer	4 de de de de de de de de de de de de de	4	2 7 1 1 1 2 2 4 15 1 3 13 n 2	1 1 3 3 3 7 4 3 2	5 1 1 5	1 2 2 2			1 1	1 1 2	1 2	3 1 2	1 21 9 9 3 3 48 5 38 5 9
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer	4 4 1 1 3 arrayed Items-3 3	, - -Carry-o	2 7 1 1 2 2 4 15 1 3 13 n 2	1 1 3 3 7 4 4 3 2 2	5 1 1 5 5	1 2 2	1			1 1 2	1 2	3 1 2	1 21 9 9 3 3 48 5 38 5 9
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	4 1 1 3 3 arrayed Items-3 3 3	-Carry-o	2 7 1 2 7 1 2 2 4 15 1 3 13 n 2 1 1	1 1 3 3 3 7 4 4 3 2	5 1 1 5 5	1 2 2 2 4 1 3 3				1 1 2	1 2	3 1 2	1 21 9 9 3 3 3 48 5 5 9 8 1 1 13
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	4 1 1 3 arrayed Items- 3 3 3 2 2 /Developm	-Carry-o	2 7 1 1 1 2 2 4 15 1 3 13 1 1 1	1 1 3 3 3 7 7 4 3 2 2	5 1 1 5 5	1 2 2 2 4 1 3 3 1	1			1 1 2	1 2	3 1 2	1 21 9 9 3 3 3 48 5 5 9 8 1 1 13 2
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically	4 n 1 n 3 arrayed Items- 3 3 4 Developm	-Carry-o	2 7 1 2 7 1 2 2 4 15 1 3 13 n 2 1 1	1 1 3 3 7 4 4 3 2 2	5 1 1 5 5	1 2 2 2 4 1 3 3	1			1 1 2	1 2	3 1 2	1 21 9 9 3 3 3 48 5 5 9 8 1 1 13
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	4 n 1 n 3 arrayed Items- 3 3 4 Developm 1 1	-Carry-o	2 7 1 1 1 2 2 4 15 1 3 13 1 1 1	1 1 3 3 3 7 7 4 3 2 2	5 1 1 5 5	1 2 2 2 4 1 3 3 1	1			1 1 2	1 2	3 1 2	1 21 9 9 3 3 3 48 5 5 9 8 1 1 13 2
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Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/w	4 4 1 1 3 3 arrayed Items- 3 3 6 /Developm 1 1 Ostomates Animals	-Carry-o	2 7 1 2 7 1 2 2 4 15 1 3 13 1 1 1	1 1 3 3 3 7 7 4 3 2 2	5 1 1 5 5 5 1 1 1	1 2 2 4 1 3 3	1			1 1 2	1 2	3 1 2	1 21 9 9 3 3 48 5 5 38 5 9 8 1 13 2 6 6 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service /	4 4 1 1 3 3 arrayed Items- 3 3 6 /Developm 1 1 Ostomates Animals	-Carry-o	2 7 1 2 7 1 2 2 4 15 1 3 13 1 1 1	1 1 3 3 3 7 4 4 3 2 2 2	5 1 1 5 5 5 1 1 1	1 2 2 4 1 3 3	1	1		1 1 2	1 2	3 1 2	1 21 9 9 9 3 3 3 48 5 9 8 1 1 13 2 6 1 1 2
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy// Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch	4 1 1 3 3 arrayed Items- 3 3 9 2 / Developm 9 1 1 Ostomates Animals 4 1 6	-Carry-o	2 7 1 2 7 1 1 2 4 15 1 3 13 1 1 1	1 1 3 3 3 7 4 4 3 2 2 2	5 1 1 5 5 5 1 1 1	1 2 2 2 4 1 3 3 1 1 1 1	1	1	1	1 1 2 2 2	1 2 1	3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 6 1 1 2 2 1 5 4
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling	4 1 1 3 arrayed Items- 3 3 8 e /Developm 9 1 1 0 1 0 00tomates Animals 6 1 6	-Carry-o	2 7 1 2 7 1 1 2 2 4 15 1 3 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 7 4 3 2 2 2 2	5 1 1 5 5 1 1 1 1	1 2 2 2 4 1 3 3 1 1 1 1 6	1		2	1 1 2 2 2	1 2 1	3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 6 1 1 2 1 5 4 5
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It	4 1 1 3 3 3 3 2 (Developm 4 1 1 Ostomates Animals 4 1 6 6 1 1 8 3	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 6 13 1 1	1 1 3 3 3 7 4 3 2 2 2 2	5 1 1 1 5 5 5 1 1 1 1	1 2 2 2 4 4 1 3 3 1 1 1 1 6 6 2	1	1	1	1 1 2 2 2	1 1 1	2 3 1 2	1 21 9 9 3 3 3 48 5 5 9 8 1 13 2 6 6 1 1 1 54 5 12
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	4 n 1 n 3 arrayed Items- 3 3 arrayed Items- 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 3 11 1 1 1 2 4	1 1 3 3 7 4 4 3 2 2 2 2	5 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 2 4 1 3 3 3 1 1 1 1 6 6 2 2 2	1 1 2		2	1 1 2 2 2	1 2 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 9 8 8 1 1 13 2 6 1 1 1 2 1 5 4 5 1 2 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	4 4 1 3 arrayed Items- 3 3 by 1 Costomates Animals 4 1 0 1 1	-Carry-o	2 7 1 2 7 1 1 2 2 4 15 1 3 13 1 1 1 1 1 1 1 1 1 1 1 1 2 4 2 8	1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 3	5 1 1 1 5 5 1 1 1 1 1 1 1 2 2 1 1 2 1 1 2 1 1 1 1	1 2 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 2 2 2	1		2 1	1 1 2 2 2 1	1 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 1 1 5 4 5 12 12 25
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility! Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	4 n 1 n 3 arrayed Items- 3 3 arrayed Items- 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 3 11 1 1 1 2 4	1 1 3 3 3 7 4 4 3 2 2 2 2 2 2 1 1 1 3 3 2 2 2	5 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 2 4 1 3 3 3 1 1 1 1 6 6 2 2 2	1 1 2		2	1 1 2 2 1 1 1 2 2 1 1 2 1 1 2 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 2 1	1 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 8 8 1 1 13 2 6 6 1 1 2 1 2 1 2 1 2 2 5 2 6 6
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy// Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency	4 1 1 3 3 arrayed Items- 3 3 8 e /Developm 9 1 1 1 Ostomates Animals 6 1 6 1 1 1 1 3 3 1 6 1 6 1 1 1 7 6	-Carry-o	2 7 1 2 7 1 1 2 4 15 1 3 13 1 1 1 1 6 13 1 1 1 2 4 2 8 3 1	1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 3	5 1 1 1 5 5 1 1 1 1 1 1 1 2 2 1 1 2 1 1 2 1 1 1 1	1 2 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3	1 1 2		2 1	1 1 2 2 2 1	1 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 6 1 1 2 1 5 4 5 12 12 25 26 2 2 6 2
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines	4 1 1 3 3 3 3 e /Developm 9 1 1 Ostomates Animals 6 1 6 1 1 6 3 ms - Carry-C 1 2	-Carry-o	2 7 1 2 7 1 1 2 4 15 1 3 13 1 1 1 1 1 2 4 2 8 3 1	1 1 3 3 3 7 4 3 2 2 2 2 2 7 1 2 1 3 3 2 1	5 1 1 5 5 1 1 1 1 5 1 1 1 1 1 1 1 1 2 2 2 2	1 2 2 2 3 3 1 1	1 1 2		2 1 1 1	1 1 2 2 1	1 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 6 1 1 2 1 2 1 2 5 2 6 2 4
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 4 1 3 3 3 4 1 1 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 1 1 2 4 2 8 8 3 1	1 1 3 3 3 7 4 3 2 2 2 2 2 2 1 3 2 1	5 1 1 5 5 5 1 1 1 1 1 1 2 2	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2 2	1	2 1 1 1 1	1 1 2 2 2 1 1	1 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 6 1 1 1 2 1 5 4 5 12 12 25 6 2 4 20
Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 1 1 3 3 3 3 e /Developm 9 1 1 Ostomates Animals 6 1 6 1 1 6 3 ms - Carry-C 1 2	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 2 4 2 8 3 1 1 7 1 4 6	1 1 3 3 3 7 4 4 3 2 2 2 2 2 2 1 3 2 1 1 3 2 1 1 1 1 1 1	5 1 1 1 5 5 1 1 1 1 1 1 2 2 2 8 8	1 2 2 2 3 3 1 1	1 1 2 2	1	2 1 1 1	1 1 2 2 1 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2	1 2 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 9 8 8 1 1 13 2 6 1 1 5 4 5 12 12 25 26 2 4 20 169
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 4 1 3 3 3 4 1 1 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 1 1 2 4 2 8 8 3 1	1 1 3 3 3 7 4 4 3 2 2 2 2 2 2 1 3 2 1 1 3 2 1 1 1 1 1 1	5 1 1 5 5 5 1 1 1 1 1 1 2 2	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2 2	1	2 1 1 1 1	1 1 2 2 2 1 1	1 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 1 1 13 2 6 6 1 1 1 2 1 5 4 5 12 12 25 6 2 4 20
Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 1 1 3 3 3 2 6 /Developm 1 1 0 5 1 0 6 1 1 6 3 1 6 1 1 7 3 1 7 6 1 6 1 1 7 6 1 7 6 1 7 7 6 1 7 7 7 7 1 8 7 7 1 9 7 1	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 2 4 2 8 3 1 1 7 1 4 6	1 1 3 3 3 7 4 4 3 2 2 2 2 2 2 1 3 2 1 1 3 2 1 1 1 1 1 1	5 1 1 1 5 5 1 1 1 1 1 1 2 2 2 8 8	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2 2	1	2 1 1 1 1	1 1 2 2 1 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2	1 2 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 9 8 8 1 1 13 2 6 1 1 5 4 5 12 12 25 26 2 4 20 169
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 1 1 3 3 3 2 6 /Developm 1 1 0 5 1 0 6 1 1 6 3 1 6 1 1 7 3 1 7 6 1 6 1 1 7 6 1 7 6 1 7 7 6 1 7 7 7 7 1 8 7 7 1 9 7 1	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 2 4 2 8 3 1 1 7 1 4 6	1 1 3 3 3 7 4 4 3 2 2 2 2 2 2 1 3 2 1 1 3 2 1 1 1 1 1 1	5 1 1 1 5 5 1 1 1 1 1 1 2 2 2 8 8	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2	1	2 1 1 1 1	1 1 2 2 1 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2	1 2 1 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 9 8 1 1 13 2 6 1 1 1 5 4 5 12 12 12 25 26 2 4 20 169 12
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights	4 1 1 1 3 3 arrayed Items- 3 3 8 //Developm 9 1 1 Ostomates Animals 4 1 6 1 1 3 7 2 6 2 4 9 1 1	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 2 4 2 8 3 1 1 7 1 4 6	1 1 3 3 3 7 4 4 3 2 2 2 2 2 2 1 3 2 1 1 3 2 1 1 1 1 1 1	5 1 1 5 5 1 1 1 1 5 1 1 1 1 2 2 2 8 4 4	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2	1 14 2	2 1 1 1 1	1 1 2 2 1 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2	1 1 1 1 3 3 3 3 3 3 3	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 11 13 2 6 6 1 1 2 2 5 2 6 2 4 20 169 12 1 2
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	4 4 1 3 3 3 arrayed Items- 3 3 4 1 Ostomates Animals 4 6 1 1 2 4 9 1	-Carry-o	2 7 1 2 7 1 1 2 4 15 1 3 13 n 2 1 1 1 1 1 4 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 7 4 3 2 2 2 2 2 2 1 3 3 2 1	5 1 1 5 5 1 1 1 1 5 1 1 2 2 2	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2 2 1	1	2 1 1 1 1	1 1 2 2 1 1 25 1	1 2 1 1 1 1 33 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 9 8 11 13 2 6 6 1 1 2 1 2 25 26 2 4 20 169 12 1 2 8
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Harassment (TSA E	4 4 1 3 3 3 arrayed Items- 3 3 4 1 Ostomates Animals 4 6 1 1 2 4 9 1	-Carry-o	2 7 2 7 1 1 2 2 4 15 1 3 13 n 2 1 1 1 1 1 1 4 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 7 4 3 2 2 2 2 2 1 3 3 2 1 1 3	5 1 1 5 5 5 1 1 1 1 1 2 2 2 8 4	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 2 8 8	1 1 2 2 1 1 1	1 14 2 2	1 1 1 12	1 1 2 2 1 1 25 1 1	1 2 1 1 1 33 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 9 8 1 1 13 2 6 6 1 1 5 4 5 12 12 12 25 26 2 4 20 169 12 1 2 8 8 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	4 4 1 3 3 3 arrayed Items- 3 3 4 1 Ostomates Animals 4 6 1 1 2 4 9 1	-Carry-o	2 7 1 2 7 1 1 2 4 15 1 3 13 n 2 1 1 1 1 1 4 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 7 4 3 2 2 2 2 2 1 3 3 2 1 1 3	5 1 1 5 5 1 1 1 1 5 1 1 1 1 2 2 2 8 4 4	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3 1 1 2	1 1 2 2 1	1 14 2	2 1 1 1 1	1 1 2 2 1 1 25 1	1 2 1 1 1 1 33 1	2 3 1 2	1 21 9 9 9 3 3 3 48 5 5 38 8 5 5 9 8 1 1 1 3 2 6 6 1 1 1 2 2 1 1 5 4 4 2 0 2 1 1 2 2 5 5 6 6 2 1 1 1 2 2 8 8

Categories	10-Oct 1			Jenter (10	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	10-001 1	1-NOV 12	2-Dec 0	1-Jan 2	U2-Feb	US-Mar	04-Apr	U5-IVIAY	06-Jun 5		08-Aug 5	•	1 Ota l
Expedited Passenger Screening Program		7	1	2	1	3	2	8	5	18	23		78
Expedited Passenger Screening Program Expedited Passenger Screening Program	Known Crow	Mombor				1		0	5	10	23	19	1
Expedited Passenger Screening Program			,			1				1	3	3	8
Expedited Passenger Screening Program			ı			1	2	8	5	17	20		69
Identification (ID) Requirements	- TOA FIECHE	UK				1		0	5	17	20	10	1
Identification (ID) Requirements - ID Mato	hing Ticket and	l Boarding P	ace lecues			1							1
Locks	Tilling Ticket and	Doarding i	ass issues				1						1
Locks - General							1						1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1		3				- 1	1				1	6
Mishandling of Passenger Property - Dam		tems_C	1					- 1				- 1	1
Mishandling of Passenger Property - Dam		terrisC	2					1					4
Mishandling of Passenger Property - Dam		tome Unen		anan				- 1				1	4
No Jurisdiction	laged/ivilssilig i	terrisorisp	ecilied Lug	yaye	1	1		1				1	
No Jurisdiction - Refer to Other					1			1				1	
Patdown	1				- 1	- '		- 1				1	
	ı												2
Patdown - Flyer	4											1	
Patdown - Flyer as Observer	1	4						4	4	4	4	^	1
Persons w/ Disabilities (PWD)		1					2	1	1	1	1	2	
Persons w/ Disabilities (PWD) - General	manair	4						1		1			
Persons w/ Disabilities (PWD) - Hearing I		1	a Maratter to	Normal Pro-									
Persons w/ Disabilities (PWD) - Medically				Supplies			2		1		1	1	
Persons w/ Disabilities (PWD) - Mobility [r Scooter)									1	1
Property - Special Handling	5	1		1		2	1			1	2		18
Property - Special Handling - Damaged It				1			1				2	4	9
Property - Special Handling - Damaged It		1				1							3
Property - Special Handling - Missing Iten												1	1
Property - Special Handling - Missing Iten						1				1			
Screening	1	1	1		2				1		1		10
Screening - Opposite Gender												1	1
Screening - Procedures/Process	1		1		2				1		1	2	3
Screening - Shoe Screening		1											1
2022	30	51	41	32	42	59	63	47					365
Civil Rights	1	3		1			4						ç
Civil Rights - National Origin				1									1
Civil Rights - Profiling							1						1
Civil Rights - Race							3						
Civil Rights - Racial Profiling or Discrimin		3											4
Customer Service	5	7	3	6		7	3	1					32
Customer Service - TSO	5	7	3	6		7	3	1					32
Expedited Passenger Screening Program	22	35	30	19	37	43	49	41					276
Expedited Passenger Screening Program	- DoD					1							
Expedited Passenger Screening Program	1	7	5	1	1	1	3	1					20
Expedited Passenger Screening Program	21	28	25	18	36	41	46	40					255
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domest	ic		1										
Locks			1		1	1							
Locks - Missing or Damaged Lock			1		1	1							;
Mishandling of Passenger Property							4						4
Mishandling of Passenger Property - Dam	naged/Missing I	temsCarry	on Luggao	ge			1						
Mishandling of Passenger Property - Dam	naged/Missing I	temsChec	ked Bagga	ge			3						
No Jurisdiction		2		1									
No Jurisdiction - No Referral		1											
No Jurisdiction - Refer to CBP		1											
No Jurisdiction - Refer to Other				1									
Patdown	1	1	2	1		1	2	1					9
Patdown - Flyer	1	1	1	1			2	1					7
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)			1	2		1							
Persons w/ Disabilities (PWD) - Cognitive	l :/Development	al /Mental D	isability			1							-
Persons w/ Disabilities (PWD) - General	pinioni		1			-							
Persons w/ Disabilities (PWD) - Medically	I / Necessary Me	edication and	d Medic	1									
Persons w/ Disabilities (PWD) - Medically			a IVICUIO	1									
Property - Special Handling	Lesion (panylla	2		- 1	2			1					
Property - Special Handling - Damaged It	eme - Carry On							1					
								1					
Property - Special Handling - Missing Iten		2	2	0	1								- 1
Screening Inconsistency	1	1	3	2	2		1	3					19
Screening - Inconsistency	_	4	2	1	_	2	1	_					4
Screening - Procedures/Process	1	1	3	1	2			3					14
Screening - Retrieving Abandoned/Confis	cated Items					1							

					(TCC) Data								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT		2		4 4	1	1	3	1	1		2	3	2
2019				;	3	1	1					1	
Customer Service				•	1							1	
Customer Service - TSO					1							1	
Locks				•	1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property					1		1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	a('	1		1						
Patdown						1							
Patdown - Flyer						1							
2020				2							1	2	
Civil Rights												2	
Civil Rights - Hair Patdowns												2	
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	aggage							1		
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Check	ked		1									
2021				1 '	I				1		1		
Expedited Passenger Screening Program									1		1		
Expedited Passenger Screening Program	- TSA PreC	Check							1		1		
No Subject					1								
No Subject - General					1								
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - General				1									
2022		2		1			2	1					
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program		1		1			1	1					
Expedited Passenger Screening Program	- TSA PreC	1		1			1	1					
Screening		1											
Screening - Procedures/Process		1											

		TS	SA Contact	t Center (TC	C) Data Too	ol - FOIA							
tegories	10-Oct 1	1-Nov	12-Dec	01-Jan (02-Feb 0	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	51	54	73	99	73	82	81	92	47	61	55	64	832
2019				26	20	24	21	21	23	36	13	23	207
Civil Rights					2				2				4
Civil Rights - Age					1								1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	otion				- 1				1				
													1
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Customer Service				5	4	4	3	3	4	9			39
Customer Service - Others					1			1		2			6
Customer Service - TSO				5	3	4	3	2	4	7	5		33
Locks				1		2				3		1	7
Locks - Missing or Damaged Lock				1		2				3		1	7
Lost and Found					1		2						3
Lost and Found - Airport/TSA					1		2						3
Mishandling of Passenger Property				10	8	9	3	7	7	8	2	8	62
Mishandling of Passenger Property - Dam	 aged/Missing	tome Car	rry on Lugo		0	3	3	1	- '	1		1	3
					7				-				
Mishandling of Passenger Property - Dam				10	7	8	2	4	5	6	2	7	51
Mishandling of Passenger Property - Dam						1		1					2
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on o	r Checked		1		1	1	2	1			6
Patdown					1		1	2	1	1		1	7
Patdown - Flyer					1		1	1		1		1	5
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer								1					1
				1			4	'	1	4		1	5
Persons w/ Disabilities (PWD)				1			1		I	1		1	
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically		edication a	and Medica	I Supplies					1			1	2
Persons w/ Disabilities (PWD) - Service A				1									1
Property - Special Handling				7	3	5	7	6	6	13	4	10	61
Property - Special Handling - Damaged Ite	ı ems - Carrv-On	1						1	1	1			3
Property - Special Handling - Damaged Ite	ome - Checked	•		1		3		2	'	3	2	2	13
Property - Special Handling - Missing Item				1		3	-		0				
							3	1	2	3		3	12
Property - Special Handling - Missing Item	ns - Checked			6	3	2	4	2	3	6	2	5	33
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				2	1	4	4	2	2	1		2	18
Screening - Cruise Ships						1							1
Screening - Inconsistency							1	1					2
Screening - Procedures/Process				1	1	3	3	1	2	1		2	14
Screening - Retrieving Abandoned/Confise	cated Items			1									1
2020		20	07		23	40	2	1	7	40	45	44	
	20	20	27	35	23	13		1	- 1	10		11	184
Civil Rights			1	2						1		3	8
Civil Rights - Racial Profiling or Discrimina			1	2						1	1	2	7
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der										1	1
Customer Service	1	3	5	5	3	3	1			1	3	2	27
Customer Service - Others					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO	1	3	5	5	1	3	1			1	2	2	24
Locks			2	1	2	1							6
Locks - Missing or Damaged Lock			2	1	2	1							6
ŭ ŭ	4			- 1								4	
Lost and Found	1				2							1	4
Lost and Found - Airport/TSA	1				2							1	4
Mishandling of Passenger Property	5	6	8	8	6	1			4		3	3	44
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1		1								2
Mishandling of Passenger Property - Dam	5	5	7	8	5	1			4		3	3	41
Mishandling of Passenger Property - Disa	rraved Item	1											1
Patdown			2		1	1							4
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	_	4			ı				4	4		4	
,	2	1	1	3		3			1	1		1	13
Persons w/ Disabilities (PWD) - Autism Sp		1											1
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically	2			1		2							5
Persons w/ Disabilities (PWD) - Mobility D	ı Disability (Not V	Vheelchai	r or Scoote	er)						1			1
: 0.00110 11, D.0000111100 (: 112) 111001111, 2		***************************************	. 0. 000010	1					1				2
Persons w/ Disabilities (PMD) - Service A				1					- 1			4	
Persons w/ Disabilities (PWD) - Service A	nimals											1	1
Persons w/ Disabilities (PWD) - Wheelcha	nimals air/ Scooter/ Se									_			
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	nimals air/ Scooter/ Se	6	5	10	5	3			1	5	7		50
Persons w/ Disabilities (PWD) - Wheelcha	nimals air/ Scooter/ Se	6		10 1	5				1	5	7		1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	nimals air/ Scooter/ Se 8 ems - Carry-On	6	5		5	2			1	2			
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	nimals air/ Scooter/ Se 8 ems - Carry-On	6		1					1				1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	nimals air/ Scooter/ Se 8 ems - Carry-On 2	6		1	1	2					3 2		1 14 10
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4	6 1 1 5	3	1 1 2 6	1 1 3	2	1	1	1	2	3 2 2	1	1 14 10 25
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3	6 1 1 5 4	3	1 1 2	1	2	1	1		2	3 2 2	1	1 14 10 25 28
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3	6 1 1 5	3	1 1 2 6	1 1 3	2	1	1	1	3 2	3 2 2 1		1 14 10 25 28 1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3	6 1 1 5 4	3	1 1 2 6 6	1 1 3 4	2	1	1	1	2	3 2 2 1	1	1 14 10 25 28 1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	1 5 4	3 2 3	1 1 2 6 6	1 1 3 4	1			1	2 3 2	3 2 2 1		1 14 10 25 28 1 2 5
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1	1	1 1	2 3 2 1	3 2 2 1	1	1 14 10 25 28 1 2 5
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	1 5 4	3 2 3	1 1 2 6 6	1 1 3 4	1	1 20	1 15	1	2 3 2	3 2 2 1		1 14 10 25 28 1 2 5 20
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1	1	1 1	2 3 2 1	3 2 2 1	1	1 14 10 25 28 1 2 5
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1 20	1 15	1 1	2 3 2 1	3 2 2 1	1	1 14 10 25 28 1 2 5 20
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights Civil Rights - Constitutional Rights	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1 20 1	1 15 2 1	1 1	2 3 2 1	3 2 2 1 1 27	1	1 14 10 25 28 1 2 5 20 172 4
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee 3 11	1 5 4 1 1 3 9	3 2 3 3 1	1 1 2 6 6 6	1 1 3 4	1 1 1	1 20 1	1 15 2 1	1 1 17	2 3 2 1 1 1 15	3 2 2 1 1 27 1	30	1 14 10 25 28 1 2 5 20 172 4 1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service	nimals air/ Scooter/ Se 8 ems - Carry-On 2 4 3 oyee 3 11	6 1 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	2 1 1 1 1 14	1 20 1	1 15 2 1 1	1 1	2 3 2 1	3 2 2 1 1 27 1 1 5	1	1 14 10 25 28 1 2 5 20 172 4 1 3 46
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	nimals air/ Scooter/ Se 8 ems - Carry-On 2 4 3 oyee 3 11	1 1 5 4 1 1 3 9 9	3 2 3 3 1	1 1 2 6 6 6	1 1 3 4	2 1 1 1 14 4	1 20 1	1 15 2 1	1 1 17 5	2 3 2 1 1 1 15	3 2 2 1 1 1 27 1 1 5 1 5 1	30	1 14 10 25 28 1 2 20 172 4 1 3 3 46 5
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	nimals air/ Scooter/ Se 8 ems - Carry-On 2 4 3 oyee 3 11	1 5 4 1 1 3 9	3 2 3 3 1	1 1 2 6 6 6	1 1 3 4 2 2 7	2 1 1 1 1 14 4 1 3	1 20 1 1 3 3 3	1 15 2 1 1 1	1 1 17 5 5 5	2 3 2 1 1 1 15 5	3 2 2 1 1 27 1 1 5 1 4	30 6	1 14 10 25 28 28 20 172 4 1 3 3 46 5 41
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	animals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee 3 11 ation 7 2 5	1 1 5 4 1 1 3 9 9	3 2 3 3 1	1 1 2 6 6 6	1 1 3 4	2 1 1 1 14 4	1 20 1	1 15 2 1 1	1 1 17 5	2 3 2 1 1 1 15	3 2 2 1 1 27 1 1 5 1 4 15	30	1 14 10 25 28 1 2 20 172 4 1 3 3 46 5

ories	10-Oct	11-Nov	TSA Contact 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		. J	1	
Expedited Passenger Screening Program			,	1	1	4	3	3	7	4	13	13	4
Expedited Passenger Screening Program			s - Opt In				1				1		
Hazardous Materials Safety							1		1				
Hazardous Materials Safety - General							1		1				
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property	1	1				1	2	1			2		
Mishandling of Passenger Property - Dam	1	1				1	2				2		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d				1					
No Jurisdiction							1						
No Jurisdiction - Refer to CBP							1						
Patdown	1							2				3	
Patdown - Flyer	1							2				3	
Persons w/ Disabilities (PWD)					1			1			1		
Persons w/ Disabilities (PWD) - General					1								
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ached to th	e Body					1					
Persons w/ Disabilities (PWD) - Mobility D				er)							1		
Prohibited & Permitted Items	(110		0. 00001	1								1	
Prohibited & Permitted Items - Food/Beve	ranee											1	
				1								- '	
Prohibited & Permitted Items - Liquids/Gel Property - Special Handling	13/40108018	2		ļ		3	5	3	1	1	1	5	2
1 7 1	ome Corre					3	5	3		1	1		2
Property - Special Handling - Damaged Ite									1	4		2	
Property - Special Handling - Damaged Ite		2				0	2			1			
Property - Special Handling - Missing Item		1				2	2	3			1		
Property - Special Handling - Missing Item						1						3	
Screening	1	3		1	1	2	3	2	1	3	2		2
Screening - Inconsistency					1		1					1	
Screening - Lengthy Lines						1		1		3			
Screening - Procedures/Process	1	3		1		1	2	1	1		2		1
22	20	25	45	32	23	31	38	55					26
Additional Information Required/Insufficient Inf	ormation					1							
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONLY			1							
Airline								1					
Airline - Policy/Regulations/Service								1					
Civil Rights		1		1									
Civil Rights - Racial Profiling or Discrimina	ation			1									
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans	1											
Customer Service	4	2	6	1	2	3	6	6					3
Customer Service - Others			1										
Customer Service - TSO	4	2	5	1	2	3	6	6					2
Expedited Passenger Screening Program	11	15	31	25	21	22	26						18
Expedited Passenger Screening Program	 Active Duty 	v Militarv		1				00					
Expedited Passenger Screening Program Expedited Passenger Screening Program				1			1						
Expedited Passenger Screening Program	1	1	30	5	2	22	1	3					1
Expedited Passenger Screening Program Expedited Passenger Screening Program	1 10	1 14	30	5 18	2	22	1 25	3 32					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 10	1 14 Employees		5	2			3					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	1 10 - TSA/DHS	1 14 Employees 1	1	5 18	2	2		3 32					16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	1 10 - TSA/DHS	1 14 Employees	1	5 18 1	2	2	25	3 32 1					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found	1 10 - TSA/DHS	1 14 Employees 1	1	5 18	2	2		3 32 1					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found	1 10 - TSA/DHS	1 14 Employees 1	1	5 18 1	2	2	25	3 32 1					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 10 - TSA/DHS ic	1 14 Employees 1	1	5 18 1 1	2	2	25	3 32 1					1 16
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP	1 10 - TSA/DHS ic 1 aged/Missin 1 1	1 14 Employees 1	1 arry-on Lug	5 18 1 1	2	2	25	3 32 1					11 16
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer	1 10 - TSA/DHS ic 1 aged/Missin 1 1 1	1 14 Employees 1	1 arry-on Lugg	5 18 1 1	2	2 2 1 1 1	25	3 32 1					1 16
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically	1 10 - TSA/DHS ic aged/Missin 1 1 1 1 ancer mpairment Necessary	1 14 Employees 1 1 1 1	arry-on Lugg	5 18 1 1	2	2 2 1 1 1	25	3 32 1					11000
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 10 - TSA/DHS ic aged/Missin 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 14 Employees 1 1 1 g ItemsC	1 arry-on Lugg	5 18 1 1 1 1 1 1 gage	2	2 2 1 1 1	25 1 1 1 1 1 1	3 32 1 2 1 1 1 3 1					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines	1 10 - TSA/DHS ic aged/Missin 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 14 Employees 1 1 1 g ItemsC	1 1 1 2 1 1 1 1 4	5 18 1 1 1 1 1 1 gage	2	2 2 1 1 1	25 1 1 1 1 1 1	3 32 1 1 2 1 1 1 3 1					1 16
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 10 - TSA/DHS ic aged/Missin 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 14 Employees 1 1 1 g ItemsC	1 arry-on Lugg	5 18 1 1 1 1 1 gage	2	2 2 1 1 1	25 1 1 1 1 1 1	3 32 1 2 1 1 1 1 2 6 1					1 16

Cotomorios	40.0-4		SA Contac				04 4	05.14	00 1	07 1.1	00 4	00.0	T - 4 - 1
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	152	135	146	171	187	230	198	193	83	129	128		1,866
2019				39	33	40	38	36	30	48	36	33	333
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				4	1	5		4		2	1	1	18
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimina	ation			3		3		4		1	1	1	13
Civil Rights - Sex/Gender/Gender Identity-		ender		1	1					1			3
Customer Service				5	6	7	8	4	2	7	8	2	49
Customer Service - Others					0	1	0	1	1	2	0		5
Customer Service - TSO				_	0	6	0		1	5	0	0	
				5	6		8	3			8		44
Locks				1	2	2	4	1	3	4	5		24
Locks - Missing or Damaged Lock				1	2	2	4	1	3	4	5	2	24
Lost and Found				1			1		1	1			4
Lost and Found - Airport/TSA				1			1		1	1			4
Mishandling of Passenger Property				9	7	8	4	8	10	9	10	10	75
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	4						1	2	1	8
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Baç	5	7	7	3	5	8	6	6	7	54
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked			1	1	3	2	2	2	2	13
Patdown				2	1	2	3	1	2	3	2	3	19
Patdown - Flyer				2	1	2	3	1	2	3	2	3	19
Persons w/ Disabilities (PWD)				4	4	1	4		2	1	2		18
Persons w/ Disabilities (PWD) - Autism S	nectrum			1	1					!			2
	Jectium			'	1								
Persons w/ Disabilities (PWD) - Diabetes	Cormonte ID	oois /8 /	noleo.		1								1
Persons w/ Disabilities (PWD) - Diapers/0	oarments/Dre	ssings/Ma	151/5								1		1
Persons w/ Disabilities (PWD) - General	NI.	A 17		1.0	1								1
Persons w/ Disabilities (PWD) - Medically					1		3			1			5
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoot	2		1			1				4
Persons w/ Disabilities (PWD) - Ostomy/C									1				1
Persons w/ Disabilities (PWD) - Service A	nimals						1						1
Persons w/ Disabilities (PWD) - Wheelcha		Segway		1							1		2
Property - Special Handling				9	9	10	10	13	6	15	5	8	85
Property - Special Handling - Damaged Ite	ems - Carry-C)n		1		2	2			3	1	1	10
Property - Special Handling - Damaged Ite				3	4	2	4	3	1	3	2		22
Property - Special Handling - Missing Item				3	1	1		5	1	2		1	14
				2	4	5	4		4	7	0		
Property - Special Handling - Missing Item	is - Checked						4	5			2		39
Screening				4	3	5	3	5	4	6	3	7	40
Screening - Children							1						1
Screening - Crew Member or Airline Empl	oyee			1									1
Screening - Inconsistency				1					1	2			4
Screening - International Screening					1								1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process				1	1	5	1	5	3	3	3	7	29
Screening - Retrieving Abandoned/Confise	cated Items			1									1
Screening - Security Breach	oatoa itoino									1			1
2020	38	24	39	32	33	35	5	6	6	22	17	19	276
Civil Rights	1	1	4	1	5	1			U	1	- 17	2	16
	1	ı ı		- 1	5	I				I			
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights	1				1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimina		1	2		4	1				1		1	10
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender	1									1	2
Customer Service	1	1	1	5	4	3	2	1		4	4	1	27
Customer Service - TSO	1	1	1	5	4	3	2	1		4	4	1	27
Locks	3	2	4	2		2		1		2	1	2	19
Locks - Missing or Damaged Lock	3	2	4	2		2		1		2	1	2	19
Mishandling of Passenger Property	11	6	6	9	9	13		2	1	4	7		74
Mishandling of Passenger Property - Dam	3	0	U	J	1	10			1	-	- 1	J	4
Mishandling of Passenger Property - Dam	7	4	4	7	8	9		2	1	4	6	5	57
Mishandling of Passenger Property - Disa		2		2	0	4			1	4	1	1	13
Patdown					^						1	1	
	1	4		3	3	1							16
Patdown - Flyer	1	4	4	3	2	1							15
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	1	4	2	3	3				2			19
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1										1
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ched to th	1										1
Persons w/ Disabilities (PWD) - Medically				2									4
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	1		1								2
Persons w/ Disabilities (PWD) - Prosthesi										1			1
Persons w/ Disabilities (PWD) - Touch Av		0000				1				'			2
Persons w/ Disabilities (PWD) - Visual Im						- '				1			1
			1		0	2				1			6
Persons w/ Disabilities (PWD) - Wheelcha					2			4				,	
Property - Special Handling	11	8		8	7	7	2	1	4	6	4		73
Property - Special Handling - Damaged Ite		1	1		1	_	1			1	1	2	8
Property - Special Handling - Damaged Ite		4		1	3	2			1	3	2	2	25
Property - Special Handling - Missing Item		2		3	1	1	1						11
Property - Special Handling - Missing Item	5	1	6	4	2	4		1	3	2	1		29
Screening	6	1	5	2	2	5	1	1	1	3	1	4	32
Screening - Crew Member or Airline Empl									1				1
Screening - Inconsistency	1				1	1		1		1			5
Screening - International Screening				1	'					'			1
Screening - International Screening			1	1									1
Screening - Procedures/Process	5	1	4	1	1	4	1			2	1	4	24
2021	23	22		17	29	29	31	42	4-		75		
ZVZ 1	23	22	11	17	29	29	31	42	47	59	/5	62	447

ries Civil) Data Too								
	District		-Nov 12	2-Dec 01		2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
	~	1			2					1	3	4		1:
	Civil Rights - Constitutional Rights										1	1	1	
	Civil Rights - Hair Patdowns										1			
	Civil Rights - National Origin				1									
	Civil Rights - Racial Profiling or Discrimina				1						1	2		
(Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	er							1		1	1	
(Civil Rights - Sexual Orientation - Not Tra	nsgender											1	
Clain	ns					1								
(Claims - General					1								
Custo	omer Service	2	4	7	6	9	4	4	12	10	5	8	7	7
	Customer Service - CSM		•	1										
	Customer Service - Others			1	1	1							1	
	Customer Service - Others					ı								4
				1										
	Customer Service - TSO	2	4	4	5	8	4	4	12	10	5	8		72
Dupli	icate E-mail											2		2
	Duplicate E-mail - General											2		2
Expe	edited Passenger Screening Program			1		6	6	10	17	19	32	43	37	17
	Expedited Passenger Screening Program	- DoD											1	
	Expedited Passenger Screening Program		on Program	1			2	1			2		2	
	Expedited Passenger Screening Program			1		6	4	9	17	19	30	43		16
						0	4	9	17	19	30	43		
	Expedited Passenger Screening Program	- 15A/DH5 EM	ployees - O	pt in									1	
	tification (ID) Requirements											1	1	
l-	dentification (ID) Requirements - Domesti	С										1		
1	dentification (ID) Requirements - Real ID												1	
Lock		1	1					1			1			
	Locks - Missing or Damaged Lock	1	1					1			1			-
		ı			2			ı			1			
	and Found				3									
	_ost and Found - Airport/TSA				3									
	andling of Passenger Property	8	4			3	2	4		1	1	1		2
N	Mishandling of Passenger Property - Dam	1	2			2	1	1		1			1	
1	Mishandling of Passenger Property - Dam	6	1			1	1	1			1	1		1
	Mishandling of Passenger Property - Disa	1	1					2						
	urisdiction				1	1								
	No Jurisdiction - Refer to Other				1	1								
	ubject					1								
1	No Subject - General					1								
Notic	ce of Violation/Civil Penalties							1						
- 1	Notice of Violation/Civil Penalties - Gener	al						1						
Patd		1					4			1	3	2	2	13
	Patdown - Children	'					1			- 1	3	1		
														2
	Patdown - Flyer	1					3			1	3		2	10
	Patdown - Flyer as Observer											1		
Perso	ons w/ Disabilities (PWD)	1	1					3		1	2		1	(
F	Persons w/ Disabilities (PWD) - Diabetes									1				
F	Persons w/ Disabilities (PWD) - General							1						
	Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	Medical Si	unnlies			1						
	Persons w/ Disabilities (PWD) - Mobility D		1	i Wodiodi O	арриоо									
	. , ,							4						
	Persons w/ Disabilities (PWD) - Prosthesi							1					1	2
	Persons w/ Disabilities (PWD) - Respirato		quipment								1			
	Persons w/ Disabilities (PWD) - Visual Im										1			
F	Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohi	ibited & Permitted Items				1	1						2		4
F	Prohibited & Permitted Items - General				1	1						1		3
	Prohibited & Permitted Items - Liquids/Ge	e/Aeroeole										1		
	·		_	4	0	0	_	4	_	0	40			
	erty - Special Handling	6	5	1	2	2	5	4	5	9	10	10		64
	Property - Special Handling - Damaged Ite	3	1	1		1			1	8	6	4	3	28
	Property - Special Handling - Damaged Ite	1	3		1	1	2		1		1			10
F			1		4				3		2	4	2	14
F	Property - Special Handling - Missing Item	1			1									
F F		1 1	'		1		3	4		1	1	2		15
F F	Property - Special Handling - Missing Item	1		2		5			8			2		
F F Scree	Property - Special Handling - Missing Item ening		7	2	2	5	8	4	8	1 5	1 2	2		5
F F Scree	Property - Special Handling - Missing Item ening Screening - Children	1		2			8 1							52
F F Scree	Property - Special Handling - Missing Item ening Screening - Children Screening - Inconsistency	1				2	8 1 1		4	5				52
F F Scree	Property - Special Handling - Missing Item ening Screening - Children Screening - Inconsistency Screening - Lengthy Lines	1		2			8 1							52 7
F F Scree S	Property - Special Handling - Missing Item ening Screening - Children Screening - Inconsistency	1				2	8 1 1		4	5				12 52 1 7 5
F F Scree	Property - Special Handling - Missing Item ening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender	1 3	7			2	8 1 1 1		4	5	2	2	1	52 1 7 5
F F F Screen	Property - Special Handling - Missing Iten ening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process	3		1	2	2	8 1 1	4	4	1			1	52 1 7 5 1
F F Screen	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	3	7	1	2	2	8 1 1 1	4	4	1	2	2	1	52 1 7 5 1 36
F F F Screen	Property - Special Handling - Missing Iten ening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process	1 3	7 6 1	1	1 1	2 1 2	8 1 1 1 5	4	4 1 3	1	2	2	1	52 1 7 5 1 36
FF FF Screen	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	1 3 cated Items	7	1	2	2	8 1 1 1 5	4	4	1	2	2	1	52 1 7 5 1 36 1 1 810
Screen S	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	1 3 cated Items	7 6 1	1	1 1	2 1 2	8 1 1 1 5	4	4 1 3	1	2	2	1	52 1 7 5 1 36 1 1 810
Screen S	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	1 3 cated Items	7 6 1	1	1 1	2 1 2	8 1 1 1 5	4	4 1 3	1	2	2	1	52 1 7 5 1 36 1 1 810
Screen S	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	1 3 cated Items	7 6 1	1	1 1	2 1 2	8 1 1 1 5	4	4 1 3	1	2	2	1	36
Screen State	Property - Special Handling - Missing Itenening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Me Airline - Policy/Regulations/Service Rights	1 3 cated Items	6 1 89	1	1 1 83	2 1 2 92	8 1 1 1 5 126 1	4 124	4 1 3	1	2	2	1	30
Screeness Screen	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Line Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion	1 3 cated Items	6 1 89	1	1 1 83	2 1 2 92	8 1 1 1 5 126 1 1 2	4 4 124	4 1 3	1	2	2	1	31
Screens State Stat	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisi	1 3 cated Items 91 1	7 6 1 89	1	1 1 1 83	2 1 2 92	8 1 1 1 5 126 1	4 4 124	4 1 3	1	2	2	1	31
FF FF Screen State	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Mariline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race	1 3 3 cated Items 91 1 1	7 6 1 89 3	1	1 1 83	2 1 2 92	8 1 1 1 5 126 1 1 2	4 4 124	4 1 3	1	2	2	1	811
FF FF Screen State	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Me Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	1 3 3 cated Items 91 1 1	7 6 1 89 3 1 1 1	1	1 1 1 83	2 1 2 92	8 1 1 1 5 126 1 1 2	4 4 124	4 1 3	1	2	2	1	31
FF FF Screen SS SS SS SS SS SS SS SS SS SS SS SS SS	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Me Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	1 3 3 cated Items 91 1 1	7 6 1 89 3 1 1 1 1 1	1	1 1 1 83	2 1 2 92	8 1 1 1 5 126 1 1 2	4 4 124	4 1 3	1	2	2	1	3
FF FF Screen SS SS SS SS SS SS SS SS SS SS SS SS SS	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Me Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity	1 3 3 cated Items 91 1 1	7 6 1 89 3 1 1 1	1	1 1 1 83	2 1 2 92	8 1 1 1 5 126 1 1 2	4 4 124	4 1 3	1	2	2	1	3
F F F F F F F F F F F F F F F F F F F	Property - Special Handling - Missing Itenening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Me Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening omer Service	3 cated Items 91 1 1 Not Trans 11	7 6 1 89 3	1 1 96	1 1 83 1	2 1 2 92 1 1	8 1 1 1 5 126 1 1 2 2	4 124 1 1 1 6	4 1 3 109	1	2	2	1	3 81
F F F F F F F F F F F F F F F F F F F	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Mele Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening omer Service Customer Service - TSO	3 cated Items 91 1 1 Not Trans 11 11	7 6 1 89 3 3 1 1 1 8 8 8	1 1 96 6 6	1 1 83 1 1 5	2 1 2 92 1 1 1	8 1 1 1 5 126 1 1 2 2	4 124 1 1 1 6 6 6 6	4 1 3 109	1	2	2	1	3 81 6 6
FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisis	3 cated Items 91 1 1 1 1 1 1 1 1 1 1 1 53	7 6 1 89 3 3 1 1 1 1 8 8 8 64	1 1 96	1 1 83 1	2 1 2 92 1 1	8 1 1 1 5 126 1 1 2 2	4 124 1 1 1 6 6 6 86	4 1 3 109	1	2	2	1	5. 31 81 1
F F F F F F F F F F	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Deposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Ide Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Orivil Rights - Transgender Screening Orivil Rights - Transgender Screening Owner Service Customer Service - TSO Civiled Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 3 3 cated Items 91 1 1 1 1 1 1 1 5 3 - Active Duty M	7 6 1 89 3 3 1 1 1 1 8 8 8 64 ilitary	1 1 96 6 6	1 1 83 1 1 5	2 1 2 92 1 1 1	8 1 1 1 5 126 1 1 2 2 2	4 124 1 1 1 6 6 86 86 2	109 109 100 76	1	2	2	1	55.33 31.33 811.33 3.33 3.33 3.33 3.33 3.3
F F F F F F F F F F F F F F F F F F F	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Omer Service - TSO ditited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 3 3 cated Items 91 1 1 1 1 1 1 53 - Active Duty M - DoD	7 6 1 89 3 1 1 1 1 8 8 64 4 ilitary 1	1 1 96 6 6 80	1 1 1 83 1 1 5 5 5 58	2 1 2 92 1 1 1 5 5 74	8 1 1 1 5 126 1 1 2 2 2	4 124 1 1 1 6 6 86 2 2	109 109 10 10 76	1	2	2	1	55. 36. 810. 2. 4. 6. 6. 6. 5.83.
Screen Sc	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Deposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Ide Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Orivil Rights - Transgender Screening Orivil Rights - Transgender Screening Owner Service Customer Service - TSO Civiled Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 3 3 cated Items 91 1 1 1 1 1 1 1 5 3 - Active Duty M	7 6 1 89 3 3 1 1 1 1 8 8 8 64 ilitary	1 1 96 6 6	1 1 83 1 1 5 5	2 1 2 92 1 1 1	8 1 1 1 5 126 1 1 2 2 2	4 124 1 1 1 6 6 86 86 2	109 109 100 76	1	2	2	1	52 36 810 2 2 2 2 2 3 6 6 6 6 5 8 3
Screen State	Property - Special Handling - Missing Itemening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Omer Service - TSO ditited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 3 3 cated Items 91 1 1 1 1 1 1 53 - Active Duty M - DoD	7 6 1 89 3 1 1 1 1 8 8 64 4 ilitary 1	1 1 96 6 6 80	1 1 1 83 1 1 5 5 5 58	2 1 2 92 1 1 1 5 5 74	8 1 1 1 5 126 1 1 2 2 2	4 124 1 1 1 6 6 86 2 2	109 109 10 10 76	1	2	2	1	52 38 810 2 2 2 2 2 3 6 6 6 6 5 88 3 3 4 3 4 4 4 4 5 5 6 6 6 7 7 8 7 8 7 8 8 7 8 8 8 7 8 8 8 7 8 8 8 7 8
Screen State	Property - Special Handling - Missing Itenening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Me Airline - Policy/Regulations/Service Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Omer Service Customer Service - TSO dited Passenger Screening Program Expedited Passenger Screening Program	1 3 3 sated Items 3 sated Items 91 1 1 1 1 1 53 - Active Duty M - DoD 2 51	7 6 1 89 3 3 1 1 1 1 8 8 64 ilitary 1 6	1 1 96 6 6 80	1 1 1 83 1 1 5 5 5 8	2 1 2 92 1 1 1 5 5 74	8 1 1 1 5 126 1 1 2 2 2 2 10 10 92 3 4	4 124 1 1 1 6 6 86 2 2 2	109 109 100 10 10 76 1	1	2	2	1	52 11 77 5 11 36 810 2 2 2 2 2 2 11 11 61 61 588 2 7 7
Screen State	Property - Special Handling - Missing Itenening Screening - Children Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Incomparison - Security Breach Incomparison - Security Breach Incomparison - Security Breach Incomparison - Security Breach Incomparison - Security Breach Incomparison - Security Breach Incomparison - Security Breach Incomparison - Proceived Religion Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Transgender Screening Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Civil Rights - Sex/Gender/Gender Identity	1 3 3 sated Items 91 1 1 1 1 1 1 5 3 - Active Duty M - DoD 2 5 1	7 6 1 89 3 3 1 1 1 1 8 8 6 4 64 64 65 6 5 6	1 1 96 6 6 80	1 1 1 83 1 1 5 5 5 8	2 1 2 92 1 1 1 5 5 74	8 1 1 1 5 126 1 1 2 2 2 2 10 10 92 3 4	4 124 1 1 1 6 6 86 2 2 2 79	109 109 100 10 10 76 1	1	2	2	1	522 1136 1136 1141 1158 1161 1161 1161 1161 1161 1161 116

Categories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data [*] 02-Feb	03-Mar	04-Apr	05-Mav	06-Jun	07-Jul	08-Aua	09-Sep	Total
Locks	10 000	111101	12 500	o i ouii	1	1	O T Z Ipi	oo may	oo oun	07 001	oo Aug	оо оор	Total
Locks - Missing or Damaged Lock					1	1							
Lost and Found		1			- 1	1							
Lost and Found - Airport/TSA		1				1							
Mishandling of Passenger Property		1				3	5	4					1
	 	I Itama C	orni on Liu	2000		1							1
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan			arry-on Luc	ggage			3						
			01 1			2	2						
Mishandling of Passenger Property - Disa	arrayed items	sCarry-on	or Checke					2					
No Jurisdiction	1			1			2						
No Jurisdiction - No Referral							1						
No Jurisdiction - Refer to CBP							1						
No Jurisdiction - Refer to Other	1			1									
Patdown	2		1	1	3	1	6						1
Patdown - Children								1					
Patdown - Flyer	1		1	1	3		6	2					1
Patdown - Flyer as Observer	1					1							
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3					1
Persons w/ Disabilities (PWD) - Autism S	\							1					
Persons w/ Disabilities (PWD) - Diabetes	1	1											
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/Ma	1										
Persons w/ Disabilities (PWD) - Internal M	Medical Devi	ces				1	1						
Persons w/ Disabilities (PWD) - Medical I	1	1											
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies			2						
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				1								
Persons w/ Disabilities (PWD) - Mobility I	1												
Persons w/ Disabilities (PWD) - Prosthes		1											
Persons w/ Disabilities (PWD) - Touch Av							1						
Persons w/ Disabilities (PWD) - Wheelch	- 1						1	2					
Prohibited & Permitted Items	1	3)											
Prohibited & Permitted Items - Liquids/Ge	1												
Property - Special Handling	8	5	7	9	5	9	8	5					5
Property - Special Handling - Damaged It		3				4	4						2
Property - Special Handling - Damaged It		0			1	1							
Property - Special Handling - Missing Iter		2	2	. 6		2	2	2					1
Property - Special Handling - Missing Iter			2			2	2						1
Screening	11	4				4	5						4
Screening - Children	- ''	4		0		4	1	0					4
Screening - Inconsistency	2					2	1	2					
Screening - Inconsistency Screening - Lengthy Lines	3					2		2					
							2						
Screening - Procedures/Process	6	3	1	8	2	2	2	5					2
Screening - Retrieving Abandoned/Confis	1												
Screening - Security Breach		1											

Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-001	11-NOV	12-Dec	UI-Jan	UZ-FED	U3-IVIAI	04-Apr	US-IVIAY	06-Juli	U/-Jui	vo-Aug	ua-sep	TOLAI
SLN	1				1		2	1			2	2	
2019											1	1	
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage							1		
2021	1						1				1	1	
Expedited Passenger Screening Program											1	1	
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram								1		
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage			1						
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
2022					1		1	1					
Expedited Passenger Screening Program					1		1						
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram				1						
Expedited Passenger Screening Program	- TSA PreC	heck			1								
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d				1					

Categories	40.0-4	44 Nass	40 Das	04 lam	TCC) Data	00 Man	04 8	OF Mari	00 1	07 11	00 4	00 0	Takal
		11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	98	99	9 9	95 82			129	135	83	88	95		1,195
2019				19	21	30	30	33	39	35	37	28	272
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Civil Rights					1		1	1	2	1	1	1	8
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimina	l ation						1	1		1	1		4
		te					- '	- '	4		- '		
Civil Rights - Screening of Religious or Cu		its							1				1
Civil Rights - Sexual Orientation - Not Tra	nsgender				1								1
Customer Service				2		5	3	4	6	12	6	2	43
Customer Service - Others					1	1	1		1	4	1		9
Customer Service - TSO				2	2	4	2	4	5	8	5	2	34
Locks				2	3	1	3	1	3	2	1		16
Locks - Missing or Damaged Lock				2	3	1	3	1	3	2	1		16
Lost and Found				_					1				1
Lost and Found - Airport/TSA									1				1
					40						40		
Mishandling of Passenger Property				5	10	5	5	6	9	6	13		71
Mishandling of Passenger Property - Dam											2		2
Mishandling of Passenger Property - Dam	naged/Missing	Items	Checked B	Baç 4	7	5	3	5	8	6	9	11	58
Mishandling of Passenger Property - Dam	naged/Missing	ItemsI	Unspecifie	d Luggage							1		1
Mishandling of Passenger Property - Disa					3		2	1	1		1	1	10
Patdown	r ´					3	1	2	2	3	2	1	14
Patdown - Flyer						2	1	2	2	3	2		13
										3			
Patdown - Flyer as Observer				_		1		_	_				1
Persons w/ Disabilities (PWD)	L			3		2	1	3	2	1	1		13
Persons w/ Disabilities (PWD) - Cognitive		tal /Mer	ntal Disabil					1	1				2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessarv M	edicatio	on and Med	dic 1		1							2
Persons w/ Disabilities (PWD) - Metal Imp						'			1				1
Persons w/ Disabilities (PWD) - Mobility E		Mhoolo	hair or Soc	notor)		1	1						
				octer)		- 1							2
Persons w/ Disabilities (PWD) - Respirato			nent					1					1
Persons w/ Disabilities (PWD) - Touch Av		auma)		1									1
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway								1			1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Marijuana												1	1
Property - Special Handling				6	3	11	9	10	4	2	5		55
	ome Corni O	n		1		1		10	- 4				6
Property - Special Handling - Damaged Ite				1			2			1			
Property - Special Handling - Damaged Ite		a			1	3	2	3			2		12
Property - Special Handling - Missing Item					1	3	1		1		1	1	8
Property - Special Handling - Missing Item	ns - Checked			5	1	4	4	6	3	1	2	3	29
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				1	1	3	7	5	10	8	8	5	48
Screening - Children							•			1			1
-							4		0		0		
Screening - Inconsistency							1		2	1	2	2	8
Screening - Lengthy Lines								1	1	1			3
Screening - Procedures/Process				1	1	2	4	4	7	4	6	3	32
Screening - Retrieving Abandoned/Confis	cated Items						2			1			3
						1							
Screening - Security Breach													1
	36	3(0 3	31 27	15		3	7	14	12	20	13	
2020	36	30		31 27	15	18	3	7	14	12	20	13	226
2020 Civil Rights	1		0 3	31 27	15		3	7	14	12	20	13	
2020 Civil Rights Civil Rights - National Origin	1 1	2	2	31 27	15	18	3	7		1	20	13	226 6 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	1 1 ation	2		31 27	15	18	3	7	1		20	13	6 1 4
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	1 1 ation	2	2	31 27	15	18	3	7		1	20	13	226 6 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	1 1 ation	2 nder	2	3 1 27 5 8		18 1	1	7	1	1	3		6 1 4
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	1 1 ation - Not Transger	2 nder	2		1	18 1			1	1			226 6 1 4
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service	1 1 ation - Not Transger 6 1	nder (2 2 5	5 8	1	18 1 1			1	1	3	5	226 6 1 4 1 41 2
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	1 1 ation - Not Transgel	nder (2 2 5	5 8	1	18 1 1	1	1	1 1	1 1	3	5	226 6 1 4 1 41 2 39
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	1 1 ation - Not Transger 6 1	nder (2 5	5 8	1	18 1 1	1	1	1 1	1 1	3 3 1	5	226 6 1 4 1 41 2 39
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 ation - Not Transger 6 1 5	nder (2 2 5	5 8 1 5 7	1	18 1 1	1	1	1 1	1 1 1	3	5	226 6 1 4 1 41 2 39 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	1 1 ation - Not Transgel 6 1 5	ander (2 2 5 5	5 8 1 5 7	1	18 1 1	1	1	1 1	1 1 1 1 2	3 3 1	5	226 6 1 4 1 2 39 1 1 9
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	1 1 ation - Not Transger 6 1 5	ander (2 2 5	5 8 1 5 7	1	18 1 1 4 4	1	1	1 1	1 1 1	3 3 1	5	226 6 1 4 1 2 39 1 1 9
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found	1 1 ation - Not Transgel 6 1 5	ander (2 2 5 5	5 8 1 5 7	1 1	18 1 1 4	1	1	1 1	1 1 1 1 2	3 3 1	5	226 6 1 4 1 2 39 1 1 9
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	1 1 ation - Not Transgel 6 1 5	ander (2 2 5 5	5 8 1 5 7	1	18 1 1 4	1	1	1 1	1 1 1 1 2	3 3 1	5	226 6 1 4 1 2 39 1 1 9
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 1 ation - Not Transgel 6 1 5	ander	2 2 5 5 4 4	5 8 1 5 7 2 2 2	1 1 2 2 2 2	18 1 1 4 4	1	1	1 1 1	1 1 1 2 2 2	3 3 1	5	226 6 1 4 1 2 39 1 1 1 9 9
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 ation - Not Transger 6 1 5 iic 1 1 9 9	ander .	2 2 5 5 4 4 4	5 8 1 5 7 2 2 2	1 1 2 2 2 2	18 1 1 4 4	1	1	1 1	1 1 1 1 2	3 3 1 1	5	226 6 1 4 1 2 39 1 1 1 9 9 2 2 2 56
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 ation - Not Transger 6 1 5 ic 1 1	nder	2 2 2 5 5 5 4 4 4 7 7 1 C	5 8 1 5 7 2 2 2 2	1 1 2 2 2 4	18 1 1 4 4	1 1	1	1 1 1 1 5	1 1 1 2 2 2	3 3 1 1 1	5 5	226 6 1 4 1 41 2 39 1 1 1 9 9 2 2 2 2 2
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 ation - Not Transger 6 1 5 5 ic 1 1 9 agged/Missing 6	nder {	2 2 2 5 5 5 4 4 4 7 1 C C 6 6 1 1	5 8 1 5 7 2 2 2	1 1 2 2 2 4	18 1 1 4 4 4	1	1	1 1 1	1 1 1 2 2 2 2 1	3 3 1 1 1 1	5 5 1 1 1	226 6 1 4 1 41 2 39 1 1 1 9 9 2 2 2 5 6 6 6 7
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 ation - Not Transger 6 1 5 5 ic 1 1 1 9 aged/Missing 6 3	nder {	2 2 2 5 5 5 4 4 4 7 7 1 C	5 8 1 5 7 2 2 2 2	1 1 2 2 2 4 3 1	18 1 1 4 4 4	1 1	1	1 1 1 1 5	1 1 1 2 2 2 1 1 1	3 3 1 1 1	5 5 1 1	226 6 1 4 1 41 2 39 1 1 1 9 9 2 2 2 5 6 6 6 7
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 ation - Not Transger 6 1 5 5 ic 1 1 9 agged/Missing 6 3 1	nder {	2 2 2 5 5 5 4 4 4 7 1 C C 6 6 1 1	5 8 1 5 7 2 2 2 2	1 1 2 2 2 4 3 1 1	18 1 1 4 4 4	1 1	1	1 1 1 1 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 2 2 2 56 2 45 9 6
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 1 ation - Not Transger 6 1 5 5 ic 1 1 1 9 aged/Missing 6 3	nder {	2 2 2 5 5 5 4 4 4 7 1 C C 6 6 1 1	5 8 1 5 7 2 2 2 2	1 1 2 2 2 4 3 1	18 1 1 4 4 4	1 1	1	1 1 1 1 5	1 1 1 2 2 2 1 1 1	3 3 1 1 1	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 9 2 2 2 56 2 45 6 6 6 7
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 ation - Not Transger 6 1 5 5 ic 1 1 9 agged/Missing 6 3 1	nder {	2 2 2 5 5 5 4 4 4 7 1 C C 6 6 1 1	5 8 1 5 7 2 2 2 2	1 1 2 2 2 4 3 1 1	18 1 1 4 4 4	1 1	1	1 1 1 1 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1	5 5 1 1	226 6 1 1 4 1 2 39 1 1 1 1 9 9 2 2 2 45 9 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 1 ation - Not Transger 6 1 5 5 ic 1 1 9 agged/Missing 6 3 1	nder	2 2 2 5 5 5 4 4 4 7 1 C C 6 6 1 1	5 8 1 5 7 2 2 2 2	1 1 2 2 2 4 3 1 1 2 1 1	18 1 1 4 4 4	1 1	1	1 1 1 1 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1	5 5 1 1 1	226 6 1 4 1 2 39 1 1 1 9 9 9 2 2 2 56 2 45 6 6 6 7
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	1 1 1 ation - Not Transger 6 1 5 ic 1 1 9 aged/Missing 6 3 1 1 1 6	nder	2 2 5 5 5 4 4 4 4 7 7 1 C 6 6 1 1	5 8 1 5 7 2 2 2 2 13 4 2	1 1 2 2 2 4 3 1 1 2 1 1	18 1 1 4 4 4 2	1 1	1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1 1	226 6 1 1 4 1 2 39 1 1 1 1 9 9 2 2 2 45 9 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 ation - Not Transger 6 1 5 ic 1 1 9 aged/Missing 6 3 1 1 1 6 pectrum	nder	2 2 5 5 5 4 4 4 4 7 7 1 C 6 6 1 1	5 8 1 5 7 2 2 2 2 13 4 2	1 1 2 2 2 4 3 1 2 1 1	18 1 1 4 4 4 2	1 1	1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 2 2 2 45 9 6 5 1 1 2 1 2 2 1 1 1 1 2 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1 1 ation - Not Transger 6 1 5 ic	nder	2 2 5 5 5 4 4 4 4 7 7 1 C 6 6 1 1	5 8 1 5 7 2 2 2 2 13 4 2	1 1 2 2 2 4 3 1 2 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 41 2 2 39 1 1 1 9 9 2 2 2 5 6 6 2 4 5 9 6 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 1 ation - Not Transger 6 1 5 5 ic 1 1 1 9 aged/Missing 6 3 1 1 1 6 pectrum 2	nder	2 2 5 5 5 4 4 4 4 7 7 1 C 6 6 1 1	5 8 1 5 7 2 2 2 2 13 4 2	1 1 2 2 2 4 3 1 2 1 1	18 1 1 4 4 4 2	1 1	1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 2 2 2 45 9 6 5 1 1 2 1 2 2 1 1 1 1 2 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	1 1 ation - Not Transger 6 1 5 5 ic 1 1 1 9 aged/Missing 6 3 1 1 1 6 pectrum 2	nder (2 2 5 5 5 4 4 4 7 7 1 C 6 6 1 1 4 4	5 8 1 5 7 2 2 2 2 13 4 2 11 4	1 1 2 2 2 4 3 3 1 1 2 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 2 2 2 45 6 6 5 1 1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Auttism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C	1 1 1 ation - Not Transger 6 1 5 5 ic 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder (2 2 5 5 5 4 4 4 4 7 7 1 C 6 6 1 1	5 8 1 5 7 2 2 2 2 13 4 2	1 1 2 2 2 4 3 3 1 1 2 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 41 2 2 39 1 1 1 9 9 2 2 2 5 6 6 2 4 5 9 6 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Auttism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C	1 1 1 ation - Not Transger 6 1 5 ic 1 1 9 agged/Missing 6 3 1 1 1 6 pectrum 2 2 mpairment	nder	2 2 5 5 5 4 4 4 7 7 1 C 6 6 1 1 4 4	5 8 1 5 7 2 2 2 2 13 4 2 11 4	1 1 2 2 2 4 3 3 1 1 2 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 2 2 2 45 6 6 5 1 1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	1 1 1 ation - Not Transger 6 1 5 ic 1 1 9 aged/Missing 6 3 1 1 1 6 pectrum 2 1 mpairment / Necessary	nder (2 2 5 5 5 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	5 8 1 5 7 2 2 2 2 13 4 2 11 4	1 1 2 2 2 4 3 1 1 2 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2	5 5 1 1	226 6 1 4 1 2 39 1 1 1 1 9 9 2 2 2 45 5 6 5 5 1 1 2 0 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 1 1 ation - Not Transger 6 1 5 ic 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	nder (2 2 5 5 5 4 4 4 4 7 1 C 6 6 1 1 4 4 2 1	5 8 1 5 7 2 2 2 13 4 2 11 4	1 1 2 2 2 4 3 1 1 2 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 3 1 2 2 2	5 5 1 1	226 6 1 4 1 2 39 1 1 1 9 9 2 2 45 9 6 5 5 1 1 2 2 3 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Origitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility	1 1 1 ation - Not Transger 6	nder (2 2 5 5 5 4 4 4 4 7 1 C 6 6 1 1 4 4 2 1	5 8 1 5 7 2 2 2 13 4 2 11 4 4	1 1 2 2 2 4 3 3 1 2 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2 3	5 5 1 1	226 6 1 4 4 1 2 39 1 1 1 9 9 2 2 2 56 6 5 1 20 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	1 1 1 ation - Not Transger 6 1 5 ic	nder (2 2 5 5 5 4 4 4 7 7 1 C 6 6 1 1 1 4 4 2 2 1 1 1 1	5 8 1 5 7 2 2 2 13 4 2 11 4 4 4 4 1 1 1 2 2 1 1 1 2 2 1 1 1 1	1 1 2 2 2 4 3 1 1 2 1 1 1 1	18 1 1 4 4 4 2	1 1 1	1 1 1	1 1 1 5 5 5 1	1 1 1 2 2 2 1 1 1 1 1	3 3 1 1 1 4 3 3 1 2 2 2 2 3	5 5 1 1 1	226 6 1 4 1 2 39 1 1 1 9 2 2 2 45 6 6 5 1 1 20 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Origitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility	1 1 1 ation - Not Transger 6 1 5 ic	nder	2 2 5 5 5 4 4 4 7 7 1 C 6 6 1 1 1 4 4 2 2 1 1 1 1	5 8 1 5 7 2 2 2 13 4 2 11 4 4	1 1 2 2 2 4 3 1 1 2 1 1 1 1	18 1 1 4 4 4 2	1 1	1 1 1	1 1 1 5 5 5	1 1 1 2 2 2 1 1 1 1	3 3 1 1 1 4 3 1 2 2 3	5 5 1 1 1	226 6 1 4 4 1 2 39 1 1 1 9 9 2 2 2 56 6 5 1 20 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1

			Contact C		•								
ries					2-Feb 0		4-Apr 0			07-Jul	08-Aug	09-Sep	Tot
Property - Special Handling - Damaged Ite		2	2	1		1		2	1	1	2		
Property - Special Handling - Missing Item		1	4	1	1				2			1	
Property - Special Handling - Missing Item		3	4	6	3		1	1	1	1	4	1	
Request for Assistance	1												
Request for Assistance - Other	1												
Screening	3		3	1	1	5		2	2	3	1	3	
Screening - Inconsistency			1						1				
Screening - Procedures/Process	2		2	1	1	5		2	1	3	1	2	
Screening - Security Breach	1											1	
2021	18	6	9	5	11	8	23	22	30	41	38	37	
Airline							1		1				
Airline - Policy/Regulations/Service							1		1				
Animals							1						
Animals - Carry-On							1						
Civil Rights			2		1		- '		2	1	1		
Civil Rights - Constitutional Rights					- '					1			
			4										
Civil Rights - National Origin	41		1										
Civil Rights - Racial Profiling or Discrimina			1		1								
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				
Civil Rights - Transgender Screening									1		1		
Claims			1										
Claims - General			1										
Customer Service	3		2	2	5		1	2	9	11	6	4	
Customer Service - Others								1	1				
Customer Service - TCC								•		1			
Customer Service - TSO	3		2	2	5		1	1	8	10	6	4	
	3				Ü			ı	ō	10	0	4	
DHS TRIP							1						
DHS TRIP - General							1						
Expedited Passenger Screening Program					1	3	4	9	11	14	19	26	
Expedited Passenger Screening Program	- DoD										2		
Expedited Passenger Screening Program	- TSA Application	on Program	า		1	1	1	1	1	1	1	5	
Expedited Passenger Screening Program	- TSA PreCheck	K				2	3	8	10	13	15	21	
Expedited Passenger Screening Program	- TSA/DHS Em	ployees - C	Opt In								1		
Identification (ID) Requirements	,					1							
Identification (ID) Requirements - Real ID						1							
Lost and Found	1		1			'							
	1		1										
Lost and Found - Airport/TSA					4	4							
Mishandling of Passenger Property	2	1	1		1	1	3	2		4	2	1	
Mishandling of Passenger Property - Dam		emsC	1				1						
Mishandling of Passenger Property - Dam		11				1	2	1		2	2	1	
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or (Checked		1			1		2			
No Jurisdiction								1					
No Jurisdiction - Refer to Other								1					
Patdown							1	2	1	1			
Patdown - Flyer							1	2	1	1			
Persons w/ Disabilities (PWD)		1					1	1	2	2	2	2	
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General								1		1			
Persons w/ Disabilities (PWD) - Medical D	Tovicos Attach	ad to the P	odv					'		1			
							1		1				
Persons w/ Disabilities (PWD) - Medically		lication and	d Medical S	upplies			1					1	
Persons w/ Disabilities (PWD) - Ostomy/C											1		
Persons w/ Disabilities (PWD) - Respirato		.quipment							1				
Persons w/ Disabilities (PWD) - Service A	nimals	1											
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way										1	
Prohibited & Permitted Items									1	2			
Prohibited & Permitted Items - Beauty & G	Prooming Items									1			
Prohibited & Permitted Items - General	l commig itomic								1				
Prohibited & Permitted Items - Knives/Too	le/Pozore/Shorr	Objects								1			
Property - Special Handling		-	1	1	- 1	2	7	2	4		2	2	
	7	4	1		1	2	7	3	1	5	3	3	
Property - Special Handling - Damaged Ite		1		1			2	1			1		
Property - Special Handling - Damaged Ite		1			1	2	4			1_	1		
Property - Special Handling - Missing Item			1					1		1		1	
Property - Special Handling - Missing Item		2					1	1	1	3	1	2	
Screening	5		1	2	2	1	3	2	2	1	5	1	
Screening - Inconsistency				1				1			2		
Screening - Military										1			
Screening - Procedures/Process	3		1		2	1	3	1	1		3	1	
Screening - Retrieving Abandoned/Confis			•		_	•			1				
Screening - Shoe Screening				1					'				
2022	44	63	55	31	47	63	73	73					
		03	99	31		03							
Civil Rights	1				1		3	1					
Civil Rights - Profiling							1						
Civil Rights - Race							1						
Civil Rights - Racial Profiling or Discrimina													
Civil Rights - Sex/Gender/Gender Identity-	 Not Transgend 	er					1						
Civil Rights - Transgender Screening					1			1					
Customer Service	4	1	7	3	5	6	3	4					
Customer Service - Others				-		1							
Customer Service - TSO	4	1	7	2	5	5	3	4					
				3									
Expedited Passender Screening Broard	29	46	38	23	27	43	54	56					
Expedited Passenger Screening Program	- Active Duty Mi	litary	1										
Expedited Passenger Screening Program						1		1					
Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD												
Expedited Passenger Screening Program	- DoD	10	4		3	1		3					
Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD 5	10 36	4 33	23	3 24	1 41	54	3 52					
Expedited Passenger Screening Program						1		1					
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD 5			23			54						

			TSA Conta	ct Center (CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found					1	1							
Lost and Found - Airport/TSA					1	1							
Mishandling of Passenger Property		3	1	1	1	2	1	4					13
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	ggage				2					
Mishandling of Passenger Property - Dam	aged/Missii	3	1		1	1	1	2					!
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	(1		1							
Notice of Violation/Civil Penalties				1									
Notice of Violation/Civil Penalties - Gener	al			1									
Patdown	2	1		1	3		2						
Patdown - Children					1								
Patdown - Flyer	2			1	2		2						-
Patdown - General		1											
Persons w/ Disabilities (PWD)		1				3		2					(
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											
Persons w/ Disabilities (PWD) - General						2							- :
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medic	al Supplies		1		2					:
Prohibited & Permitted Items		1	1										- :
Prohibited & Permitted Items - Food/Beve	rages	1											-
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Object	: 1										
Property - Special Handling	5	5	4	1	5	5	2	2					29
Property - Special Handling - Damaged It	ems - Carry	2	2		1								!
Property - Special Handling - Damaged It	1	1	1		2	1	1	1					- 1
Property - Special Handling - Missing Iten	ns - Carry-O	n	1			1	1						
Property - Special Handling - Missing Iten	4	2		1	2	3		1					13
Screening	3	3	4	1	4	3	8	4					30
Screening - Children							1						
Screening - Inconsistency		1	1		1			1					4
Screening - Procedures/Process	3	2	3	1	3	3	7	3					25

			13A Conta	ci center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX	1			1		1	1		2		1	1	
2021							1		2		1	1	
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program							1		2				
Expedited Passenger Screening Program	- TSA PreC	heck					1		2				
Screening												1	
Screening - Procedures/Process												1	
2022	1			1		1							
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Checked Ba	ggage		1							
Patdown				1									
Patdown - Flyer				1									
Screening	1												
Screening - Procedures/Process	1												

Cotomonico	10.0	44.51				Tool - FOIA							
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	53	7	5 61		65		98	119	41	56			858
2019				8	15		11	15	14	23			132
Civil Rights						2	1		2		2		7
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina	ation					1					2		3
Civil Rights - Sex/Gender/Gender Identity-	 Not Transg 	ender							1				1
Civil Rights - Transgender Screening						1			1				2
Customer Service					5	5	2	3	1	4	1	2	23
Customer Service - TSO					5	5	2	3	1	4	1	2	23
Locks				1	1				3	2	1	1	9
Locks - Missing or Damaged Lock				1	1				3	2		1	9
Mishandling of Passenger Property				2	3	2	1	2	1	3		4	22
Mishandling of Passenger Property - Dam	l aged/Missin	a Items	Carry-on Luc					1					1
Mishandling of Passenger Property - Dam					3	1	1	1	1	3	2	4	17
Mishandling of Passenger Property - Disa					0	1		'			2		4
Patdown	mayou nome	s Oarry-0	or or oricere	1		1		3	1	4			9
						1		3	1	4			9
Patdown - Flyer					4			3	- 1				
Persons w/ Disabilities (PWD)					1	2	1			5	1		10
Persons w/ Disabilities (PWD) - Autism Sp	pectrum									1			1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Imp	,									1			1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelc	hair or Scoo	ter)		1				2			3
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates						1						1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Cast	is							1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)				1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1								1
Property - Special Handling				4	3	5	2	6	5	3	5	4	37
Property - Special Handling - Damaged Ite	ems - Carry-	On						1	1		1		3
Property - Special Handling - Damaged Ite				2	1	3		1	1	2	1	2	13
Property - Special Handling - Missing Item					1				1	1			4
Property - Special Handling - Missing Item				2		2	2	4	2		2	2	17
Screening	io Onlockou			1	2		4	1	1	2			15
Screening - Inconsistency					1			'			1		2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	- 1	1	4		1	2	1	1	
				- 1			4	4	ı				11
Screening - Security Breach	40			40	40	- 40		1					1
2020	13	19				12	1	1	4	6	6	7	125
Civil Rights			2		1					1			5
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimina										1			1
Civil Rights - Sex/Gender/Gender Identity	 Not Transg 	ender		1									1
Civil Rights - Transgender Screening			1		1								2
Customer Service	2		1 4	3	3	2					1		16
Customer Service - TSO	2		1 4	3	3	2					1		16
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Domest	1		1										2
Locks	3		1 2			2			1				9
Locks - Missing or Damaged Lock	3		1 2			2			1				9
Mishandling of Passenger Property	1		2 11		6				1	2		1	32
Mishandling of Passenger Property - Dam			2 11	0	0				- 1				1
			2 10	1	3	2			1	1			24
Mishandling of Passenger Property - Dam									ı ı	1			
Mishandling of Passenger Property - Disa	rrayed items	sCarry-o	n 1	2	3					1			7
Patdown			4							1			6
Patdown - Flyer			3							1	1		5
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3	;	3 3										9
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/C	Sarments/Dr	essings/N	Λε 1										1
Persons w/ Disabilities (PWD) - Medically	Necessary		2 1										3
Persons w/ Disabilities (PWD) - Mobility [1		1										2
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Property - Special Handling	3	4	4 2	1	2	2		1	1	2	4	4	26
Property - Special Handling - Damaged Ite			_		_	1						1	2
Property - Special Handling - Damaged Ite			1		1						2		4
Property - Special Handling - Missing Item			1		ı								2
Property - Special Handling - Missing Item			3 1		1	1		1	1	2	2	3	18
. , ,													
Screening		•	4 3	1	4	4	1		1			2	20
Screening - Inconsistency					1								1
Screening - Procedures/Process			4 3	1	3	4			1			2	18
Screening - Retrieving Abandoned/Confis							1						1
2021	8	,	9 5	5	1	9	16	25	23	27	40	39	207
Additional Information Required/Insufficient Inf	ormation								1				1
Additional Information Required/Insufficier	nt Informatio	n - EMAIL	ONLY						1				1
Airline							1					1	2
Airline - Policy/Regulations/Service							1					1	2
Civil Rights							1	1	1	1	3		8
Civil Rights - Civil Rights Violation (TSA E	mplovee)							1					1
Civil Rights - Constitutional Rights	,500)										1		1
Civil Rights - Racial Profiling or Discrimina	ı ation								1			1	2
Civil Rights - Sex/Gender/Gender Identity-		ender					1		ı	1			2
		Crider					1			1	1		
Civil Rights - Sexual Orientation - Not Tra	nsgenaer												1
Civil Rights - Transgender Screening			•					_			1		1
Customer Service	1		2 2	5	1	1	3	2	2	2	4	2	27
Customer Service - Others							1						1
Customer Service - TSO	1	:	2 2	5	1		2	2	2	2			26
Expedited Passenger Screening Program						5	6	14	7	15	21	29	97

-1		46.5		SA Contact										
ategories	Fundited December 2000	10-Oct		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 Expedited Passenger Screening Program			am			1 4	5	12	6	14	18	3 26	1
	Expedited Passenger Screening Program			- Ont In			4	3	12	0	14	10	20	C
Lo	cks	10/10/10	Linployeco	Optili								'	1	
	Locks - General												1	
Los	st and Found		1											
	Lost and Found - Airport/TSA		1											
Mis	shandling of Passenger Property	3	4	2				1		2	1	1		1
	Mishandling of Passenger Property - Dam		ng ItemsC	1								1		
	Mishandling of Passenger Property - Dam			1										
	Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on c	or Checked				1		2	1			
Pa	itdown	1							1	3	2	3	1	1
	Patdown - Flyer	1							1	3	2	3	1	1
Pe	ersons w/ Disabilities (PWD)	L.,	1						2	2		3		
	Persons w/ Disabilities (PWD) - Autism S	1								1		0		
	Persons w/ Disabilities (PWD) - Diabetes		4									2		
	Persons w/ Disabilities (PWD) - Mobility E		1						2			1		
	Persons w/ Disabilities (PWD) - Ostomy/C		/trauma)						2	1		I		
Dr	Persons w/ Disabilities (PWD) - Touch Av ohibited & Permitted Items	rersion (pain I	ruauma)							1				
FIC	Prohibited & Permitted Items - Liquids/Ge	le/Aprocole								1				
Dr	operty - Special Handling	3		1			2	2	2	1	3	3	1	1
FIC	Property - Special Handling - Damaged It			ı			1	1	1	ı	3	1	1	
	Property - Special Handling - Damaged It						1	1	1	1	1	1	ı	
	Property - Special Handling - Missing Iten			1			<u>'</u>	1	1	1	2	1		
Re	equest for Assistance	<u>'</u>	1									1		
110	Request for Assistance - Other		1											
Sc	reening						1	2	3	3	3	2	3	1
30	Screening - Inconsistency						1	1	<u> </u>	2	1		<u> </u>	
	Screening - Lengthy Lines												1	
	Screening - Procedures/Process							1	3	1	2	2	2	1
2022	ŭ	32	47	28	31	33	75	70	78					39
Civ	vil Rights	1	1		2	1		1	2					
	Civil Rights - Age		1											
	Civil Rights - Not Specified								1					
	Civil Rights - Race							1	1					
	Civil Rights - Racial Profiling or Discrimina	1			1									
	Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender		1									
	Civil Rights - Transgender Screening					1								
Cu	stomer Service	1	2	3	2	2	3	1	3					1
	Customer Service - TSO	1	2	3	2	2	3	1	3					
Ex	pedited Passenger Screening Program	18	36	23	22	26	64	63	60					31
	Expedited Passenger Screening Program		ty Military						1					
	Expedited Passenger Screening Program						1	1						
	Expedited Passenger Screening Program		7	1	3	3	3		1					2
	Expedited Passenger Screening Program		29	22	19	23	60	61	58					28
	Expedited Passenger Screening Program		Employees -	- Opt In				1						
Ide	entification (ID) Requirements	1												
	Identification (ID) Requirements - Domest	1					4							
LO	cks						1							
B.41.	Locks - General shandling of Passenger Property	4		4	0		1		A					
IVIIS	shandling of Passenger Property Mishandling of Passenger Property - Dam	1	na Itema C	1	2				2					
			ig itemsC	- 1					2					
NI-	Mishandling of Passenger Property - Dam													
	Lurisdiction	·				4								
INO	O Jurisdiction	'				1								
	No Jurisdiction - No Referral		3		2	1	1	2						
	No Jurisdiction - No Referral ttdown	1	3		2		1	2	4					
	No Jurisdiction - No Referral tdown Patdown - Children	1						1	4					,
	No Jurisdiction - No Referral ttdown Patdown - Children Patdown - Flyer		3		2		1		4					
Pa	No Jurisdiction - No Referral ttdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	1					1	1	4					
Pa	No Jurisdiction - No Referral ttdown Patdown - Children Patdown - Flyer	1 1 3						1	4					
Pa	No Jurisdiction - No Referral ttdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer ersons w/ Disabilities (PWD)	1 1 3					1	1	4					
Pa	No Jurisdiction - No Referral Itdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer ersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/0	1 1 3 3 1					1	1	4					
Pa	No Jurisdiction - No Referral Itdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Iersons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General	1 1 3 1 1					1	1	4					
Pa	No Jurisdiction - No Referral Itdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Presons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I	1 1 3 1 1 1 1 1	3				1	1	4					
Pa Pe	No Jurisdiction - No Referral Itdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp	1 1 3 1 1 1 1 1	3	1			1 2	1	4					
Pa Pe	No Jurisdiction - No Referral atdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 Segway	1		1	1 2	1 1	3 1					
Pa Pe	No Jurisdiction - No Referral atdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelche Operty - Special Handling	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 Segway	1		1	1 2	1 1	4 3 1					
Pa Pe	No Jurisdiction - No Referral Intdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Operty - Special Handling Property - Special Handling - Damaged Its	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 Segway			3 1	1 2	1 1	4 3 1					
Pa Pe	No Jurisdiction - No Referral Intdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patrons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Operty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 Segway			3 1	1 2	1	4 3 1					
Pe Pe	No Jurisdiction - No Referral Intdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Parsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch operty - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Segway 1			3 1 1	1 2	1	4 3 1					
Pe Pe	No Jurisdiction - No Referral Intdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch poperty - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Segway 1-On		2	3 1 1	1 2 1	1 1	2 1					
Pe Pe	No Jurisdiction - No Referral Intdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Operty - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missi	1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Segway 1-On		2	3 1 1	1 2 1	1 1	2 1					
Pe Pe	No Jurisdiction - No Referral Introduction Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Sons W Disabilities (PWD) Persons W Disabilities (PWD) - Diapers/G Persons W Disabilities (PWD) - Medical Introduction Persons W Disabilities (PWD) - Metal Impersons W Disabilities (PWD) - Wheelch Soperty - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Children Screening - Lengthy Lines	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 Segway 1-On 2		1	3 1 1	1 2 1	1 1 2 1	4 3 1 2 1 3 1 1					
Pe Pe	No Jurisdiction - No Referral Intdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Operty - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missi	1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Segway 1-On 1 4		2	3 1 1	1 2 1	1 1 2	4 3 1 2 1 3					

			I SA CUIILA	ci Center (ICC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW			2			2						2	6
2019												1	1
Locks												1	1
Locks - General												1	1
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022			2			2							4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	n - TSA Pre0	Check	1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	1										1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1

			TSA Conta	ct Center (⁻	ГСС) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI	1	1	1	4	2	2	3		1	1	1		1
2019						1	2						
Customer Service						1	1						
Customer Service - TSO						1	1						
Patdown							1						
Patdown - Flyer							1						
2020	1				1	1				1			
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dan	naged/Missiı	ng ItemsC	hecked Bag	ggage						1			
Property - Special Handling	1												
Property - Special Handling - Damaged I	te 1												
Screening						1							
Screening - Lengthy Lines						1							
2021		1							1		1		
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	i - TSA PreC	Check									1		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dan	naged/Missi	1											
2022			1	4	1		1						
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program			1	3	1		1						
Expedited Passenger Screening Program	- TSA PreC	Check	1	3	1		1						(

		•	TSA Contac	ct Center (1	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		2	2	1		2	4	1		1		2	19
2019						1	1			1		1	
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	ggage						1			
Property - Special Handling						1	1						
Property - Special Handling - Missing Itel	ms - Checke	d				1	1						
Screening												1	
Screening - Procedures/Process												1	
2020		1		1		1	1						
Property - Special Handling		1		1			1						
Property - Special Handling - Damaged I	tems - Checl	ked		1			1						
Property - Special Handling - Missing Itel	ms - Checke	1											
Screening						1							
Screening - Procedures/Process						1							
2021							1					1	
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	n - TSA PreC	Check										1	
2022		1	2				1	1					
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program			1				1						
Expedited Passenger Screening Progran	- TSA PreC	Check	1				1						
Screening		1	1										
Screening - Inconsistency		1											
Screening - Procedures/Process			1										

ories			Contact Center	r (TCC) Data								
OHOS	10-Oct 11	-Nov 12	-Dec 01-Jar	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2	21	33	36	18 31	58	55	47	6	12	20	14	35
2019				1 1	5	2	1	3	1	6	1	2
Civil Rights					1	1	1		1	1		
Civil Rights - Constitutional Rights					1							
Civil Rights - Racial Profiling or Discrimina	tion					1	1		1	1		
Customer Service	uon			1 1		- '	'					
Customer Service - TSO				1 1								
Mishandling of Passenger Property								1				
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsCheck	ed Baggage					1				
Patdown					1	1				3	1	
Patdown - Flyer					1	1				3	1	
Persons w/ Disabilities (PWD)					1			1				
, ,	adiaal Davisaa							1				
Persons w/ Disabilities (PWD) - Internal Me					1							
Persons w/ Disabilities (PWD) - Mobility Di	isability (Not W	heelchair oi	r Scooter)					1				
Property - Special Handling					2					1		
Property - Special Handling - Missing Items	s - Carry-On				1					1		
Property - Special Handling - Missing Items	s - Checked				1							
Screening								1		1		
~								1		1		
Screening - Procedures/Process								- 1				
2020	3	5	6	8 5	1				2	2		3
Civil Rights				1								
Civil Rights - Racial Profiling or Discrimina	tion			1								
Customer Service		2		2					1	1		
Customer Service - Others		1		_								
				2								
Customer Service - TSO		1		2					1	1		
Mishandling of Passenger Property	1		1									
Mishandling of Passenger Property - Dam	1		1									
Patdown	2	1	1	1 2					1			
Patdown - Flyer	2	1	1	1 2					1			
		I		1 2					1			
Persons w/ Disabilities (PWD)			2									
Persons w/ Disabilities (PWD) - Mobility Di			1									
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trau	ıma)	1									
Property - Special Handling			2	1 1						1		
Property - Special Handling - Damaged Ite	ms - Carry-On			1 1								
Property - Special Handling - Missing Items			2	1 1						1		
	s - Checkeu											
Screening		2		3 2	1							
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Civil Rights						2						
Civil Rights - Racial Profiling or Discrimina	tion					2						
Customer Service	1		1	1	2	3				1		
Customer Service - TSO										1		
	1		1	1	2	3						
Expedited Passenger Screening Program					4	4	10	1	6	5	10	4
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Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disan Mishandling of Passenger Property - Disan Patdown Patdown - Flyer Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive of Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ostomy/Orelia Persons w/ Disabilities (PWD	aged/Missin aged/Missing Iterayed ItemsC: //Developmenta/ stomates tches 1 ms - Checked/ s - Carry-On 1 ated Items 15 1 Not Transgend	I /Mental Di	sability 27 1 1 1 1	9 22	45	1 1 1 1 40	1 1 1 1 1 32 3 3 3 3	1	2	1 1 1 1 1 1 1 1 1 1	1	21
Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive , Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confisc 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Claims Claims - Status Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service	aged/Missin aged/Missing Iterayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed Items	I /Mental Di 27	2 2 2 sability 27 1 1 1 1 1 24	9 22 8 17	45 1	1 1 1 1 2 1 1 40	1 1 1 1 1 1 32 3 3 3 27	1	2	1 1 1 1 1 1 1 1 1 1	1	21
Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disan Mishandling of Passenger Property - Disan Patdown Patdown - Flyer Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive of Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/Orenibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Claims Claims - Status Customer Service - TSO	aged/Missin aged/Missing Iterayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed Items	I /Mental Di 27	sability 27 1 1 1 1	9 22	45	1 1 1 1 40	1 1 1 1 1 32 3 3 3 3	1	2	1 1 1 1 1 1 1 1 1 1	1	21
Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disan Patdown Patdown - Flyer Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive , Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Osgnitive , Persons w/ Disabilities (PWD) - Osgnitive , Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program	aged/Missin aged/Missing Iterayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed ItemsCarayed Items	I /Mental Di 27	2 2 2 sability 27 1 1 1 1 1 24	9 22 8 17	45	1 1 1 1 2 1 1 40	1 1 1 1 1 1 32 3 3 3 27	1	2	1 1 1 1 1 1 1 1 1 1	1	21

			15A Conta	ct Center (rcc) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property						1	2	1					4
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Carry-on Lug	gage			1	1					2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Bag	ggage		1	1						2
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)			1		3		1						5
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1		1								2
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	nair or Scoo	ter)	1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	Segway			1		1						2
Property - Special Handling	1				1		1						3
Property - Special Handling - Missing Iter	1												1
Property - Special Handling - Missing Iter	ns - Checke	d			1		1						2
Screening	3			1	1	1	1						7
Screening - Crew Member or Airline Emp	1												1
Screening - Inconsistency	1												1
Screening - International Screening							1						1
Screening - Procedures/Process	1			1	1	1							4

			on conta	ot Octitor (1	oo, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STC				1	2	1							4
2021					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1
2022				1	1	1							3
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram	1									1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1
Screening						1							1
Screening - Procedures/Process						1							1

Ostonovico	10.0				CC) Data								
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	102	80	0 87		80	121	104	140	71	72			1,132
2019				26	18	34	29	29	35	23	30	26	250
Civil Rights				2	1	1	3	1	3			1	12
Civil Rights - Constitutional Rights				1					1				2
Civil Rights - Racial Profiling or Discrimina	ation			1	1	1	2	1	2			1	9
Civil Rights - Sex/Gender/Gender Identity-	- Not Transg	ender					1						1
Customer Service				3	2	10	3	3	5	5	3	2	36
Customer Service - Others							1						1
Customer Service - TSO				3	2	10	2	3	5	5	3	2	35
Locks				0		1	1	3	2		1	2	10
Locks - General						- '	- 1		1				
								1					2
Locks - Missing or Damaged Lock						1	1	2	1		1	2	8
Lost and Found							2		1				3
Lost and Found - Airport/TSA							2		1				3
Mishandling of Passenger Property				6	5	6	6	9	8	6	7	9	62
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Checked Ba	ıç 6	3	3	5	8	4	6	6	7	48
Mishandling of Passenger Property - Disa					2	3	1	1	4		1	2	14
Patdown		oung o	0 000	2		2	3	1	4		3		15
				2		2	3	1	4		2		
Patdown - Flyer							3	1	4				14
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	1	4	1	1	1	1	1	4	15
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	ancer	1					1				2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Mer	ntal Disabilit	V								1	1
Persons w/ Disabilities (PWD) - Diabetes				,							1	1	2
Persons w/ Disabilities (PWD) - Internal M		200			1			1					2
. ,					1								
Persons w/ Disabilities (PWD) - Medically				cal Supplies		2	1					1	4
Persons w/ Disabilities (PWD) - Prosthesi			ts			1							1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)										1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling				6	7	4	8	5	7	9	11	5	62
Property - Special Handling - Damaged Ite	I eme - Carry-l	On			2						2		5
				0		0	4		4	4			
Property - Special Handling - Damaged Ite				2		2	4		4	1	4	2	20
Property - Special Handling - Missing Item				1	1	1	1	1		2			8
Property - Special Handling - Missing Item	ns - Checked			3	3	1	3	4	3	6	4	2	29
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				6	2	6	2	6	4	2	4	2	34
Screening - Inconsistency							1				1		2
						2	- '	4					4
Screening - Lengthy Lines						3		1					
Screening - Procedures/Process				4	2	3	1	5	4	2	1		23
Screening - Retrieving Abandoned/Confis	cated Items			1								1	2
Screening - Security Breach				1							2		3
		4.	7 21	I 30	20	15		4	8	12	17	15	199
2020	40	11											133
Advanced Imaging Technology (AIT)	40		1										1
Advanced Imaging Technology (AIT)													
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	er		1						1			2	1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	er 1		1			2			1			2	1 1 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin	er 1		1			2							1 1 6 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	er 1 1 ation		1			2			1			2	1 1 6 1 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service	er 1		1		2	2				1	2	2	1 1 6 1 5 28
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	er 1 1 1 ation 6 1		1			2				1	2	2	1 1 6 1 5 28 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service	er 1 1 ation		1	5 4		2				1		2	1 1 6 1 5 28
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	er 1 1 1 ation 6 1		1 1 5 6	5 4	2	2 2 2						2	1 1 6 1 5 28 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks	er 1 1 1 ation 6 1 5 1		1 1 5 6 5 6	6 4 6 4	2	2 2 2						2	1 1 6 1 5 28 2 2 26
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	er 1 1 1 ation 6 1 5 1 1 1		1 1 5 6	6 4 6 4	2 1 1	2 2 2				1		2	1 1 6 1 5 28 2 26 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	er 1 1 1 ation 6 5 1 1 1 1 1		1 1 5 6 5 6	6 4 6 4	2 1 1	2 2 2				1		2	1 1 6 1 5 28 2 26 7 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	er 1 1 1 ation 6 1 5 1 1 1 1 1		1 1 5 6 5 6 1	6 4 6 4 1 4	2 1 1 1 1 1	2 2 2			1	1 1 1	2	2	1 1 6 1 5 28 2 26 7 7 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	er 1 1 1 ation 6 5 1 1 1 1 1		1 1 5 6 5 6	6 4 6 4 1 4 4 4 4 4	2 1 1	2 2 2		1		1	2	2	1 1 6 1 5 28 2 26 7 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	er 1 1 1 ation 6 1 5 1 1 1 1 1		1 1 5 6 5 6 1	6 4 6 4 1 4	2 1 1 1 1 1	2 2 2			1	1 1 1	2	2	1 1 6 1 5 28 2 26 7 7 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	er 1 1 ation 6 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 5 6 5 6 1	6 4 6 4 1 4 1 4 4 2	2 1 1 1 1 8 1	2 2 2			1	1 1 1	7	5	1 1 6 1 5 28 2 26 7 7 7 3 3 5 5 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 5 5 6 1 1 1 4 4 4	6 4 6 4 1 4 4 4 4 2	2 1 1 1 1 8 1 5	2 2 2 2		1	1	1 1 1 5	7	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 5 6 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 2 4 2	2 1 1 1 1 8 1	2 2 2 2		1	2	1 1 1 5	7	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	er 1 1 1 1 1 1 1 1 1 2		1 1 1 5 6 6 5 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 1 4 4 2 2 4 2 3	2 1 1 1 1 8 1 5	2 2 2 2		1	1	1 1 1 5	7	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	er 1 1 1 1 1 1 1 1 1 1 1 2 1 1		1 1 1 5 6 6 5 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 2 4 2	2 1 1 1 1 8 1 5	2 2 2 2		1	2 2	1 1 1 5	7	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1 5 6 6 5 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 3 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1 1	1 1 1 5 4	7 1 6	5	1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	er 1 1 1 1 1 1 1 1 1 1 1 2 1 1		1 1 1 5 6 6 5 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 1 4 4 2 2 4 2 3	2 1 1 1 1 8 1 5	2 2 2 2		1	2 2	1 1 1 5	7 1 6	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1 5 6 6 5 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 3 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1 1	1 1 1 5 4	7 1 6	5	1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Car	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1 5 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 3 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1 1	1 1 1 5 4	7 1 6	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Co	1 1 1 5 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 3 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1 1 1 1	1 1 1 5 4 1	7 1 6	5	1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8 6 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (content of the property of the persons w/ Disabilities (PWD) - Diapers/Content of the property of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Disabilities (PWD) - Diapers/Content of the persons w/ Diabilities (PWD) - Diapers/Content of the persons w/ Diabilities (PWD) - Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons w/ Diapers/Content of the persons	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Co	1 1 1 5 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 3 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1 1 1 1	1 1 1 5 4 1	7 1 6	5	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8 6 2 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Australia - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Internal M	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Co	1 1 1 5 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 4 4 4 2 4 2 3 2 3 1	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1 1 1 1	1 1 1 5 4 1	7 1 6	5	1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8 6 2 7
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Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Coessings/Moess	1 1 1 5 6 6 6 5 6 6 1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 6 4 1 4 4 4 2 4 2 3 2 3 1 1	2 1 1 1 1 8 1 5	2 2 2 2 6 6 6		1	2 2 1 1 1 1	1 1 1 5 4 1	7 1 6	5 4 1	1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 2 7 1 1 1
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Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Cossings/Notes t Wheelco	1 1 1 5 6 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 4 4 4 2 4 2 3 2 3 1 1 ster)	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6		1	2 2 1 1 1 1 1	1 1 1 5 5 4 1 1	7 1 6	5 4 1	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8 6 2 7 7
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Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2021 Airline	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Consistency of the season of the seas	1 1 1 5 6 6 6 5 6 6 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 1 4 2 4 2 3 2 3 1 1 5 10 1 1 2 4 7 7 8 4 1 8 3 3	2 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6 1	21	1 1 1 27	1 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 1 5 4 1 1 2 2 2 2 1 1	7 1 6 7 2 1 4 1 1	5 4 1 7 1 4 1 1	1 1 6 1 5 28 2 26 7 7 3 3 3 59 5 48 6 2 7 1 1 1 1 1 1 2 1 1 54 2 1 1 7 6 2 9 2 6 1 3 3 2 2 2 2 5 6 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (Cg Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Consistency of the season of the seas	1 1 1 5 6 6 5 6 6 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 6 4 7 4 7 2 7 3 7 1 8 4 7 3 7 9	2 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 3 2	1 2 2 1 1 1 1 1 3 3 1 1 2 28 28	1 1 1 1 5 4 1 1 2 2 2 2 1 1	7 1 6 7 2 1 4 1 1 39	5 4 1 7 1 4 1 1	1 1 6 1 5 28 2 26 7 7 3 3 3 59 5 48 6 8 6 2 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service Civil Rights	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Consistency of the season of the seas	1 1 1 5 6 6 6 5 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 2 3 2 3 1 1 oter) 5 10 1 1 2 4 7 3 4 7 3 4 7 9	2 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6 1	21	1 1 1 27	1 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 1 5 4 1 1 2 2 2 2 1 1	7 1 6 7 2 1 4 1 39	7 1 4 1 1 1 1 4 1	1 1 6 1 5 28 2 26 7 7 7 3 3 3 59 5 48 6 8 6 2 7 1 1 1 1 2 1 1 2 1 1 54 2 1 7 6 29 26 1 1 3 22 256 2 2 2 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Ciessings/Moes t Wheelc	1 1 1 5 6 6 5 6 6 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 2 3 2 3 1 1 oter) 5 10 1 1 2 4 7 3 4 7 3 4 7 9	2 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 1 27	1 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 1 5 4 1 1 2 2 2 2 1 1	7 1 6 7 2 1 4 1 1 39	7 1 4 1 1 1 1 4 1	1 1 6 1 5 28 2 26 7 7 3 3 3 59 5 48 6 8 6 2 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service Civil Rights	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Ciessings/Moes t Wheelc	1 1 1 5 6 6 6 5 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 4 6 4 1 4 4 4 2 4 2 2 3 2 3 1 1 oter) 5 10 1 1 2 4 7 3 4 7 3 4 7 9	2 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 1 27	1 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 1 5 4 1 1 2 2 2 2 1 1	7 1 6 7 2 1 4 1 39	7 1 4 1 1 1 1 4 1	1 1 6 1 5 28 2 26 7 7 7 3 3 3 59 5 48 6 8 6 2 7 1 1 1 1 2 1 1 2 1 1 54 2 1 7 6 29 26 1 1 3 22 256 2 2 2 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Breast Consisting of the state	1 1 1 5 6 6 6 5 6 6 7 6 6 7 6 7 6 7 6 7 6 7 6	6 4 6 4 1 4 4 4 2 4 2 2 3 2 3 1 1 oter) 5 10 1 1 2 4 7 3 4 7 3 4 7 9	2 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6 1 1 1 1 2 2 12	21	1 1 1 27	1 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 1 5 4 1 1 2 2 2 2 1 1	7 1 6 7 2 1 4 1 1 39	7 1 4 1 1 1 40	1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8 6 2 7 1 1 1 1 1 2 1 1 54 2 1 1 7 6 29 26 1 3 22 256 2 2 3 3 2 2

		10/	A Contact C	enter (100	c) Data Tool	- FUIA							
ories	10-Oct 1	11-Nov 1	12-Dec 0	1-Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TCC			1				•					•	1
Customer Service - TSO		2	1	6	1	4	3	9	6	9	5	10	56
			- 1	0	- 1	4	3	9	0	9		10	
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1		2	3	10	4	15	15	21	21	92
	DeD						10		10	10			
Expedited Passenger Screening Program			1								1		2
Expedited Passenger Screening Program	- TSA Applica	ition Prograi	m				1			2		3	6
Expedited Passenger Screening Program	- TSA PreChe	eck			2	3	9	4	13	13	20	18	82
Expedited Passenger Screening Program			Ont In						2				2
	I TOMBITO E	inployees -	Opt III										
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domest	tic									1			1
Locks	3												3
Locks - Missing or Damaged Lock	3												3
Lost and Found	3		1										4
Lost and Found - Airport/TSA	3		1										4
Mishandling of Passenger Property	6			1				2	1	2	3		15
									- 1				
Mishandling of Passenger Property - Dam											1		2
Mishandling of Passenger Property - Dam	4			1				1	1	2	1		10
Mishandling of Passenger Property - Disa	1							1			1		3
	1									2		4	
Patdown										3		1	5
Patdown - Flyer	1									3		1	5
Persons w/ Disabilities (PWD)		3				1	3	3	1	1	1	2	15
· ,													
Persons w/ Disabilities (PWD) - Breast Ca								2					2
Persons w/ Disabilities (PWD) - Diabetes		1							1				2
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication ar	nd Medical S	Supplies			1	1				1	3
Persons w/ Disabilities (PWD) - Mobility [1	1		2
			or Scooler)							- '	- 1		
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	nd Casts				1	1						2
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	1											1
Persons w/ Disabilities (PWD) - Touch Av		auma)										1	1
		-					4						
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooler/	1					1						2
Prohibited & Permitted Items			1					1		1	1		4
Prohibited & Permitted Items - Breast Mill	k/Baby Formula	a/Breast Pu	mp								1		1
Prohibited & Permitted Items - Firearm/Ar		a, b, oaot , a											1
			1										
Prohibited & Permitted Items - Food/Beve	erages									1			1
Prohibited & Permitted Items - General								1					1
Property - Special Handling	6				1	2	4	3	3		2	2	23
								3	3				
Property - Special Handling - Damaged It	1						2				1		4
Property - Special Handling - Damaged It	1					1		1	1		1	2	7
Property - Special Handling - Missing Iten						1		1	2				6
						- '							
Property - Special Handling - Missing Iten					1		2	1					6
Screening	5	1	1	2	2	1	1	4	1	5	4	4	31
Screening - Inconsistency	1					1				1		1	4
										1		1	
Screening - Lengthy Lines												1	2
Screening - Procedures/Process	4	1	1	2	2		1	4	1	3	4	1	24
Screening - Retrieving Abandoned/Confis	cated Items											1	1
		57	59	43	36	60	54	80				1	
022	38	57	59	43	36	60	54	80				1	1 427
022 Additional Information Required/Insufficient In	38 formation			43	1	60	54	80				1	
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Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I	38 formation nt Information 3 1 1 1 1 - Not Transger 6 6 21 - DoD 2 19 1 1 aged/Missin aged/Missing 1 1 1 pectrum mpairment Medical Device 1 Jisability (Not Version (pain/tr.	- EMAIL ON 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 37 37	1 1 1 1 4 4 4 26 1 1 24	1 1 1 4 4 4 46 2 44 1 1 1 1 1	3 3 42 2 40 1 1	3 2 1 7 7 51 1 1 49 3 3 5 1 3 1					427 1 1 1 1 1 9 1 1 1 2 3 3 1 1 1 3 4 3 3 3 3 3 3 3 3 3 4 6 6 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Misha	38 formation nt Information 3 1 1 1 1 - Not Transger 6 6 21 - DoD 2 19 1 1 aged/Missin aged/Missing 1 1 1 pectrum mpairment Medical Device 1 Jisability (Not Version (pain/tr.	- EMAIL ON 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 37 37	1 1 1 1 4 4 4 26 1 1 24	1 1 1 4 4 4 46 2 44 1 1 1 1 1	3 3 42 2 40 1 1	3 2 1 7 7 51 1 1 49 3 3 5 1 3 1					427 1 1 1 1 1 2 3 3 1 1 1 1 2 3 3 3 4 3 3 3 3 3 3 3 4 6 6 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I	38 formation nt Information 3 1 1 1 1 - Not Transger 6 6 21 - DoD 2 19 1 1 aged/Missin aged/Missing 1 1 1 pectrum mpairment Medical Device 1 Jisability (Not Version (pain/tr.	- EMAIL ON 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 37 37	1 1 1 1 4 4 4 26 1 1 24	1 1 1 4 4 4 46 2 44 1 1 1 1 1	3 3 42 2 40 1 1	3 2 1 7 7 51 1 1 49 3 3 5 1 3 1					427 1 1 1 1 1 9 1 1 1 2 3 3 1 1 1 3 4 3 3 3 3 3 3 3 3 3 4 6 6 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged I	te 1	4	1		1	2		1					10
Property - Special Handling - Damaged I	tems - Check	ked				1	1						2
Property - Special Handling - Missing Ite	ms - Carry-C	1											1
Property - Special Handling - Missing Ite	ms - Checke	1	1					2					4
Screening	2	3	4	2	3	2	4	3					23
Screening - Inconsistency			2			1							3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	2	3	1	2	3	1	4	2					18
Screening - Retrieving Abandoned/Confi	scated Items		1										1

				act Center (
tegories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	4	2		3 3	3	3	5	4	2	3		5	4:
2019						1				1	1	1	
Customer Service											1		
Customer Service - TSO											1		
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	air or Sco	oter)						1			
Property - Special Handling						1							
Property - Special Handling - Missing Item	ns - Checked					1							
2020		1		1 2	2	1						1	
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Disa	rrayed Item	1											
Patdown				1		1							
Patdown - Flyer				1		1							
Screening				2	1							1	
Screening - Procedures/Process				2	1								
Screening - Retrieving Abandoned/Confise	cated Items											1	
2021	1			1			3		2	2	4	3	1
Customer Service	1										2	1	
Customer Service - TSO	1										2	1	
Expedited Passenger Screening Program	-									1	2	2	
Expedited Passenger Screening Program	- TSA Appli	cation Proc	ıram									1	
Expedited Passenger Screening Program			,							1	2	1	
Mishandling of Passenger Property	. 0,	10011		1									
Mishandling of Passenger Property - Dam	l aned/Missin	a ItemsC		1									
Patdown	agoa/mioom	g itomio o					1						
Patdown - Flyer							1						
Property - Special Handling									1				
Property - Special Handling - Missing Item	s - Checker	l							1				
Screening	is - Officered						2		1	1			
Screening - Procedures/Process							2		1	1			
2022	3	1		1 1	1	1	2	4	- '	- 1			1
Customer Service	3	1			1	1		1					1
Customer Service - TSO		1						1					
Expedited Passenger Screening Program	2	1			4	4	0						
Expedited Passenger Screening Program Expedited Passenger Screening Program	3				1	1	2	2					
Patdown	3				1	1	2	1					
								- 1					
Patdown - Flyer as Observer				4 4				1					
Screening Providence (Providence)				1 1									
Screening - Procedures/Process				1 1									

Categories	10-Oct 1		A Contact Cont	I-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	3	10	11	9	16	16	22	24	12	11	7 7	9	150
2019				1	2	4	4	4	3	5	2	3	28
Customer Service					1	1	2		1		1	1	7
Customer Service - TSO					1	1	2		1		1	1	7
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property					1		1	2	1	1			6
Mishandling of Passenger Property - Dam					1			2	1				4
Mishandling of Passenger Property - Dam				age			1						1
Mishandling of Passenger Property - Disa	rrayed Items ^I	Carry-on or	Checked							1			1
Property - Special Handling	Observices			1_		2	1	1	1	2	1	1	10
Property - Special Handling - Damaged Ite		1		1		4			1	1	1		4
Property - Special Handling - Missing Item						1		4				4	1
Property - Special Handling - Missing Item	is - Checked					1	1	1		1		1	
Screening Langthy Lines								1		2		1	4
Screening - Lengthy Lines										1		4	1
Screening - Procedures/Process	aatad Itama							4		1		1	2
Screening - Retrieving Abandoned/Confisc	cated items	•	•			•		1		•	•		1
2020		3	3	1	4	3	1			2	2	1	20
Customer Service Customer Service - TSO					1								1
		1			Т								1
Locks Locks - Missing or Damaged Lock		1											1
ŭ ŭ		ı	1			1							
Lost and Found Lost and Found - Airport/TSA			1			1							2
Mishandling of Passenger Property		2	ļ	1	2								
Mishandling of Passenger Property - Dam	aged/Missi	2		1	2								5
Persons w/ Disabilities (PWD)	ageu/iviissii			- '						1			1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication an	d Medical S	unnlies						1			1
Property - Special Handling	TVCCC33ary IVI	culcation an	id Micaldal O	иррпоз		1				'	1	1	3
Property - Special Handling - Damaged Ite	l ems - Carry-O	n				1					'		1
Property - Special Handling - Missing Item											1		1
Property - Special Handling - Missing Item											'	1	1
Screening	io Onioditou		2		1	1	1			1	1		7
Screening - Procedures/Process			2		1	1	1			1	1		7
2021		1	3	1	1	3	6	11	9	4	3	5	47
Airline								2					2
Airline - Lost Baggage								2					2
Customer Service		1	1	1		1		2		1		2	g
Customer Service - TSO		1	1	1		1		2		1		2	g
Expedited Passenger Screening Program			1			1	3	3	5	1	2	2	18
Expedited Passenger Screening Program	- TSA Applica	tion Prograr	n						1				1
Expedited Passenger Screening Program	- TSA PreChe	ck	1			1	3	3	4	1	2	2	17
Mishandling of Passenger Property					1		2						3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Baggag	е	1		2						3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling						1		1	2	2			6
Property - Special Handling - Damaged Ite		n							1	2			3
Property - Special Handling - Missing Item									1				1
Property - Special Handling - Missing Item	ns - Checked					1		1					2
Screening			1				1	3	2			1	8
Screening - Inconsistency									1				1
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process			1				1	2					4
Screening - Retrieving Abandoned/Confise												1	1
2022	3	6	5	6	9	6	11	9					55
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program	2	5	4	4	9	5	8	8					45
Expedited Passenger Screening Program							1	1					2
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	2	4	4	4	9	5	7	7					42
No Jurisdiction							1	1					2
No Jurisdiction - Refer to CBP							1	1					2
Property - Special Handling						1							1
Property - Special Handling - Missing Item	s - Checked					1							1
Screening				2			2						4
Screening - International Screening				1									1
							4						1
Screening - Lengthy Lines							1						
Screening - Lengthy Lines Screening - Procedures/Process				1			1						2

		1	SA Con	tact Center	(TCC) Data	Tool - FOIA	4						
Categories	10-Oct '	I1-Nov	12-Dec	: 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STX	2	2		2	5 10	2	4	5	4	3	1	4	44
2019					1 1			1	2			1	6
Customer Service												1	1
Customer Service - TSO												1	1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Iter	ns - Carry-On								1				1
Property - Special Handling - Missing Iter	ns - Checked							1					1
Screening					1 1				1				3
Screening - Procedures/Process					1 1				1				3
2020	1	1		1	3								6
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC		1									1
Mishandling of Passenger Property - Dan													1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	ems - Checl	1											1
Screening					3								3
Screening - Lengthy Lines					2								2
Screening - Procedures/Process					1								1
2021				1	3 2			1	2	3	1	3	16
Claims				-	<u>.</u> 1			•				•	1
Claims - General					1								1
Customer Service					1			1		1	1		4
Customer Service - TSO					1			1		1	1		4
					ļ.			į.	2	- '	- 1	3	5
Expedited Passenger Screening Program Expedited Passenger Screening Program	TCA DroCho	ole							2			3	5
	i - TSA PIECIE	CK								1		3	1
Locks										1			1
Locks - Missing or Damaged Lock				4						- 1			
Mishandling of Passenger Property		l4 C		1									1
Mishandling of Passenger Property - Dan	laged/Missing	itemsC		1	•								1
Prohibited & Permitted Items					2								2
Prohibited & Permitted Items - General	1				1								1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols I				1								1
Property - Special Handling					1								1
Property - Special Handling - Damaged It	ems - Cnecked	1			1								1
Screening										1			1
Screening - Inconsistency										1			1
2022	1	1			1 4	2	4	3					16
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program	L				1 1	1							6
Expedited Passenger Screening Program	- TSA PreChe				1 1	1	2	1					6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dan	naged/Missii	1											1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and Med	dical Supplie				1					1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Iter	ns - Checked				1	1							2
Screening					1		2						3
Screening - Children							1						1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1						1

			TSA Conta	ct Center	(TCC) Data	ΓοοΙ - FΟΙΑ							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN		4	1			6		1		4	2	5	23
2019						2				1		1	4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	ed						1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				1							1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020		1										1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling		1											1
Property - Special Handling - Missing Iten	ns - Checke	1											1
2021						1				3	2	3	9
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimin	ation									1			1
Expedited Passenger Screening Program										1	1	1	3
Expedited Passenger Screening Program	- TSA Appli	ication Prog	gram							1			1
Expedited Passenger Screening Program	- TSA PreC	heck									1	1	2
Identification (ID) Requirements												1	1
Identification (ID) Requirements - ID Mato	hing Ticket	and Boardi	ng Pass Is	sues								1	1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage		1							1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Screening												1	1
Screening - Inconsistency												1	1
2022		3	1			3		1					8
Expedited Passenger Screening Program		3	1			2		1					7
Expedited Passenger Screening Program	- TSA PreC	3	1			2		1					7
Patdown						1							1
Patdown - Flyer						1							1

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	1	4	2	4	1	2	. 3	2	1	2		1	2
2019				2		1	1	1	1	2	2	1	1
Mishandling of Passenger Property				2		1	1	1		2	1	1	
Mishandling of Passenger Property - Dan	า naged/Missir	ng ItemsC	hecked Bag	1		1		1		1		1	
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	1			1			1	1		
Property - Special Handling									1		1		
Property - Special Handling - Damaged I	tems - Check	red									1		
Property - Special Handling - Missing Iter	ms - Checke	d							1				
2020	1	3	1	1	1								
Civil Rights		2											
Civil Rights - Racial Profiling or Discrimin	nation	2											
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dan	naged/Missiı	1											
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				1								
Property - Special Handling			1	1									
Property - Special Handling - Missing Iter	ms - Checke	d	1	1									
2021		1						1			1		
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	i - TSA PreC	heck									1		
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage				1					
Property - Special Handling		1											
Property - Special Handling - Missing Iter	ms - Checke	1											
2022			1	1		1	2						
Customer Service				1									
Customer Service - Others				1									
Expedited Passenger Screening Program							1						
Expedited Passenger Screening Program	- TSA PreC	heck					1						
Mishandling of Passenger Property			1				1						
Mishandling of Passenger Property - Dan				ggage			1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsL	1										
Property - Special Handling						1							
Property - Special Handling - Missing Iter	ms - Checke	d				1							

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NF	10-001	7	12-Dec 7		02-Feb	03-iviai 2		05-iviay 8					TOtal
		/		' 6 3						4			
2019				3	1	1	5		1	4		1	
Civil Rights								2		1			
Civil Rights - Age									1				
Civil Rights - Constitutional Rights	ļ.,									1			
Civil Rights - Racial Profiling or Discrimin	iation							2					
Customer Service							2				1	1	
Customer Service - TSO							2	3			1	1	
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property				3		1	1				1		
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCh	necked Ba	(2		1					1		
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	1			1						
Patdown					1		2	1		1			
Patdown - Flyer					1		2	1		1			
Screening										1			
Screening - Procedures/Process										1			
2020		4	6	1	3			1					
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimin	ation		1										
Customer Service		2	1		1			1					
Customer Service - TSO		2	1		1			1					
Mishandling of Passenger Property			1		1			· ·					
Mishandling of Passenger Property - Dan	l naged/Missin	a Itame - C	1		1								
Patdown	laged/iviissiii	1		- '	- 1								
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)		1											
	-:-/ C4	1											
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooler/	1											
Property - Special Handling		1	1		1								
Property - Special Handling - Damaged II			1										
Property - Special Handling - Missing Iter	ns - Checked				1								
Screening			2										
Screening - Procedures/Process			2	2									
2021		1					2				3	1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Customer Service											1		
Customer Service - TSO											1		
Mishandling of Passenger Property		1					1						
Mishandling of Passenger Property - Dan	naged/Missii	1											
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	ed			1						
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Remains							1						
Screening											1	1	
Screening - Procedures/Process											1	1	
2022		2	1	2		1	2	1					
Civil Rights		_		1		1	_	•					
Civil Rights - Age						1							
Civil Rights - Racial Profiling or Discrimin	ı ıation			1		'							
Expedited Passenger Screening Program		2	1				1						
Expedited Passenger Screening Program	TSA Drec	2	1				1						
Screening Screening Program	I - I SA FIEC			1			1	1					
Screening - Procedures/Process							1	1					

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

Categories	10-Oct	11-Nov	12-Dec	act Center (01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	10-Oct 23	11-NoV 18	12-Dec			03-War 32	<u> </u>	05-May 34	06-Jun 8	07-Jul 21	08-Aug 25	09-Sep 16	1 otal 294
2019	23	10	ı	32				5	2	10	10	5	294 57
Civil Rights				3		0	10	9		10	10	1	3
Civil Rights - National Origin				1							1	I	2
Civil Rights - Sex/Gender/Gender Identity	 - Not Transce	ender										1	1
Customer Service	Tallage	riuei		1	1	1	1	2		1			7
Customer Service - Others				- '	- 1	- 1	- 1			1			1
Customer Service - TSO				1	1	1	1	2		- 1			6
Locks				- '	- 1	1	1	1					3
Locks - Missing or Damaged Lock						1	1	1					3
Mishandling of Passenger Property					3			- 1		3	3	1	17
Mishandling of Passenger Property - Dam	 aned/Missing	r ItemsC	hecked R	annane	3					3	1	1	14
Mishandling of Passenger Property - Disa					3		1			3	2		3
Patdown		-Garry-Gri	OI OIICON	cu			1			2	1		3
Patdown - Flyer										2	1		3
Persons w/ Disabilities (PWD)							1			1	'	1	3
Persons w/ Disabilities (PWD) - General							-			1		1	1
Persons w/ Disabilities (PWD) - Medical I	 Devices - Δtts	ched to th	e Rody							1		1	1
Persons w/ Disabilities (PWD) - Touch Av			C Dody				1			- 1			1
Property - Special Handling	ersion (pairi/)	ii aui ii a)				3		2	1	1	4	1	14
Property - Special Handling - Damaged It	l eme - Checke	ad				J		1	1	- 1	1	1	2
								- 1			2		2
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten						3	2	1	1	1	1	1	10
Screening	is - Checked			1		1		- 1	1	2	1	1	7
				I I		- 1					ļ	1	
Screening - Lengthy Lines				1					1	1	1		1
Screening - Procedures/Process				I I		1					ļ		5 1
Screening - Security Breach	_	•		6 44						1	-	4	
	9	3		6 11	1	6		4		2	5	1	48
Civil Rights Region Profiling or Discrimin	1							1			1		3
Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity								1			1		2
Customer Service	1			2				1		1			6
Customer Service - TSO	1			2	1			1		1			6
Human Capital	TO A	1											1
Human Capital - Prospective Employmen	t with 15A	1											
Locks				1		1		1			2		5
Locks - Missing or Damaged Lock				1		1		1			2		5
Mishandling of Passenger Property	3	2		2 1		1					1		10
Mishandling of Passenger Property - Dam				1									1
Mishandling of Passenger Property - Dam		2		1 1		1					1		6
Mishandling of Passenger Property - Disa				0									3
Persons w/ Disabilities (PWD)	1			2									3
Persons w/ Disabilities (PWD) - Medically				1									
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi		and Casta		1									
Property - Special Handling	3	and Casis		1 6		2				1	1	1	15
				1 1						ı	ı	ı	2
Property - Special Handling - Damaged It				1						1			4
Property - Special Handling - Damaged It Property - Special Handling - Missing Iten				1						ļ.			1
Property - Special Handling - Missing Iten		l		4		2					1	1	8
Screening	is - Checked			1 1		2		1			- 1	1	5
Screening - Procedures/Process				1 1		1		- 1					3
Screening - Procedures Process Screening - Security Breach						1		1					2
2021	4	2		1 4		4	5	5	6	9	10	10	60
Civil Rights	-			1 1		*	1	3			2	10	4
Civil Rights - Racial Profiling or Discrimina	l ation			1			1				1		3
Civil Rights - Sex/Gender/Gender Identity		ander		- '			- 1				1		1
Customer Service	1	1		1 2			1	1	1	1	1	1	11
Customer Service - CSM	'	- 1		1 2			1	- 1	- 1	- 1	- 1	- 1	1
Customer Service - TSO	1	1		1 2			- 1	1	1	1	1	1	10
Expedited Passenger Screening Program	'	- 1		1 2		1	2	3	3	3	5	7	24
Expedited Passenger Screening Program	- DoD					'		J	J	1	3	'	1
Expedited Passenger Screening Program		ation Proc	ıram						1	'	2	1	4
Expedited Passenger Screening Program			jiuiii			1	2	3	2	2	3	6	19
Locks	1	iooit						1			0	1	3
Locks - Missing or Damaged Lock	1							1				1	3
Mishandling of Passenger Property	1									2		'	3
Mishandling of Passenger Property - Dam		ı ItemsC	arry-on Li	indade						1			1
Mishandling of Passenger Property - Dam		J Itollio O	arry or Le	aggago						1			2
Notice of Violation/Civil Penalties	'					1				'			1
Notice of Violation/Civil Penalties - Gener	 					1							1
Persons w/ Disabilities (PWD)									1		1		
Persons w/ Disabilities (PWD) - Medically	l Necessary N	Medication	and Med	ical Sunnlies					1				
Persons w/ Disabilities (PWD) - Mobility I											1		1
Prohibited & Permitted Items	Jisability (140)	VVIICCION	uii 01 000	Otor)						1	'		1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	1								1	'			2
Property - Special Handling - Damaged It									1				
Property - Special Handling - Damaged to									1				1
Screening	.5 SHOOKEU	1		1		2	1		1	2	1	1	9
Screening - Opposite Gender		ı		ı			1				ı	1	1
Screening - Opposite Gender Screening - Procedures/Process		1		1		2	1			2	1	1	8
2022	10	13	4	1 14				20			ı		129
Airline	10	13	1	. 14	- 44	14	23	20					129
Airline - Policy/Regulations/Service	1												1
Civil Rights	1				1	1							3
	· '				1	- '							

		1	ΓSA Contac	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Perceived Religion					1								1
Civil Rights - Transgender Screening	1					1							2
Customer Service			1	1	1			2					5
Customer Service - TSO			1	1	1			2					5
Expedited Passenger Screening Program	6	12	8	11	15	11	19	16					98
Expedited Passenger Screening Program	1	1	2	1									5
Expedited Passenger Screening Program	5	11	6	10	15	11	19	16					93
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d	2								2
No Subject						1							1
No Subject - General						1							1
Patdown			1				1						2
Patdown - Flyer							1						1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Diapers/C	Sarments/Dr	essings/Ma	asks				1						1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							1
Property - Special Handling				2	2		1						5
Property - Special Handling - Damaged Ite	ems - Carry-	-On		1									1
Property - Special Handling - Damaged Ite	ems - Check	ced					1						1
Property - Special Handling - Missing Item	s - Carry-O	n		1	2								3
Screening	1	1	1		1		3	2					9
Screening - Inconsistency		1	1					2					4
Screening - Military							1						1
Screening - Procedures/Process	1				1		1						3
Screening - Retrieving Abandoned/Confise	cated Items						1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TEX						2		2					4
2019						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2021						1		1					2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program -	TSA PreC	heck				1							1
Patdown								1					1
Patdown - Flyer								1					1
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program -	TSA Appli	cation Pro	gram					1					1

egories	10-Oct		12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LH	10-001	10	12-Dec	13	13	03-IVIAI 7	04-Apr	15	06-Jun	07-Jul 6	00-Aug	09-Sep	10181
2019	13	10	10	4	3	2	15	15	5	4	6	4	14
Civil Rights				-	1		J		,	-		-	•
Civil Rights - Sex/Gender/Gender Identity-	l - Not Transgel	nder			1								
Customer Service	l Inot Transger	iuei			- 1		1				1		
Customer Service - TSO							1				1		
Mishandling of Passenger Property				1	1		1			1			
		Itamaa Oba	adred Dec								3		
Mishandling of Passenger Property - Dam				1	1		1			1	2		
Mishandling of Passenger Property - Disar	irrayed Items	Carry-on o	r Checked								1		
Patdown					1	2			1		1		
Patdown - Flyer					1	2			1		1		
Persons w/ Disabilities (PWD)				1				2	1			1	
Persons w/ Disabilities (PWD) - Metal Imp				1									
Persons w/ Disabilities (PWD) - Prosthesis	is/Amputees a	nd Casts							1				
Persons w/ Disabilities (PWD) - Service A	Animals							2					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway										1	
Property - Special Handling							1	1	3	3		2	
Property - Special Handling - Damaged Ite	ems - Checke	d								3		1	
Property - Special Handling - Missing Item									1				
Property - Special Handling - Missing Item							1	1	2			1	
Screening	I			2			2	3			1	1	
Screening - Lengthy Lines							1	3			'	'	
Screening - Procedures/Process				2			1	3			1	1	
Ŭ	5	5	4	6			1	2		,	1	2	
2020	5	5	4	б	3			2		1	1	2	
Advanced Imaging Technology (AIT)													
Advanced Imaging Technology (AIT) - Flye	er				1								
Civil Rights				2									
Civil Rights - Racial Profiling or Discrimina				1									
Civil Rights - Sex/Gender/Gender Identity-	 Not Transger 	nder		1									
Customer Service	1	1	1	1	2			1					
Customer Service - TSO	1	1	1	1	2			1					
Mishandling of Passenger Property	3	1						1		1			
Mishandling of Passenger Property - Dam		1						1		1			
Mishandling of Passenger Property - Disa													
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	1										
Property - Special Handling	Necessary W	2	2								1	2	
	omo Chool										1	2	
Property - Special Handling - Damaged Ite		2											
Property - Special Handling - Missing Item	ns - Checked		2								1		
Screening	1	1		3									
Screening - Procedures/Process	1	1		2									
Screening - Retrieving Abandoned/Confisc				1									
2021	3		2	1	1	4	1		1	1	3	2	
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service				1	1								
Customer Service - Others					1								
Customer Service - TSO				1									
Expedited Passenger Screening Program						2	1			1	2	2	
Expedited Passenger Screening Program	- TSA PreChe	eck				2				1	2		
Mishandling of Passenger Property	1					1	- '			!			
Mishandling of Passenger Property - Dama	l l	Items Ch	orked Page	ane		1							
		nemsChe	sokeu Bagg	aye		1							
Mishandling of Passenger Property - Disa													
	1 1												
Notice of Violation/Civil Penalties													
Notice of Violation/Civil Penalties - Gener						1			1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling	1		1										
Notice of Violation/Civil Penalties - Gener	1	n	1 1			1							
Notice of Violation/Civil Penalties - Gener Property - Special Handling	1 ems - Carry-O	n				1			1				
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite	1 ems - Carry-O ns - Carry-On	n				1			1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 ems - Carry-O ns - Carry-On	n				1			1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 ems - Carry-O ns - Carry-On	n	1			1			1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	ems - Carry-Onns - Checked		1 1	2	£		Q	7	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	ems - Carry-Onns - Checked	5	1 1 1 4	2	6	1	9	7	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service	ems - Carry-Ons - Carry-Ons - Checked 5	5	1 1 1 1 4 2	2	1		9	7	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO	ems - Carry-Ons - Carry-Onns - Checked 5 1	5 1 1	1 1 1 4 2 2		1 1				1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 1 4	5 1 1 4	1 1 1 4 2 2 2	2	1 1 1		6	6	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 1 4	5 1 1	1 1 1 4 2 2		1 1 1				1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 4 4	5 1 1 4 4	1 1 1 4 2 2 2 2 2	2	1 1 1		6	6	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 4 4	5 1 1 4 4	1 1 1 4 2 2 2 2 2	2	1 1 1		6	6	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 4 4	5 1 1 4 4	1 1 1 4 2 2 2 2 2	2	1 1 1 1		6	6	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Screening	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 4 4	5 1 1 4 4	1 1 1 4 2 2 2 2 2	2	1 1 1 1 1	1	6	6	1		1		
Notice of Violation/Civil Penalties - Gener Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	1 ems - Carry-On ns - Carry-On ns - Checked 5 1 4 4	5 1 1 4 4	1 1 1 4 2 2 2 2 2	2	1 1 1 1 1	1	6 6	6	1		1		

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

egories	10.004			t Center (T			04 4	OE Marr	06 1	07 11	00 4	00 86	Total
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PA	155	194	191	240	250	337	282	309	138	157	147		2,535
2019				53	51	76	73	70	51	81	55		560
Civil Rights				3	2	5	1	4	1	4	1	3	24
Civil Rights - Age						1		1	1	4			3
Civil Rights - Constitutional Rights										1			
Civil Rights - Hair Patdowns										4		1	1
Civil Rights - National Origin	41				0	0		0		1			1
Civil Rights - Racial Profiling or Discrimina		-4-		1	2	3	1	3		2		2	14
Civil Rights - Screening of Religious or Cu				1		4							1
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender		1		1							2
Civil Rights - Transgender Screening											1		1
Customer Service				8	7	15	12	5	11	15	13	4	90
Customer Service - Others							1		1		1		3
Customer Service - TSO				8	7	15	11	5	10	15	12		87
Locks				1	3	2	3	1	4	4	4	1	23
Locks - General									1				1
Locks - Missing or Damaged Lock				1	3	2	3	1	3	4	4	1	22
Lost and Found						1	1	1		1			4
Lost and Found - Airport/TSA						1	1	1		1			4
Mishandling of Passenger Property				12	17	16	26	21	14	19	9	11	145
Mishandling of Passenger Property - Dama	aged/Missing	ItemsC	arry-on Lug	gage	4	1	1	2		2	1		11
Mishandling of Passenger Property - Dama				11	9	14	22	13	12	14	7	9	111
Mishandling of Passenger Property - Dama	aged/Missing	ItemsU	nspecified L	uggage	1								1
Mishandling of Passenger Property - Disar				1	3	1	3	6	2	3	1	2	22
Patdown	,				4		1	4	3	5	4		27
Patdown - Flyer					4		1	3	3	5			24
Patdown - Flyer as Observer								1		<u> </u>	1		2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	3	7	2	2	4	7	6	4	36
Persons w/ Disabilities (PWD) - Autism Sp	ootrum			1	1	- /			4		0	- 4	1
Persons w/ Disabilities (PWD) - Cancer (g		Propet Cor	2005		ı								
. , , ,					4	4					1		1
Persons w/ Disabilities (PWD) - Cognitive	Developme	ntai /ivient	ai Disability		1	1				0			2
Persons w/ Disabilities (PWD) - Diabetes	1. ID	/b. 4 .						1		2			3
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dre	ssings/ivia	asks							1			1
Persons w/ Disabilities (PWD) - General						2	1				1	1	5
Persons w/ Disabilities (PWD) - Hearing Ir										1		1	2
Persons w/ Disabilities (PWD) - Internal M										1			1
Persons w/ Disabilities (PWD) - Medical D									1				1
Persons w/ Disabilities (PWD) - Medically		/ledication	and Medica	I Supplies		1			1		2	1	5
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D			air or Scoote	er)	1				1	1	1		4
Persons w/ Disabilities (PWD) - Prosthesis											1		1
Persons w/ Disabilities (PWD) - Respirato	y and Inhale	er Equipme	ent	1									1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/t	rauma)				1			1	1			3
Persons w/ Disabilities (PWD) - Visual Imp	airment					1							1
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ S	Segway					1	1				1	3
Property - Special Handling				19	11	20	20	23	10	18	11	16	148
Property - Special Handling - Damaged Ite	ms - Carry-C	On		2	2	1	3	4		3	2	2	19
Property - Special Handling - Damaged Ite	ms - Checke	ed		4	4	4	4	6	4	7	5	4	42
Property - Special Handling - Missing Item	s - Carry-On			5		3	4	1	1	2	1	1	18
Property - Special Handling - Missing Item	s - Checked			8	5	12	9	12	5	6	3	9	69
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening				9	4	9	7	9	4	7			_
Screening - Crew Member or Airline Emplo	ovee										7	5	
Screening - Inconsistency	,						1				7	5	61
				1			1				1	5	61 1
Screening - Lengthy Lines				1	1	1	1					5	61 1 2
Screening - Lengthy Lines Screening - Procedures/Process					1 2			2	3	7	1		61 1 2 4
Screening - Procedures/Process	ated Items			7	1 2	1 8	6		3	7			61 1 2 4 51
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	ated Items				2			2		7	1		61 1 2 4 51
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach		69	62	7	1	8	6	2 7	1		1	5	61 1 2 4 51 1 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	47	63		7 1	1 57	36		2	1 24	19	1	5	61 1 2 4 51 1 2 437
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights	47	63 4		7	1	8	6	2 7	1		1	5 27 3	61 1 2 4 51 1 2 437
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns	47			7 1	1 57	36	6	2 7	1 24 1	19	1	5	61 1 2 4 51 1 2 437 17 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion	47 1 1	4		7 1	1 57 2	36	6	2 7	1 24	19	1	5 27 3	61 1 2 4 51 1 2 437 17 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	47 1 1	2		7 1 58 4	1 57	36	6	2 7	1 24 1	19	1	5 27 3	61 1 2 4 51 1 2 437 17 3 1 5
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	47 1 1 tion Not Transç	2 1		7 1	1 57 2	36	6	2 7	1 24 1	19	1	5 27 3 2	61 1 2 4 51 1 2 437 17 3 1 15 6
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tran	1 1 1 tion Not Transquagender	2 1		7 1 58 4	2 1 57 2	36 1	6	2 7	1 24 1	19 1	1 6	5 27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service	47 1 1 tion Not Transç	2 1 1 10	9	7 1 58 4	1 57 2	36	6	2 7 13	1 24 1	19	1 6	5 27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 6 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	47 1 1 tion Not Transe segender 7	2 1 1 10 1	9	7 1 58 4	2 1 57 2 2	36 1 1 7	6 6	2 7 13	1 24 1	19 1	1 6 25	27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO	1 1 1 tion Not Transquagender	2 1 1 10	9 1 8	7 1 58 4	2 1 57 2	36 1	6	2 7 13	1 24 1	19 1	1 6	27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	47 1 1 tion Not Transe segender 7	2 1 1 10 1	9	7 1 58 4	2 1 57 2 2	36 1 1 7	6 6	2 7 13	1 24 1	19 1	1 6 25	27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO	47 1 1 tion Not Transquisgender 7	2 1 1 10 1	9 1 8	7 1 58 4	2 1 57 2 2	36 1 1 7	6 6	2 7 13	1 24 1	19 1	1 6 25	27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	47 1 1 tion Not Transquisgender 7	2 1 1 10 1	9 1 8 1	7 1 58 4	2 1 57 2 2	36 1 1 7	6 6	2 7 13	1 24 1	19 1	1 6 25	27 3 2	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	47 1 1 tion Not Trans(sisgender 7 7	2 1 1 10 1 9	9 1 8 1	7 1 58 4 4 7	2 1 57 2 2 8 8	36 1 1	6 6	2 7 13	1 24 1	19 1	1 6 25	5 27 3 2 2 1 1 3 3 3	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti	47 1 1 tion Not Trans(sisgender 7 7	2 1 1 10 1 9	9 1 8 1 1 6	7 1 58 4 4 7	2 1 57 2 2 2 8 8	36 1 1	6 6	2 7 13	1 24 1	19 1	1 6 25	5 27 3 2 2 1 1 3 3 3	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General	47 1 1 tion Not Trans(sigender 7 7	2 1 1 10 1 9	9 1 8 1 1 6	7 1 58 4 4 7 7	2 1 577 2 2 2 8 8	36 1 7 7	6 6	2 7 13	1 24 1	19 1	1 6 25	5 27 3 2 1 3 3 3 3	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	47 1 1 tion Not Trans(asgender 7 7 1 1	2 1 1 10 10 1 9	9 1 8 1 1 6	7 1 58 4 4 7 7	2 1 577 2 2 2 8 8	36 1 7 7	6 6	2 7 13	1 24 1	19 1	1 6 25	5 27 3 2 1 3 3 3 3	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 2 2 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	47 1 1 tion Not Transquisgender 7 7 1 1 1 1 1	2 1 1 10 1 9 3 3 3 1	9 1 8 1 1 6	7 1 58 4 4 7 7 5	2 1 57 2 2 8 8 8 6 1 5	36 1 1 7 7	6 6	2 7 13 3 1 2	1 24 1	19 1 1 4 4	25 25 2	27 3 2 1 3 3	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	47 1 1 tion Not Trans(sisgender 7 7 1 1 1 1 23	2 1 1 1 0 0 1 9 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 1 1 6	7 1 58 4 4 7 7	2 1 577 2 2 2 8 8	36 1 1 7 7	6 6	2 7 13	1 24 1 1	19 1 1 4 4 4 7 7	1 6 25	5 27 3 2 1 3 3 1	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 23 1 22 21 22 22 22 21 25 26 27 27 27 27 27 27 27 27 27 27
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	47 1 1 tion Not Trans(segender 7 7 1 1 1 23 aged/Missii	2 1 1 10 10 9 3 3 3 1 1 1 1 1 3 2	9 1 8 1 1 6 6	7 1 58 4 4 7 7 5 5	2 1 57 2 2 2 8 8 8 6 1 5	36 1 1 7 7 7 1 1 1 9 1 1	6 6	2 7 13 3 1 2	1 24 1 1	19 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	25 25 2	5 27 3 2 1 3 3 1	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 23 1 22 2 2 2 1 2 7 7 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	47 1 1 tion Not Trans(asgender 7 7 1 1 1 23 aged/Missii 17	2 1 1 10 10 3 3 3 1 1 1 1 3 2 9	9 1 8 1 1 6 6	7 1 58 4 4 7 7 5	2 1 57 2 2 8 8 8 6 1 5	36 1 1 7 7	6 6	2 7 13 3 1 2	1 24 1 1	19 1 1 4 4 4 7 7	25 25 2	5 27 3 2 1 3 3 1	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 22 2 2 2 2 2 1 2 3 5 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	tion Not Trans(sigender 7 7 1 1 1 23 aged/Missii 17 aged/Missii	2 1 1 10 10 1 9 3 3 1 1 1 13 2 9	9 1 8 1 1 6 6	7 1 58 4 4 7 7 5 5	2 1 57 2 2 2 8 8 8 6 1 5	36 1 1 7 7 7 1 1 1 9 1 7 7	6 6	2 7 13 3 1 2	1 24 1 1	19 1 1 4 4	25 25 2	5 27 3 2 1 3 3 1 1	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 2 2 2 2 2 2 2 2 2 2 3 1 1 1 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 1 1 1 tion Not Trans(asgender 7 7 1 1 1 23 aged/Missii 17 aged/Missi 6	2 1 1 10 10 1 9 3 3 3 1 1 1 1 3 2 9 9	9 1 8 1 1 6 6	7 1 58 4 4 7 7 5 5	2 1 57 2 2 8 8 8 6 6 1 1 5	36 1 1 7 7 1 1 1 9 1 7	6 6	2 7 13 3 1 2	1 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	25 22 2	5 27 3 2 1 3 3 1 1 7 1 5	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 23 1 22 2 2 2 105 7 83 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 1 1 1 tion Not Trans(asgender 7 7 1 1 1 1 23 aged/Missin 17 aged/Missin 6 1	2 1 1 10 1 9 3 3 3 1 1 1 1 3 2 9 9	9 1 8 1 1 6 6	7 1 58 4 4 7 7 5 5 12 11 13	2 1 57 2 2 8 8 8 6 1 5 5	36 1 1 7 7 7 1 1 9 1 7	6 6	2 7 13 3 1 2	7 1 4 22 2	19 1 1 4 4	25 25 2 2 3 3	5 27 3 2 1 3 3 1 1 7 1 5 1	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 23 1 22 2 2 2 105 7 83 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 1 1 1 tion Not Trans(asgender 7 7 1 1 1 23 aged/Missii 17 aged/Missi 6	2 1 1 10 10 1 9 3 3 3 1 1 1 1 3 2 9 9	9 1 8 1 1 6 6	7 1 58 4 4 7 7 5 5	2 1 57 2 2 8 8 8 6 6 1 1 5	36 1 1 7 7 1 1 1 9 1 7	6 6	2 7 13 3 1 2	1 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	19 1 1 4 4	25 25 2 2	5 27 3 2 1 3 3 1 1 7 1 5 1	61 1 2 4 51 1 2 437 17 3 1 5 6 2 61 3 58 1 1 23 1 22 2 2 2 105 7 83 1 1 1 1 1 1 1 1 1 1 1 1 1

pries						- FOIA							
	10-Oct 11				2-Feb 0	B-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes		1	1	1									
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1											
Persons w/ Disabilities (PWD) - General			1			1							
Persons w/ Disabilities (PWD) - Hearing II	mpairment				1								
Persons w/ Disabilities (PWD) - Internal M		1											
Persons w/ Disabilities (PWD) - Medical D			ody	1									
			-	- 1		4							
Persons w/ Disabilities (PWD) - Medically			1			1					1		
Persons w/ Disabilities (PWD) - Metal Imp		1			1								
Persons w/ Disabilities (PWD) - Mobility D	2		1	1	2								
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	l Casts	1										
Persons w/ Disabilities (PWD) - Respirato	1		1										
Persons w/ Disabilities (PWD) - Touch Av					1								
Persons w/ Disabilities (PWD) - Wheelcha		1		1				1	1				
` '			45			40				0			4.4
Property - Special Handling	6	19	15	14	9	10	3	3	8	3	12	9	11
Property - Special Handling - Damaged Ite	ems - Carry	5	2	2	1	4			2	1	2	1	2
Property - Special Handling - Damaged Ite	2	4	5	5				1	2	2	4	1	2
Property - Special Handling - Missing Item	2	1	1	2	2	3					3		1
Property - Special Handling - Missing Item	2	9	7	5	6	3	3	2	4		3	7	5
Screening	3	5	8	9	17	5	2	3	5	4	5	2	
ŭ .		<u> </u>	0			J		3	J				,
Screening - Crew Member or Airline Empl	oyee			1	1								
Screening - Inconsistency							1					1	
Screening - Lengthy Lines	1				1								
Screening - Procedures/Process	2	5	8	7	15	5	1	3	4	2	5	1	
			0	1	10	0	'	0	1				
Screening - Security Breach										2			
021	31	20	14	27	21	25	49	56	63	57	67	58	48
Advanced Imaging Technology (AIT)	1												
Advanced Imaging Technology (AIT) - Fly	1												
Airline					1								
Airline - Wheelchair Assistance					1								
Civil Rights			1	1			1	2	1	2	4		
Civil Rights - Civil Rights Violation (TSA E	mployee)										1		
Civil Rights - National Origin	' ' '										1		
Civil Rights - Racial Profiling or Discrimina	ation							1	1	2	2		
									- 1	2			
Civil Rights - Sex/Gender/Gender Identity-		er		1				1					
Civil Rights - Sexual Harassment (TSA Er	nployee)		1										
Civil Rights - Transgender Screening							1						
Claims			1										
Claims - Status													
			1										
Customer Service	9	4	5	10	9	4	11	11	12	12	8	4	!
Customer Service - CSM					1								
Customer Service - Others		2	1										
Customer Service - TCC			1										
Customer Service - TSO	0	2	3	10	0	4	11	11	12	12	0	4	
	9	2	3	10	8	4	11	11	12		8	4	(
DHS TRIP				1						1			
DHS TRIP - General				1						1			
Duplicate E-mail			1	1			1				1		
Duplicate E-mail - General			1	1			1				1		
		1	1	5	2	12	14	22	30	30	30	48	19
Expedited Passenger Screening Program		1	- 1			12	14	22		30	30	40	13
Expedited Passenger Screening Program				1					1				
Expedited Passenger Screening Program	 TSA Application 	on Program	l					3	4	1	1	4	
Expedited Passenger Screening Program	- TSA PreC	1	1	4	2	12	14	19	25	29	29	43	1
Expedited Passenger Screening Program		olovees - O	nt In									1	
	1 0, 00110 2111	0.0,000	pr				1			1			
Identification (ID) Requirements											1		
Identification (ID) Requirements Identification (ID) Requirements - Domest	ic						1			1	1		
Identification (ID) Requirements	c 2	1					1						
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	2									1 1	1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	2 2	1		3			1	3	2	1 1 1	1 3 3		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 2 7	1 2	on Lug	3			1 1 4	3	2	1 1	1 3 3 3		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry-	-on Lug	1			1 1 4 1			1 1 1 1	1 3 3 3 2		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry- 2					1 1 4	3	2	1 1 1	1 3 3 3		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry- 2		1			1 1 4 1			1 1 1 1	1 3 3 3 2		
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Screening - Inconsistency			2		1	3	1	1						
Screening - Military		1												
Screening - Procedures/Process	3	4		1	5	3	6	4	4	4	1	3	3	
2022	77	111	115	102	121	200	154	170						
Advanced Imaging Technology (AIT)						1								
Advanced Imaging Technology (AIT) - Flye	er					1								
Airline		1					1	2						
Airline - Lost Baggage								1						
Airline - Policy/Regulations/Service		1					1	1						
Civil Rights	2	3	2	3	1	1	2	6						
<u> </u>		3		3	1	1								
Civil Rights - Age								1						
Civil Rights - National Origin							1							
Civil Rights - Profiling								1						
Civil Rights - Race						1		2						
Civil Rights - Racial Profiling or Discrimina	1	2	2		1									
Civil Rights - Sex/Gender/Gender Identity	1	1		1				2						
		'		2			1							
Civil Rights - Transgender Screening							1							
Customer Service	4	10	16	10	7	11	10	5						
Customer Service - TSO	4	10	16	10	7	11	10	5						
Expedited Passenger Screening Program	56	83	86	76	86	162	122	133						
Expedited Passenger Screening Program	- Active Dut	y Military				1	2							
Expedited Passenger Screening Program						1								
Expedited Passenger Screening Program		8	8	1	4	4	3	5						
Expedited Passenger Screening Program		75	78	75	82	155	117	127						
Expedited Passenger Screening Program	- ISA/DHS	∟mployees -	- Opt In			1		1						
Locks	1				1	3		2						
Locks - General	1													
Locks - Missing or Damaged Lock					1	3		2						
Lost and Found		1			1									
Lost and Found - Airport/TSA		1			1									
·		ı		0										
Mishandling of Passenger Property	2			3	6	4		2						
Mishandling of Passenger Property - Dam		ıg ItemsCaı	rry-on Lugga	age				2						
Mishandling of Passenger Property - Dam	2			1	5	3								
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsUns	specified Lu	ggage	1									
Mishandling of Passenger Property - Disar	rraved Items	sCarry-on o	or Checked	2		1								
No Jurisdiction	1				1	1		1						
No Jurisdiction - No Referral	1							'						
	1				4	4		4						
No Jurisdiction - Refer to CBP					1	1		1						
Patdown	2	2	2	2		4	3	1						
Patdown - Children						1								
Patdown - Flyer	2	2	2	2		3	3	1						
Persons w/ Disabilities (PWD)	2		1	1	4	3	3	2						
Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1											
Persons w/ Disabilities (PWD) - Diapers/G		occings/Mos				1								
` ' '	arments/Dr	essings/ivias	iks			- 1								
Persons w/ Disabilities (PWD) - General					1									
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment				2									
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces						1						
Persons w/ Disabilities (PWD) - Medical [1				1									
Persons w/ Disabilities (PWD) - Medically		Medication a	and Medical	Supplies			2							
Persons w/ Disabilities (PWD) - Mobility D						1								
		ot vviiceichai	i oi ocoolei)										
Persons w/ Disabilities (PWD) - Prosthesi														
Persons w/ Disabilities (PWD) - Respirato			nt			1								
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain	/trauma)					1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1				1						
Prohibited & Permitted Items		2												
Prohibited & Permitted Items - Lighters/Ma	atches	1												
Prohibited & Permitted Items - Liquids/Gel														
·		1		_	_	_	_	_						
Property - Special Handling	3	3	3	2	2	5	3	6						
Property - Special Handling - Damaged Ite	2	1	1				1	2						
Property - Special Handling - Damaged Ite	1	1		1		3	1	3						
Property - Special Handling - Missing Item	s - Carry-O	n		1	2		1	1						
Property - Special Handling - Missing Item		1	2			2								
	.c Oncore	1			4									
Request for Assistance					1									
Request for Assistance - Other					1									
Screening	4	6	5	5	11	5	10	10						
Screening - Children							1							
Screening - Inconsistency		2	2	1			3	2						
Screening - Lengthy Lines							1	1						
ŭ .	4	4	2		40	4								
Screening - Procedures/Process	4	4	3	3	10	4	3	7						
Screening - Retrieving Abandoned/Confisc	cated Items			1	1	1	2							

gories	10-Oct 11	-Nov 1	2-Dec	01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
d	7	3	6	5	7	14	6	7	4	8	5 Aug	3	Total
2019	,	3	U	2	4	8	3	1	2	1	4	2	
Customer Service				1	4	2	1	- '			4		
Customer Service - Others				1			1						
Customer Service - Others Customer Service - TSO				- 1		2	1						
				1		2			4	-			
Locks									1	1			
Locks - Missing or Damaged Lock									1	1			
Mishandling of Passenger Property				1	3			1	1		1	1	
Mishandling of Passenger Property - Dam				1	2			1	1		1	1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked		1								
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling						2	1				2		
Property - Special Handling - Damaged Ite	ems - Checked					1							
Property - Special Handling - Missing Item						1							
Property - Special Handling - Missing Item							1				2		
Screening					1	3	1				1	1	
Screening - Lengthy Lines					1	1	1				- '		
					1	2	1				1		
Screening - Procedures/Process						2					1		
Screening - Security Breach		_	_									1	
2020		2	5	1	1	1	1		1	4	1		
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service							1						
Customer Service - TSO							1						
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property		1	2		1	1				2			
Mishandling of Passenger Property - Dam	aged/Missir	1	1		1	1				2			
Mishandling of Passenger Property - Disa			1										
Patdown	riayed items0	arry-orr	2							1			
Patdown - Flyer			2							1			
•		4								1			
Property - Special Handling	011	1		1									
Property - Special Handling - Damaged Ite	ems - Checi	1		1									
Screening										1	1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process										1			
2021	6			1	1			2	1	3		1	
Customer Service	1									1			
Customer Service - TSO	1									1			
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa													
Patdown	1								1				
	1								Į.				
Patdown - Flyer	1												
Patdown - Flyer as Observer									1				
Prohibited & Permitted Items					1								
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols				1								
Property - Special Handling								2		2		1	
Property - Special Handling - Damaged Ite	ems - Checked							1				1	
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item										2			
Screening	2			1									
Screening - Procedures/Process	2			1									
2022	1	1	1	1	1	5	2	4					
Expedited Passenger Screening Program	'	1	'	1	1	4	2	3					
	TCA A			1	1	4	2	3					
Expedited Passenger Screening Program		1					_						
Expedited Passenger Screening Program	- TSA PreChec	K		1	1	4	2	3					
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling			1			1		1					
Property - Special Handling - Missing Item	ns - Carry-On		1					1					

egories	10-Oct 1		Contact C 2-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ΓN .	6	12	7	7	12	9	20	15	12	4		· · · · · · · · · · · · · · · · · · ·	
2019		12	1	1	4	3	20	3	5	2			
Civil Rights					4				5	1	3		
Civil Rights - Racial Profiling or Discrimin	l									1			
Customer Service	lauon T				4		0		0	ı		2	
					1		2		2		1	3	
Customer Service - TSO					1	4	2		2		1	3	
Lost and Found						1			1	1			
Lost and Found - Airport/TSA						1			1	1			
Mishandling of Passenger Property	1/8 41 - 1 - 1		Lead Decision		1			2	2			1	
Mishandling of Passenger Property - Dan					1				2			1	
Mishandling of Passenger Property - Dan				gage				1					
Mishandling of Passenger Property - Disa	arrayed Items(Carry-on or	Checked					1					
Patdown						1							
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Mobility	Disability (Not V	Vheelchair	or Scooter)		1								
Property - Special Handling					1						1		
Property - Special Handling - Missing Iter	ns - Carry-On				1						1		
Screening						1		1			1	1	
Screening - Procedures/Process						1		1			1	1	
2020	5	3	1	1	4								
Customer Service	3	2											
Customer Service - TSO	3	2											
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property			1		1								
Mishandling of Passenger Property - Dan	T naged/Missing I	temsC	1										
Mishandling of Passenger Property - Dan				ne er	1								
Patdown	l lagoa/wildowig i	torrio Orioc	nou buggu	1	1								
Patdown - Flyer				1	1								
Property - Special Handling	1	1											
Property - Special Handling - Missing Iter		1											
	1	1			1								
Screening Inconsistency	ı				1								
Screening - Inconsistency	4												
Screening - Procedures/Process 2021	1			•				•	-	•			
Customer Service				2	1		2	2	7 1	2		1	
										1			
Customer Service - TSO									1	1			
Expedited Passenger Screening Program	TO 4 D OI				1		1	2	6	1			
Expedited Passenger Screening Program	1 - TSA PreChed	CK			1		1	2	6	1	2		
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Medical	Devices - Attach	ned to the E	ody				1						
Property - Special Handling											1	1	
Property - Special Handling - Missing Iter	ms - Carry-On										1		
Property - Special Handling - Missing Iter	ns - Checked											1	
Screening				1									
Screening - Procedures/Process				1									
2022	1	9	6	4	3	6	16	10					
Airline								1					
Airline - Lost Baggage								1					
Customer Service	1	1	1		1								
Customer Service - TSO	1	1	1		1								
Expedited Passenger Screening Program		8	5	4	2	6	15	7					
Expedited Passenger Screening Program	i - DoD	1					.0	1					
Expedited Passenger Screening Program			n			1		1					
Exposition i descriger corecting i fogran		7	5	4	2	5	15	5					
Expedited Passenger Screening Program		1	Ü	4		3	10						
Expedited Passenger Screening Program								4					
No Jurisdiction								1					
No Jurisdiction No Jurisdiction - Refer to Other								1					
No Jurisdiction No Jurisdiction - Refer to Other Screening							1						
No Jurisdiction No Jurisdiction - Refer to Other							1	1					

Categories TUL 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service	10-Oct 1 29	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights Civil Rights - Racial Profiling or Discrimin		22	27	39	26	31	32	31	13	19	26	39	334
Civil Rights - Racial Profiling or Discrimin				2	2	6	10	7	6	5	6	8	52
							1						1
	ation						1						1
Gustomer Service							2		2				4
Customer Service - TSO							2		2				4
Locks						1	1	1	1				4
Locks - Missing or Damaged Lock						1	1	1	1				4
Mishandling of Passenger Property						2	4	2		2	2	2	14
Mishandling of Passenger Property - Dam	naged/Missing I	emsCari	y-on Lugga	age								1	1
Mishandling of Passenger Property - Dam	naged/Missing I	emsChe	cked Bagg	age		2	2	2		1	2	1	10
Mishandling of Passenger Property - Disa	arrayed Items0	arry-on or	Checked				2			1			3
Patdown							1	1				1	3
Patdown - Flyer							1	1				1	3
Persons w/ Disabilities (PWD)										1	1	1	3
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	nd Medical	Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not V	/heelchair	or Scooter)								1	1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway									1		1
Property - Special Handling				1	2	3	1	1	1	2	3	2	16
Property - Special Handling - Damaged It	ems - Carry-On				1					1			2
Property - Special Handling - Damaged It				1	1			1			1	1	5
Property - Special Handling - Missing Iten											1		1
Property - Special Handling - Missing Iten						3	1		1	1	1	1	8
Screening				1				2	2			2	7
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1				1	2			2	6
2020	6	5	9	10	10	5		'	1	6	5	13	70
Civil Rights		•	1	.0		•				J	•		1
Civil Rights - Transgender Screening			1										1
Customer Service	1		2	2	1	1			1		1	8	17
Customer Service - Others	<u> </u>				1	1			1		1	6	6
Customer Service - Others Customer Service - TSO	1		2	2	1	1			1		1	2	11
Locks	1	1	1		1	1			1		1		2
		1	1										
Locks - Missing or Damaged Lock	2	1	1	2		2				0		0	2
Mishandling of Passenger Property	3	1		3	1	3				2		2	16
Mishandling of Passenger Property - Dam		4	4	0	4	0				0		0	1
Mishandling of Passenger Property - Dam		1	1	2	1	2				2		2	12
Mishandling of Passenger Property - Dam		emsUns	ресітіеа і	1									1
Mishandling of Passenger Property - Disa	1					1							2
Patdown				1							1		2
Patdown - Flyer				1							1		2
Persons w/ Disabilities (PWD)	/D	1	D1 1-1016 -	1	1							1	4
Persons w/ Disabilities (PWD) - Cognitive	e /Development	ai /ivientai	Disability		1								1
Persons w/ Disabilities (PWD) - General	N	1	1. 1. 4 12	4									1
Persons w/ Disabilities (PWD) - Medically			na Medic	1								4	1
Persons w/ Disabilities (PWD) - Touch Av	/ersion (pain/tra		2	4	_					0		1	1
Property - Special Handling	7	1	3	1	5					2	1	1	15
Property - Special Handling - Damaged It		1	1		3					1			6
Property - Special Handling - Missing Iten			0	4	0					1	4	4	1
Property - Special Handling - Missing Iten	1	4	2	1	2	4				0	1	1	8
Screening	1	1	1	2	2	1				2	2	1	13
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1	1	1	2	1				2	2	1	11
Screening - Security Breach				1									1
2021	12	7	5	5	3	4	9	10	6	8	15	18	102
Civil Rights						2	1	1		1			5
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimin	ation					2	1	1					4
Customer Service	4	4	2	2		1	1	1	2	3	2	1	23
Customer Service - Others	2	3											5
Customer Service - TSO	2	1	2	2		1	1	1	2	3	2	1	18
Expedited Passenger Screening Program			2				4	3	3	3	10	8	33
Expedited Passenger Screening Program			m				1						1
Expedited Passenger Screening Program	- TSA PreChed	k	2				3	3	3	3	10	8	32
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	tic											1	1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1	2	1	1			1		1	1		1	9
Mishandling of Passenger Property - Dam	1	2	1	1			1			1		1	8
Mishandling of Passenger Property - Disa	rrayed Items0	arry-on or	Checked						1				1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown								1			1		2
								1			1		2
Patdown - Flyer				1				1			1		3
Prohibited & Permitted Items	Devices			1									1
•		n Objects						1					1
Prohibited & Permitted Items		p c bjecte											- 4
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic	ols/Razors/Shai	p objects									1		1
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Tod	ols/Razors/Shai	p 0 5)0010			1			1			1	1	7
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Tod Prohibited & Permitted Items - Liquids/Ge	ols/Razors/Shar els/Aerosols 4				1			1			1	1	
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Tod Prohibited & Permitted Items - Liquids/Ge Property - Special Handling	ols/Razors/Sharels/Aerosols 4 ems - Carry-On				1						1	1	7 1
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Tod Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It	ols/Razors/Sharels/Aerosols 4 ems - Carry-On				1						1		7
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Tor Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ols/Razors/Sharels/Aerosols 4 ems - Carry-On					1	2				1		7 1 3
Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ols/Razors/Shar	•			1	1	2	1				1	7 1 3 3

		1	SA Contac	ct Center (1	CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	2	1			1	1		1			1	4	1
2022	11	10	13	22	11	16	13	14					11
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights		2				1		1					
Civil Rights - Perceived Religion		1						1					
Civil Rights - Racial Profiling or Discrimina	ation	1											
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender				1							
Customer Service	1	1	2	4	1	1		1					1
Customer Service - TSO	1	1	2	4	1	1		1					1
Expedited Passenger Screening Program	8	7	11	15	4	10	11	9					7
Expedited Passenger Screening Program	- TSA Appl	2											
Expedited Passenger Screening Program	8	5	11	15	4	10	11	9					7
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	С				1								
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	1								
Property - Special Handling				2	1	2	2	1					
Property - Special Handling - Damaged Ite	ems - Carry	-On					1	1					
Property - Special Handling - Missing Item	ns - Carry-O	n		1	1	2	1						
Property - Special Handling - Missing Item	s - Checke	d		1									
Screening	1			1	3	1		1					
Screening - Inconsistency					1	1							
Screening - Procedures/Process	1			1	2			1					

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

	40.0=44			ct Center (T				OF Mass	00 1	07 1	00 4	00 0	Total
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	25	30	22		54	64	60	43	18	28			416
2019				7	14	14	12	11	5	7	10	9	89
Civil Rights Hair Retdowns					1	1	2						<u>4</u>
Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	tion				1	1	1						3
Customer Service	itiOH			1	2	- 1	1	1			2		6
Customer Service - Others				1	1			- 1					1
Customer Service - Others Customer Service - TSO				1	1			1			2		5
Locks				1	- 1	1		1 2		3	2		7
Locks - Missing or Damaged Lock				1	0	1	0	2	0	3			7
Mishandling of Passenger Property	1/h 4: i 1			2	3	4	2	3	3	1		3	25
Mishandling of Passenger Property - Dam					4	0	0		0		1		1
Mishandling of Passenger Property - Dam				•	1	3	2	1	2		3	2	16
Mishandling of Passenger Property - Dam									1	1			2
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on	or Checke	d	2	1		2				1	6
Patdown							2					2	4
Patdown - Flyer							2					2	4
Persons w/ Disabilities (PWD)								1			1	1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication	and Medic	al Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	/heelcha	ir or Scoo	ter)				1					1
Property - Special Handling				2	7	6	2	4	1	3	2	2	29
Property - Special Handling - Damaged Ite	ms - Carry-On							1					1
Property - Special Handling - Damaged Ite	ms - Checked				2	2		1		2	1		8
Property - Special Handling - Missing Item	s - Carry-On						1						1
Property - Special Handling - Missing Item				2	5	4	1	2	1	1	1	2	19
Screening				1	1	2	4		1		1		11
Screening - Lengthy Lines					•	2			•		· ·	· ·	2
Screening - Procedures/Process				1	1		3		1		1	1	8
Screening - Security Breach				'			1		'				1
2020	9	12	9	5	15	11	1	1	6	5	2	5	81
Civil Rights	9	4	9	Ð	15	11	1	1	1	5			6
Civil Rights - Age		4			- 1				1				1
ŭ ŭ	tion	4							1				
Civil Rights - Racial Profiling or Discrimina		1			4								1
Civil Rights - Sex/Gender/Gender Identity-	•	3			1								4
Customer Service	1	1			3	2	1	1	2		1	1	13
Customer Service - Others	1												1
Customer Service - TSO		1			3	2	1	1	2		1	1	12
Locks	1	1	2		1								6
Locks - Missing or Damaged Lock	1	1	2		1								6
Mishandling of Passenger Property	4	3	2		3	3			3	3		3	24
Mishandling of Passenger Property - Dam	2	2	1		3	2			3	2		3	18
Mishandling of Passenger Property - Disa	2	1	1			1				1			6
Patdown			1			2							3
Patdown - Flyer			1			2							3
Persons w/ Disabilities (PWD)		2	1	1		2							6
Persons w/ Disabilities (PWD) - Autism Sp	ectrum		1										1
Persons w/ Disabilities (PWD) - Medically		dication	and Medic	al Supplies		1							1
Persons w/ Disabilities (PWD) - Metal Imp		1	ana moun	а саррисс		•							1
Persons w/ Disabilities (PWD) - Mobility D		/heelcha	ir or Scoo	t 1									1
Persons w/ Disabilities (PWD) - Ostomy/C		riooiona	01 0000			1							1
Persons w/ Disabilities (PWD) - Prosthesis		1											1
Property - Special Handling	2	1	1	2	4	1				1	1	1	
Property - Special Handling - Damaged Ite						1				- 1			14
1 7 1					1								1
Property - Special Handling - Damaged Ite				1	2								3
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	1	1	1		1	1				1		1	8
Screening	1		2	1	2					1			
-					3	1							9
Screening - Inconsistency			1										1
Screening - Inconsistency Screening - Procedures/Process	1		1 1	1	3	1				1			1 8
Screening - Inconsistency Screening - Procedures/Process 2021	1 7	5	1	1			13	10	7			7	1 8 97
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights		1	1 1	1	3	1	13	10	7	1		7	1 8
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age	7		1 1	1	3	1		10	7	1		7	1 8 97
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights	7	1	1 1	1	3	1		10	7	1		7	1 8 97 2
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age	7	1	1 1	1	3	1	1	10	7	1	14	7	1 8 97 2 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina	7	1	1 1	1	3 9	1 7	1 1 2	10		1 16	14		1 8 97 2 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	tion 1	1 1	1 1	1	3 9 2 2	1 7	1 1 2 2	10	1	1 16	14		1 8 97 2 1 1 10 10
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	7 tion 1	1 1	1 1	1	3 9	1 7	1 1 2		1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12	5	1 8 97 2 1 1 10 10 41
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	7 tion 1 1	1 1 1	1 1 1	1	3 9 2 2	1 7	1 1 2 2 5		1	1 16	14 1 1 12	5	1 8 97 2 1 1 10 10 41
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	tion 1 1 - DoD - Known Crew	1 1 1 1	1 1 1	1	3 9 2 2	1 1 3	1 1 2 2	4	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12	5	1 8 97 2 1 1 10 10 41 2
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	tion 1 1 - DoD - Known Crew - TSA Applicat	1 1 1 1 Member	1 1 1	1	2 2 2	1 7 1 1 3 3 1 1	1 2 2 5	4	1	1 16 1 1 10 1	14 1 1 12 1	5	1 8 97 2 1 1 10 10 41 2
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	tion 1 1 - DoD - Known Crew - TSA Applicat	1 1 1 1 Member	1 1 1	1	3 9 2 2	1 1 1 3 3 1 2	1 1 2 2 5	4 1 3	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 1 10 10 41 2 1 2 36
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	tion 1 1 - DoD - Known Crew - TSA Applicat	1 1 1 1 Member ion Progr	1 1 1	1	2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 2 2 5	1 3 1	1	1 16 1 1 10 1	14 1 1 12 1	5	1 8 97 2 1 1 10 10 41 2 1 2 36
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	tion 1 1 1 - DoD - Known Crew - TSA Applicat	1 1 1 Member ion Progick 1 1	1 1 1	1	2 2 2	1 1 1 3 3 1 2	1 1 2 2 5	4 1 3 1	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 2 1 1 1 10 10 10 10 10 10 10 10 10 10 10
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	ttion 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 1 Member ion Progr	1 1 1	1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1	1 16 11 11 11 11 11 11 11 11 11 11 11 11	14 1 1 12 1	5	1 8 97 2 2 1 1 10 10 10 10 10 10 10 10 10 10 10 10
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 1 Member ion Progrek 1 1	1 1 1	1	2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5	4 1 3 1	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 Member ion Progrisk 1 1 1	1 1 1	1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1 1	5	1 8 97 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 1 Member ion Progrek 1 1	1 1 1	1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 Member ion Progrisk 1 1 1	1 1 1	1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 Member ion Progrisk 1 1 1	1 1 1	1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 Member ion Progrisk 1 1 1	1 1 1	1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 1 10 10 10 10 10 10 10 10 10 10 10 10
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Non-Flyer	tion 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChec	1 1 1 1 Member ion Progick 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1 1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 2 1 1 1 10 10 10 10 10 10 10 10 10 10 10
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChect 1 1 rayed Item	1 1 1 1 Member foon Progick 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1 1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 1 10 10 41 2 36 3 3 7 6 1 1 3 2
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChect 1 1 rayed Item Necessary Menimals	1 1 1 1 Member foon Progick 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2 2 2 2	1 7 1 1 3 3 1 2 1 1 2 1 1	1 2 2 5 5 1 4	1 3 1 1 2	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 10 10 41 2 1 2 36 3 3 3 7 6 1 1 3 2
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Property - Special Handling	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChect 1 1 rayed Item	1 1 1 1 Member foon Progick 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2 2 2 2	1 1 1 3 3 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 5 1 4	1 3 1 1 2	1 1	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 1 10 10 41 2 36 33 3 7 6 1 1 2 2 1 2 2 36 1 1 1 2 1 2 1 1 2 1 1 1 1 1 2 1 1 1 1
Screening - Inconsistency Screening - Procedures/Process 2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A	tition 1 1 1 - DoD - Known Crew - TSA Applicat - TSA PreChect 1 1 rayed Item Necessary Menimals 4 1	1 1 1 1 Member foon Progick 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2 2 2 2	1 1 1 3 3 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 5 5 1 4	1 3 1 1 2	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 1 1 12 1	5	1 8 97 2 1 10 10 41 2 1 2 36 3 3 3 7 6 1 1 3 2

			SA Conta	ct Center (1	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	1		1				1		1				4
Screening	1			1	4	1	2	3	3		1	1	17
Screening - Inconsistency				1	2	1		1					5
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process	1				1		2	2	3			1	10
2022	9	13	12	12	16	32	34	21					149
Civil Rights				1			2						3
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender					1						1
Customer Service	1	2	1	1	3	5	1	1					15
Customer Service - TSO	1	2	1	1	3	5	1	1					15
Expedited Passenger Screening Program	6	9	10	10	12	22	27	14					110
Expedited Passenger Screening Program	- DoD	2				2							4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	1			2	1						4
Expedited Passenger Screening Program	6	7	9	9	12	18	26	14					101
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In	1									1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Mishandling of Passenger Property			1					4					5
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage				1					1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage				3					3
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1					2	1					4
Patdown - Children								1					1
Patdown - Flyer		1					2						3
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Autism S	pectrum						1						1
Property - Special Handling						3							3
Property - Special Handling - Missing Item	ns - Carry-O	n				1							1
Property - Special Handling - Missing Item	ns - Checke	d				2							2
Screening	2					2	1	1					6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1	1	1					5

					t Center (T									
categories	10-Oct	11-Nov		Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	6		4	2	6	6		10	7	4	11	11	16	90
2019						1		1	3	1	5	3	6	20
Civil Rights											1			1
Civil Rights - Racial Profiling or Discrimin	ation										1			1
Customer Service												2		2
Customer Service - TSO												2		2
Locks								1					2	3
Locks - Missing or Damaged Lock								1					2	3
Mishandling of Passenger Property									1	1	1		1	5
Mishandling of Passenger Property - Dan										1		1	1	3
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-o	n or Ch	necked					1		1			2
Property - Special Handling									1		3		1	5
Property - Special Handling - Missing Iter	ns - Checked	d							1		3		1	5
Screening						1			1				2	
Screening - Procedures/Process						1			1				1	3
Screening - Security Breach													1	
2020	2		4			1						3		11
Customer Service												2		2
Customer Service - TSO												2		2
Locks			1			1								2
Locks - General						1								•
Locks - Missing or Damaged Lock			1											1
Mishandling of Passenger Property	2		3									1	1	7
Mishandling of Passenger Property - Dan	2	;	3									1	1	7
2021	1				1		1	1		3	6	5		27
Customer Service					1					2	4	2		9
Customer Service - TSO					1					2	4	2		S
Expedited Passenger Screening Program											1	2	8	11
Expedited Passenger Screening Program	- TSA PreC	heck									1	2	8	11
Mishandling of Passenger Property	1						1							2
Mishandling of Passenger Property - Dan	naged/Missin	g Items	Checke	ed Bag	gage		1							1
Mishandling of Passenger Property - Disa	1													
Persons w/ Disabilities (PWD)											1	1		
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)										1			
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Cast	s									1		
Property - Special Handling										1			1	
Property - Special Handling - Damaged It	ems - Carry-	On											1	
Property - Special Handling - Missing Iter	ns - Carry-O	n								1				
Screening								1						1
Screening - Procedures/Process								1						1
2022	3			2	5	4	6	8	4					32
Customer Service	1							1						2
Customer Service - TSO	1							1						2
Expedited Passenger Screening Program	2			2	5	3	5	6	3					26
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram		1				1					2
Expedited Passenger Screening Program	2			2	4	3	5	6	2					24
Mishandling of Passenger Property							1	1						2
Mishandling of Passenger Property - Dan	naged/Missin	g Items	Carry-c	n Lug	gage			1						
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-o	n or Ch	necked			1							
No Jurisdiction	1	-							1					
No Jurisdiction - No Referral									1					
Screening						1								1
Screening - Procedures/Process						1								1

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

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

			TSA Contac	ct Center (ГСС) Data ⁻	ΓοοΙ - FΟΙΑ							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	2	2		1	2	5	1		2		2		1
2019						2	1		2		1		
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	Not Trans	gender							1				
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property						1			1				
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	gage					1				
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d		1							
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling							1						
Property - Special Handling - Damaged Ite	ems - Chec	ked					1						
2020	1	2		1	1								
Civil Rights		1											
Civil Rights - Age		1											
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Baç	1									
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening		1			1								
Screening - Procedures/Process		1			1								
2021						1					1		
Patdown						1							
Patdown - General						1							
Property - Special Handling											1		
Property - Special Handling - Damaged It	ems - Chec	ked									1		
2022	1				1	2							
Expedited Passenger Screening Program					1	2							
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram			1							
Expedited Passenger Screening Program	- TSA PreC	Check			1	1							
Patdown	1												
Patdown - Flyer	1												

						CC) Data								
egories	10-Oct	11-Nov			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YR	3	5	i	6	4	5	1	2	1	3	4	4	2	4
2019								2		3	2		1	
Locks													1	
Locks - Missing or Damaged Lock													1	
Mishandling of Passenger Property								2		1				
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	Checke	d Bagg	jage			1						
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	n or Ch	necked				1		1				
Property - Special Handling										2				
Property - Special Handling - Damaged Ite	ems - Check	ed								1				
Property - Special Handling - Missing Item	ns - Checked	i								1				
Screening											2			
Screening - Procedures/Process											2			
2020	2			1	1	2							1	
Customer Service	1			1		1								
Customer Service - TSO	1			1		1								
Locks						1							1	
Locks - Missing or Damaged Lock						1							1	
Mishandling of Passenger Property	1				1									
Mishandling of Passenger Property - Dam	1				1									
2021		2		2	2	1	1				2	4		
Airline		_				•					1	•		
Airline - Policy/Regulations/Service											1			
Customer Service				2	2									
Customer Service - TCC					1									
Customer Service - TSO				2	1									
Expedited Passenger Screening Program											1	3		
Expedited Passenger Screening Program	- TSA Annli	cation Pro	aram									1		
Expedited Passenger Screening Program			grain								1	2		
Prohibited & Permitted Items	- TOATTIEC	IICCK									- 1	1		
Prohibited & Permitted Items - Breast Milk	/Raby Form	ula/Breast	Dumn									1		
Property - Special Handling	l Daby i oiiii	uia/Di casi 1	. i uiiip	'								- 1		
Property - Special Handling - Damaged Ite	ome Chool	1												
Screening	l	1				1	1							
Screening - Lengthy Lines		- 1				1	1							
Screening - Procedures/Process		1				- 1								
2022	4	3		3		•								
Customer Service	1	1		3	1	2			1					
		1												
Customer Service - TSO		1		-										
Expedited Passenger Screening Program	TOA D C			1	1	2								
Expedited Passenger Screening Program	- TSA PreC	1		1	1	2								
Patdown				1										
Patdown - Flyer				1										
Screening	1	1		1					1					
Screening - Crew Member or Airline Empl				1										
Screening - Procedures/Process	1	1							1					

TSA Contact Center (TCC) Data Tool - FOIA 12-Dec 01-Jan 02-Feb 03-Mar

) Data Too								_
ories	10-Oct 11-	Nov 12 22	2-Dec 01 18	-Jan 02 18	2-Feb 03 11	3-Mar 0- 28	4-Apr 05 23	5-May 00 35		7-Jul 08 8		9-Sep 16	Tot
2019	18	22	18	18 3	11	28 5	23 3	35 11	18 5	8 5	13 5	16 7	
Civil Rights				3	'	3	1	- ''	3	3	J	,	
Civil Rights - National Origin							1						
Customer Service						3	1	1	1		1	1	
Customer Service - Others						3		'	- 1		1	- 1	
Customer Service - TSO						3		1	1		4	4	
				4				1	I		1	1	
Locks				1								1	
Locks - Missing or Damaged Lock				1				1		4		1	
Mishandling of Passenger Property				1			1	1		1	3		
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCheck	ked Baç	1			1	1		1	3		
Patdown				1					1			1	
Patdown - Flyer				1					1			1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way								1			
Property - Special Handling							1	3		1		1	
Property - Special Handling - Damaged Ite	ems - Carry-On						1						
Property - Special Handling - Damaged Ite	ems - Checked							1					
Property - Special Handling - Missing Item	ns - Carry-On											1	
Property - Special Handling - Missing Item								2		1			
Screening					1	2		5	3	2	1	2	
Screening - Inconsistency								1	0		1	1	
Screening - Procedures/Process					1	2		4	3	2	'	1	
SIDA (Security Identification Display Area)					- '-			4				1	
	Conorol											1	
SIDA (Security Identification Display Area			•	-					•				
2020	3	4	2	7	5				3	1	1	2	
Civil Rights	4			1								1	
Civil Rights - Racial Profiling or Discrimina												1	
Civil Rights - Sex/Gender/Gender Identity-				1									
Customer Service	1	1	1		2								
Customer Service - TSO	1	1	1		2								
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property		1		3	1								
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCarry-	-on Lua	1									
Mishandling of Passenger Property - Dam		1	on Lug	2	1								
Patdown	agoa/mioon	2			- '								
Patdown - Flyer		2											
									4				
Persons w/ Disabilities (PWD)									1		1		
Persons w/ Disabilities (PWD) - Medically				upplies							1		
Persons w/ Disabilities (PWD) - Mobility D	isability (Not Wh	neelchair o	r Scooter)						1				
Property - Special Handling	1			2									
				_									
Property - Special Handling - Damaged Ite	ems - Checked			2									
	ems - Checked 1												
Property - Special Handling - Missing Iten			1		2				2	1			
Property - Special Handling - Missing Iten Screening	1		1	2	2 2				2 2	1			
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process	1 1	7		1	2	1	5	4	2	1	7	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021	1 1 1 3	7	1	1 1		1	5	4			7	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf	1 1 1 3 ormation		1 6	1 1	2	1	5	4	2 10 1	1	7	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier	1 1 1 3 ormation		1 6	1 1	2	1	5	4	2 10	1	7	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights	1 1 1 3 ormation nt Information - E		1 6 -Y	1 1	2	1	5	4	2 10 1	1	7	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Civil Rights Civil Rights - Racial Profiling or Discrimina	1 1 1 3 ormation nt Information - E	MAIL ONL	1 6	2 1 1 1	2	1			2 10 1	1 2		7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discriming Customer Service	1 1 1 3 ormation nt Information - E	MAIL ONL	1 6 -Y	1 1	2	1	5	4	2 10 1	1	7	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	1 1 1 3 ormation nt Information - E	MAIL ONL 2 1	1 6 -Y 2 2 2	2 1 1 1	2	1	1	1	2 10 1 1	1 2	1	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	1 1 1 3 ormation nt Information - E	MAIL ONL	1 6	2 1 1 1	2	1	1	1	2 10 1 1 4	1 1	1		
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	1 1 1 3 ormation nt Information - E	MAIL ONL 2 1	1 6 -Y 2 2 2	2 1 1 1	2	1	1	1	2 10 1 1	1 2	1	7	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO	1 1 3 formation nt Information - E	MAIL ONL 2 1	1 6 -Y 2 2 2	2 1 1 1	2	1	1	1	2 10 1 1 4	1 1	1		
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 1 1 3 3 Formation at Information - Eation	MAIL ONL 2 1 1	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2	1	1	1 1 2	2 10 1 1 4	1 1	1		
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 3 3 sormation - Elation - Over 75 - TSA Application	MAIL ONL 2 1 1	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2	1	1	1 1 2	2 10 1 1 4	1 1	1	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 3 3 sormation - Elation - Over 75 - TSA Application	2 1 1	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 1 4 4	1 1 1 1	1 1 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	1 1 1 3 ormation Int Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck	2 1 1 n Program	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 1 4 4	1 1 1 1	1 1 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 1 4 4	1 1 1 1	1 1 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	2 1 1 n Program	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 1 4 4	1 1 1 1	1 1 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 1 4 4	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profilling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profilling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown-	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - General	1 1 3 ormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii	MAIL ONL 2 1 1 1 n Program 4 3	1 6 × 2 × 2 × 2 × 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items	1 1 3 formation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii 1	MAIL ONL 2 1 1 1 n Program 4 3	1	2 1 1 1	2 1	1	1 1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items	1 1 3 sormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1	MAIL ONL 2 1 1 1 n Program 4 3	1 6Y 2 2 2 2 2	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profilling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and	1 1 1 3 ormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco	MAIL ONL 2 1 1 1 n Program 4 3 1	1	2 1 1 1	2 1		1 1 1 1 1 1 1 1	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6 1 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Liquids/Ge	1 1 1 3 ormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco	MAIL ONL 2 1 1 1 n Program 4 3	1	2 1 1 1	2 1	1	1 1 1	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite	1 1 1 3 cormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 1 1 1 1 1 1 1 1 1 1 1 1	MAIL ONL 2 1 1 1 n Program 4 3 1	1	2 1 1 1	2 1		1 1 1 1 1 2	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6 1 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Liquids/Gel Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 1 3 cormation Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1	MAIL ONL 2 1 1 1 n Program 4 3 1	1	2 1 1 1	2 1	1	1 1 1 1 1 1 1 1	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items	1 1 3 sormation Int Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii 1 Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On	MAIL ONL 2 1 1 1 n Program 4 3 1	1	2 1 1 1	2 1		1 1 1 1 2 1	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6 1 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 1 3 sormation Int Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii 1 Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On	MAIL ONL 2 1 1 1 n Program 4 3 1	1	2 1 1 1	2 1	1	1 1 1 1 1 2	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 1 3 sormation Int Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii 1 Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On	MAIL ONL 2 1 1 1 n Program 4 3 1	1	2 1 1 1	2 1	1	1 1 1 1 2 1	1 1 2 1	2 10 1 1 4 4 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profilling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Pohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 1 3 sormation Int Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii 1 Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On	MAIL ONL 2 1 1 1 n Program 4 3 1	1 6	2 1 1 1	2 1	1	1 1 1 1 2 1	1 1 2 1	2 10 1 1 4 4 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Passenger Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	1 1 1 3 ormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 Is - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 1 2 1	1 2 1 1 1 1 1 1	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Person	1 1 3 sormation Int Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missii 1 Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On	MAIL ONL 2 1 1 1 n Program 4 3 1	1 6	2 1 1 1	2 1	1	1 1 1 1 2 1	1 1 2 1 1 1 1 1 1 1	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	1 1 1 3 ormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 Is - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 1 2 1	1 1 2 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilitie	1 1 1 3 ormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 Is - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 2 1 1	1 1 2 1 1 1 1 1 1 1	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Airline Airline - Lost Baggage Civil Rights	1 1 1 3 ormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 Is - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Airline Airline - Lost Baggage Civil Rights Civil Rights - Race	1 1 1 3 sormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 2 1 1	1 1 2 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Airline Airline - Lost Baggage Civil Rights	1 1 1 3 sormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 5	
Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2021 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Airline Airline - Lost Baggage Civil Rights Civil Rights - Race	1 1 1 3 sormation It Information - E ation - Over 75 - TSA Applicatio - TSA PreCheck 1 aged/Missi 1 d Tobacco Is/Aerosols 2 ems - Carry-On 1 s - Carry-On 1	MAIL ONL 2 1 1 1 n Program 3 1	1	1 1 1 1	1 1	1	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 2	2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 4 4	6 1 5 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
Expedited Passenger Screening Program	6	5	9	6	3	17	10	18					74
Expedited Passenger Screening Program	- TSA Appli	cation Prog	ıram			1							1
Expedited Passenger Screening Program	6	5	9	6	3	16	10	18					73
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	ic					1							1
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Dam	aged/Missi	1											1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked					1					1
Patdown		1				1							2
Patdown - Flyer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1				2						3
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	al Disability				1						1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatior	1										1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)						1						1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten	1												1
Screening	1	2			1	2	2						8
Screening - Crew Member or Airline Emp	oyee						1						1
Screening - Inconsistency						1							1
Screening - Procedures/Process	1	2			1	1	1						6

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

tegories	10-Oct	11-Nov	12-Dec	: 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UNV	3	5		1 :	3 3	2		6	1	3		2	3
2019					1 1	1		2	1		1	2	
Civil Rights					1							1	
Civil Rights - Hair Patdowns												1	
Civil Rights - Racial Profiling or Discrimina	ation				1								
Customer Service					1			1					
Customer Service - Others					1								
Customer Service - TSO								1					
Locks											1		
Locks - Missing or Damaged Lock											1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Med	dical Supplie	S							1	
Screening	-					1		1	1				
Screening - Inconsistency								1					
Screening - Procedures/Process						1			1				
2020	1	2		1	1			1		1			
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	ation				1								
Customer Service				1				1					
Customer Service - TSO				1				1					
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	laggage						1			
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening		2											
Screening - Procedures/Process		2											
2021										2	1		
Civil Rights											1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transq	ender									1		
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	- TSA PreC	heck								1			
2022	2	3			2 1	1		3					1
Customer Service	1	1											
Customer Service - TSO	1	1											
Expedited Passenger Screening Program	1	2			2 1	1		3					
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program		1			2 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
VCT	1				1	2	1					1	F
2019						1						1	2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening												1	
Screening - Security Breach												1	
2020					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d	1								
2022	1					1	1						3
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program	n - TSA PreC	Check				1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d			1						1
TWIC	1												1
TWIC - General	1												1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VEL			1					1		1			3
2019										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Iten	ns - Checke	d								1			1
2022			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Children			1										1

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

gories					ata Tool - FOI	_						
_	10-Oct 11-	Nov 12-	Dec 01-Ja	ın 02-Fe	eb 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
S	14	10	13	17	9 2	l 24	17	37	30	29	16	237
2019				4	1 (3 2	3	7	10	4	5	42
Civil Rights						1 1	1		1	1		5
Civil Rights - Racial Profiling or Discrimina	ation						1					3
Civil Rights - Sex/Gender/Gender Identity-		er								1		1
Civil Rights - Transgender Screening	Trot Tranogonia								1			1
Customer Service						1		1	3	2	1	8
Customer Service - TSO						1		1	3	2	1	8
						- 1		- 1			ı	
Locks									2			- 2
Locks - Missing or Damaged Lock									2			2
Mishandling of Passenger Property				1		2		1	3		2	
Mishandling of Passenger Property - Dama									1			
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChecke	ed Baç	1		2		1	2		2	8
Patdown				1				1			1	3
Patdown - Flyer				1				1			1	(
Persons w/ Disabilities (PWD)						1	1					2
Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/Mental Dis	sability			1						
Persons w/ Disabilities (PWD) - Touch Ave							1					
Screening		,,,		2	1 :	2	1	4	1	1	1	1
Screening - Lengthy Lines				2	1			3	'	1	· ·	1.
				0			- 1		4		4	
Screening - Procedures/Process				2			1	1	1		1	
2020	5	3	5			2 1	1	2	4	4	4	3
Civil Rights			1								1	
Civil Rights - Racial Profiling or Discrimina	ation		1								1	
Customer Service	3							1		1	1	
Customer Service - TSO	3					1		1		1	1	
Locks						1				'		
Locks - Missing or Damaged Lock						1						
		4	1						0		1	
Mishandling of Passenger Property	agad/Missississis	1					1		2		1	
Mishandling of Passenger Property - Dama			1									
Mishandling of Passenger Property - Dama		1				1	1		2			
Mishandling of Passenger Property - Disar	rayed ItemsCa	irry-on or Cl	hecked								1	
Patdown		1										
Patdown - Flyer		1										
Persons w/ Disabilities (PWD)		1	2									3
Persons w/ Disabilities (PWD) - Diabetes		1										
Persons w/ Disabilities (PWD) - Touch Ave	ersion (nain/trau	ma)	1									
Persons w/ Disabilities (PWD) - Wheelcha			1									
` '	III/ Occobiei/ Geg	way						4	4	4		
Property - Special Handling	1		1					1	1	1		
Property - Special Handling - Damaged Ite			1									
Property - Special Handling - Damaged Ite	ems - Checked							1	1			
Property - Special Handling - Missing Item	1									1		2
Screening	1								1	2	1	5
Screening - Lengthy Lines	1											1
Screening - Procedures/Process									1	2	1	4
2021		•	2	2	1 ;	3 5	4	28	16	21	7	94
2021	2	3										
	2	3			•					2		
Civil Rights	2	1	1	2						2	,	
Civil Rights Civil Rights - Age			1	2							•	
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina	ation	1			•					2		
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Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	ation 1 1	1 1 2	1	2		1	1	5	3	2 3 3	1	; 19 19 3
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 - DoD	1 1 2 2 2	1	2		1	1 2	5	3	2 3 3	1	1 1 3
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Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ition 1 1 - DoD - TSA Applicatio	1 1 2 2 2	1	2		1 2	1 2 1	5 9 1	3	2 3 3	1 1 3 3	1 1 3
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety	ition 1 1 - DoD - TSA Applicatio	1 1 2 2 2	1	2		1 2	1 2 1	5 9 1 1	3 6	2 3 3 8	1 1 3 3 3 1	1 1 3
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	ition 1 1 - DoD - TSA Applicatio	1 1 2 2 2	1	2		1 2 1 1 1 1	1 2 1	5 9 1 1	3 6	2 3 3 8 8	1 1 3 3	1 1 3
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Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite	1 1 2 2 in Program	1 1 on Luggage	2		1 2 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 9 1 1	3 6	2 3 3 3 8 8	1 1 3 3 3 1	1 1 1 3 3 2
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite	1 1 2 2 in Program	1 1 on Luggage	2		1 2 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	5 9 1 1	6	2 3 3 8 8	1 1 3 3 1 1	1 1 1 3 3
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Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite	1 1 2 2 In Program msCarry-c msChecke	1 1 on Luggage	2		1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1	5 9 1 1	6	2 3 3 8 8 1 1 1	1 1 3 3 1 1	11 11 33 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1	1 1 2 2 n Program msCarry-c msChecke	1 1 on Luggage	2		1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1	5 9 1 1	6	2 3 3 8 8 1 1 1	1 1 3 3 1 1 1	11 11 11 11 11 11 11 11 11 11 11 11 11
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sc Persons w/ Disabilities (PWD) - Prosthesis	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1	1 1 2 2 n Program msCarry-c msChecke	1 1 on Luggage	2		1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1	5 9 1 1 7	3 6 6	2 3 3 8 8 1 1 1	1 1 3 3 1 1 1	11 11 11 11 11 11 11 11 11 11 11 11 11
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Screens w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 bectrum s/Amputees and air/ Scooter/ Segre	1 1 2 2 n Program msCarry-c msChecke	1 1 on Luggage	2		1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1	5 9 1 1 7	6	2 3 3 8 8 1 1 1	1 1 3 3 1 1 1	2 19 19 19 19 19 19 19 19 19 19 19 19 19
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Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Screening Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 Dectrum s/Amputees and air/ Scooter/ Segrens - Carry-On ams - Checked as - Carry-On	1 1 2 2 n Program msCarry-c msChecke	1 1 on Luggage ed Baggage	2	1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	11 11 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Proshesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/	1 1 2 2 In Program msCarry-CmsChecke	1 1 1 nn Luggage ed Baggage 1 1	2 2	1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	5 9 1 1 7	3 6 6 1 1 1 3 3 2 1 1	2 3 3 8 8 8 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 2 20 112 8
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 bectrum s/Amputees and air/ Scooter/ Segrems - Carry-On ems - Checked is - Carry-On is - Checked	1 1 2 2 n Program msCarry-c msChecke	1 1 on Luggage ed Baggage	2	1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	11 15 15 15 15 15 15 15 15 15 15 15 15 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 Dectrum s/Amputees and air/ Scooter/ Segrems - Carry-On ams - Checked as - Carry-On as - Checked	1 1 2 2 In Program msCarry-CmsChecke	1 1 1 nn Luggage ed Baggage 1 1	2 2	1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	1 1 1 1 1 1 1 2 2 2 2 2 5 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite age	1 1 2 2 In Program msCarry-CmsChecke	1 1 1 1 1 1 1 1 1 6	2 2 2	1 1 7 11	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 9	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 3 4 3 4
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 Dectrum s/Amputees and air/ Scooter/ Segrems - Carry-On ams - Checked as - Carry-On as - Checked	1 1 2 2 In Program msCarry-CmsChecke	1 1 1 nn Luggage ed Baggage 1 1	2 2	1 1 7 11	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 9	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 3 4 3 4
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite age	1 1 2 2 In Program msCarry-CmsChecke	1 1 1 1 1 1 1 1 1 6	2 2 2	1 1 7 11	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 9	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	ation 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite aged/Missing Ite aged/Missing Ite aged/Missing Ite 1 Dectrum s/Amputees and air/ Scooter/ Seguens - Carry-On ems - Checked is - Carry-On is - Checked	1 1 2 2 In Program msCarry-CmsChecke	1 1 1 1 1 1 1 6	2 2 11	1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 9 9 2	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
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Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 bectrum s/Amputees and air/ Scooter/ Segrems - Carry-On ems - Checked s - Carry-On es - Checked 7 1 1 1 1 2	1 1 2 2 In Program msCarry-cmsChecke Casts way	1 1 1 1 1 1 1 6	11 1 1 7	7 10	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 9 9 2	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 1 1 1 1 1 2 2 2 2 2 3 3 8 3 8 3 8 3
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite aged/Missing Ite aged/Missing Ite 1 bectrum s/Amputees and air/ Scooter/ Segrems - Carry-On ems - Checked s - Carry-On is - Checked 7 1 1 1 1 2 - TSA Applicatio	1 1 2 2 In Program In Section 2 In Program Casts Casts way 4 1 In Program	1 1 1 1 1 1 1 6 2 1 1 1 3	2 2 2 11 1 1 7	1 1 7 11	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 9 2 2 3 3	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	44 11 33 119 119 120 33 311 220 11 11 120 44 11 130 33 11 11 11 120 120 120 120 120 120 120 12
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 1 1 1 - DoD - TSA Applicatio - TSA PreCheck 1 aged/Missing Ite aged/Missing Ite 1 bectrum s/Amputees and air/ Scooter/ Segrems - Carry-On ems - Checked s - Carry-On es - Checked 7 1 1 1 1 2	1 1 2 2 In Program msCarry-cmsChecke Casts way	1 1 1 1 1 1 1 1 6	11 1 1 7	1 1 7 11	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1	5 9 1 1 7	3 6 6 1 1 1 3 2 1 1 3	2 3 3 8 8 8 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1	2 1 1 1 1 1 2 2 2 2 2 3 3 8 3 8 3 8 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
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lug	ggage				1					1
Mishandling of Passenger Property - Disa	arrayed Item	1											1
Patdown	1												1
Patdown - Flyer	1												4
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	/ Segway						1					4
Property - Special Handling	2						2						
Property - Special Handling - Damaged It	2						1						
Property - Special Handling - Missing Iter	ns - Carry-C)n					1						1
Screening		2	1	3	2	1	1	2					12
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		3	1	1	1	2					9
Screening - Retrieving Abandoned/Confis	cated Items	5	1		1								2

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

			i on oonia	0. 00	. cc, Data	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG	1	1				1			2			3	
2020									2				
Persons w/ Disabilities (PWD)									2				
Persons w/ Disabilities (PWD) - Internal M	Nedical Dev	ices							2				
2021												3	
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
2022	1	1				1							
Expedited Passenger Screening Program		1				1							
Expedited Passenger Screening Program	- TSA PreC	1				1							
Property - Special Handling	1												
Property - Special Handling - Missing Iter	1												

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

0.1			Contact Center									
Categories			P-Dec 01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	14	16	10 1	17 1:			17	9	7		14	169
2019				3	1	2	1	5	3		6	27
Customer Service				1				2	1	1	2	7
Customer Service - Others				4				1	4	4	0	1
Customer Service - TSO				1	4			1	1		2	6
Locks Locks - Missing or Damaged Lock					1			1		1	1 1	4
Locks - Missing or Damaged Lock Lost and Found					1			1		1	1	4
Lost and Found - Airport/TSA									1			1
Mishandling of Passenger Property						1		1	1	2	1	6
Mishandling of Passenger Property - Dam	 aged/Missing Ite	msCheck	red Rannane			1		1	1		1	6
Patdown	laged/Missing ite	TIISCITECK	ted Daggage			1				2	ı	2
Patdown - Flyer										1		1
Patdown - Flyer as Observer										1		1
Persons w/ Disabilities (PWD)				1						'	1	2
Persons w/ Disabilities (PWD) - Diabetes				1							'	1
Persons w/ Disabilities (PWD) - Medically		lication and	Medical Supplie								1	<u>_</u>
Property - Special Handling			тионон опри	1			1	1			1	4
Property - Special Handling - Damaged Ite	l ems - Checked							1				1
Property - Special Handling - Missing Item				1			1				1	3
Screening	io Onookou					1						1
Screening - Procedures/Process						1						1
2020	2	5	2	7	3 3			1	2	4		30
Civil Rights												1
Civil Rights - Sex/Gender/Gender Identity-	ı - Not Transgende	er			1							1
Customer Service	-9-114		1	1				1				3
Customer Service - TSO			1	1				1				3
Locks					1							1
Locks - Missing or Damaged Lock					1							1
Mishandling of Passenger Property	2	1		1					1	1		6
Mishandling of Passenger Property - Dam	2	1		1					1			6
Patdown		1		2	1							4
Patdown - Flyer		1		2	1							4
Persons w/ Disabilities (PWD)		1			1 1					1		4
Persons w/ Disabilities (PWD) - Diabetes					1							1
Persons w/ Disabilities (PWD) - General										1		1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	Casts			1							1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1										1
Property - Special Handling			1	3	1					1		6
Property - Special Handling - Damaged Ite	ems - Checked		1	1						1		3
Property - Special Handling - Missing Item	ns - Checked			2	1							3
Screening		2				1			1	1		5
Screening - Procedures/Process		2				1			1	1		5
2021	2	1	1		1	1	3	3	2	5	8	27
Customer Service			1									1
Customer Service - TSO			1									1
Expedited Passenger Screening Program					1	1	1	1	1	2	6	13
Expedited Passenger Screening Program											1	1
Expedited Passenger Screening Program		(1	1	1	1	1	2	5	12
Mishandling of Passenger Property	1											1
Mishandling of Passenger Property - Dam	1											1
Patdown								1		1		2
Patdown - Flyer								1		1		2
Prohibited & Permitted Items										1		1
Prohibited & Permitted Items - Alcohol and										1		1
Property - Special Handling	1	1					1		1			5
Property - Special Handling - Damaged Ite	ems - Checl	1								1		2
Property - Special Handling - Missing Item							1		1			2
Property - Special Handling - Missing Item	1										_	1
Screening Lengthy Lines							1	1			2	4
Screening - Lengthy Lines											2	2
Screening - Procedures/Process 2022	40	40	7	7		40	1	1				2
	10	10	7	7	9 13		13					85
Airline Policy/Pegulations/Service						1						<u>T</u>
Airline - Policy/Regulations/Service				1	^	1						1
Civil Rights - Age				1	2							3
Civil Rights - Age				1	_							1
Civil Rights - Race	2	4	4	1	2							2
Customer Service TSO	2	1	1	1	1							8
Customer Service - TSO	7	9	5				12					64
Expedited Passenger Screening Program Expedited Passenger Screening Program				J	5 10 1		12					2
Expedited Passenger Screening Program Expedited Passenger Screening Program		on Program 9	5	5	3 8		11					61
Expedited Passenger Screening Program Expedited Passenger Screening Program				J	o 8		- 11					1
Identification (ID) Requirements	- 194/DU9 EW	noyees - O	pt III									1
Identification (ID) Requirements Identification (ID) Requirements - Domesti	ic.				1							1
` ' '	10		1		1							1
Mishandling of Passenger Property - Dam	aged/Mississ It-	me- C	1									
Mishandling of Passenger Property - Dam	ageu/iviissing ite	::::SC	I									1
Patdown - Flyer	1						1					2
Patdown - Flyer Persons w/ Disabilities (PWD)	1				1		1					2
Persons w/ Disabilities (PWD) - Ostomy/C) Stomates				1							1
` '	Jacomates											<u>1</u>
Property - Special Handling	ne - Corny On											1
Property - Special Handling - Missing Item Screening	is - Garry-Off				ı	3						3
Screening Screening - Procedures/Process						3						3
Screening - Frocedures/Process						3						3

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	1	3		1 2	3	9	2	4	1	2	2	1	3
2019				1	1	5	2	2	1	2	2		1
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service				1		1	1						
Customer Service - TSO				1		1	1						
Mishandling of Passenger Property								2		1			
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked B	aggage				2		1			
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Property - Special Handling						1				1	1		
Property - Special Handling - Missing Item	s - Checke	d				1				1	1		
Screening					1	2	1				1		
Screening - Procedures/Process					1	2					1		
Screening - Retrieving Abandoned/Confis	cated Items						1						
2020		2			1	2							
Customer Service		1				1							
Customer Service - TSO		1				1							
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Check	red				1							
Screening		1			1								
Screening - Procedures/Process		1			1								
2021		1		1	1							1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Mishandling of Passenger Property				1	1								
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked B	aç 1									
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Check	ed	1								
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Checl	1											
2022	1			1		2		2					
Expedited Passenger Screening Program				1		2		1					
Expedited Passenger Screening Program	- TSA PreC	heck		1		2		1					
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												

			TSA Conta	ct Center (TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	3	1		1			3	2	1			6	17
2019							2					3	Ę
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender										1	
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d			1						
Patdown							1						
Patdown - Flyer							1						
Screening												2	
Screening - Procedures/Process												2	
2020	1	1										1	
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
Property - Special Handling	1											1	
Property - Special Handling - Missing Iten	1											1	
2021									1			2	
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Screening												1	
Screening - Procedures/Process												1	
2022	2			1			1	2					
Expedited Passenger Screening Program	2			1									
Expedited Passenger Screening Program	2												
Expedited Passenger Screening Program	- TSA PreC	heck		1									
Mishandling of Passenger Property							1	1					
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage				1					
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage			1						
Screening								1					
Screening - Procedures/Process								1					

la maria a	40.0-4 4			tact Center (05.14-	00 1	07 1	00.4	00.0	T-4-*
tegories		1-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
′KM	1	4		3 3			3	5	2	2		1	3
2019				1	2	1		1		1			
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on	or Check	red	1								
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees an	nd Casts				1							
Property - Special Handling					1			1					
Property - Special Handling - Missing Item	s - Checked				1			1					
2020				2 1	3			1		1		1	
Customer Service				1									
Customer Service - TSO				1									
Locks				1	2								
Locks - Missing or Damaged Lock				1	2								
Mishandling of Passenger Property					1			1		1		1	
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	arry-on L	uggage				1					
Mishandling of Passenger Property - Dam					1					1			
Mishandling of Passenger Property - Dam												1	
Property - Special Handling	3		'	1									
Property - Special Handling - Missing Item	s - Checked			1									
2021		1					2	2	2				
Expedited Passenger Screening Program								1					
Expedited Passenger Screening Program	- TSA PreChe	ck						1					
Mishandling of Passenger Property		1					1						
Mishandling of Passenger Property - Dam	aged/Missir	1											
Mishandling of Passenger Property - Disa		arry-on	or Check	ced			1						
Persons w/ Disabilities (PWD)	rayou nomo c	July Oil	01 011001	tou			- '		2				
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Ment	al Disahil	itv					1				
Persons w/ Disabilities (PWD) - Medically									1				
Property - Special Handling	TVCCC33ary IVIC	Jaioation	and wice	поаг опррпоз			1	1					
Property - Special Handling - Missing Item	s - Carry-On							1					
Property - Special Handling - Missing Item							1	'					
2022	1	3		1 1	2	1	1	1					
Expedited Passenger Screening Program	1	3		1 1		'	1	1					
Expedited Passenger Screening Program	1	3		1 1			1	1					
Patdown	I I	3		1 1	1		- 1	1					
Patdown - Flyer					1								
Property - Special Handling					I	1							
Property - Special Handling Property - Special Handling - Missing Item						1							

Categories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data T 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z 2019	13,974	13,264	11,214	13,077 4,343	13,398 4,749	14,869 5,414	12,508 5,850	11,687 5,364	8,034 5,103	8,881 5,420	9,716 5,655	9,798 5,096	140,420 46,994
Additional Information Required/Insufficient Information	formation			5	1	16	4	8	4	25	22	20	105
Additional Information Required/Insufficient	nt Informatio	n - EMAIL (ONLY	5	1	16	4	8	4	25	22	20	105
Advanced Imaging Technology (AIT)				2	1	2	2		1	2	1		11
Advanced Imaging Technology (AIT) - Fly Advanced Imaging Technology (AIT) - Fly		er		2	1	2	2		1	2	1		10
Advanced imaging recinology (Arr) - rry Airline	er as Observ	CI		131	106	123	147	162	192	190	180	135	1,366
Airline - Baggage Requirements				4	2	4	3	3	4	2	2	5	29
Airline - Lost Baggage				56	53	53	51	84	97	89	99	63	645
Airline - Oxygen Regulations									1				1
Airline - Policy/Regulations/Service				69	49	62	89	65	83	96	76	64	653
Airline - Positive Bag Match Program Airline - Wheelchair Assistance				1 1	2	3	2	2 8	3	2	3	3	11 27
Animals				- '		3		0	3	1		3	1
Animals - Carry-On										1			1
Business, Suggestions, and Ideas									1		1		2
Business, Suggestions, and Ideas - Gene	ral								1		1		2
Cargo				2	1	1			2		1	2	9
Cargo - Indirect Air Carrier (IAC)				1	4	1			1		1	2	4
Cargo - Known Shipper Civil Rights				1 8	1 12	4	10	7	7	16	7	8	5 79
Civil Rights - Age				0	12	4	10	1		10	- 1	0	2
Civil Rights - Civil Rights Violation (TSA E	mployee)			2	2		2	2	1	1	3		13
Civil Rights - Constitutional Rights	, , , ,			1	1		1						3
Civil Rights - Hair Patdowns					1		1	2		3		1	8
Civil Rights - National Origin					3				1	1			5
Civil Rights - Perceived Religion							1			1			2
Civil Rights - Racial Profiling or Discrimina		monial Itan	20	3	3	1	3	1	2	6	3	6	28
Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity			ns	2	1	2	1 1	1	1	1	1		10
Civil Rights - Sexual Harassment (TSA Er		criuci			ı	1	ı	ı	1	1	1	1	4
Civil Rights - Transgender Screening	.,,				1					1			2
Claims				54	56	71	59	74	63	71	60	50	558
Claims - General				2	2	1	4	4	3	3	3	2	24
Claims - Status				52	54	70	55	70	60	68	57	48	534
CSM/Stakeholder Follow-up					1								1
CSM/Stakeholder Follow-up - General				4	1								1
Current Topic Current Topic - Current Topic				1									<u></u>
Customer Service				19	29	42	33	31	43	34	35	39	305
Customer Service - CSM												1	1
Customer Service - Others				6	14	22	14	10	21	11	17	19	134
Customer Service - TCC				1		3	3		3	1	2	1	14
Customer Service - TSO				12	15	17	16	21	19	22	16	18	156
DHS TRIP				14	20	23	23	16	14	18	18	16	162
DHS TRIP - General DHS TRIP - Status				4	16	4	5	9	4	9	5 13	11 5	55 107
Expedited Passenger Screening Program				3,367	3,870	4,344	4,731	4,095	3,821	3,987	4,280	4,010	36,505
Expedited Passenger Screening Program	- Active Dut	/ Military		2	0,010	2	2	1,000	4	2	1,200	1,010	13
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program				14	12	14	19	10	20	17	23	22	151
Expedited Passenger Screening Program		w Member				1			2	1	17	9	30
Expedited Passenger Screening Program								1			1	2	4
Expedited Passenger Screening Program Expedited Passenger Screening Program			ram	93	89	90	121	86	92	116	109	103	899
Expedited Passenger Screening Program Expedited Passenger Screening Program			- Ont In	3,253	3,761	4,229	4,580 9	3,990	3,696	3,847	4,118 10	3,861	35,335 72
Federal Flight Deck Officer (FFDO) Program	- 10//0110	Litipioyees	- Орг пт	3	0	0	1	0	- 1	4	10	13	1
Federal Flight Deck Officer (FFDO) Progr	ı am - Genera						1						1
Freedom of Information Act (FOIA)				1	1	2	1	2			1	1	9
Freedom of Information Act (FOIA) - Gene	eral			1	1	2	1	2			1	1	9
General Aviation				1	1			1	2	3	2		10
General Aviation - Alien Flight School Pro	gram (AFSP i)							2	3	2		7
General Aviation - General Hazardous Materials Safety				231	1 159	194	170	189	178	179	210	163	1,673
Hazardous Materials Safety - General				231	159	194	170	189	178	179	210	163	1,673
HAZMAT Endorsement				9	4	4	13	13	3	8	7	6	67
HAZMAT Endorsement - General				3	2	3	5	6		2	3	1	25
HAZMAT Endorsement - Status				6	2	1	8	7	3	6	4	5	42
Human Capital				7	9	7	5	5	6	7	1	5	52
Human Capital - Current Employee	==.							1	1				2
Human Capital - Prospective Employmen	t with TSA			7	9	6	5	4	5	7	1	5	49
Human Capital - Wage Garnishment Identification (ID) Requirements				4		1 6	5	2	4	2	6	4	33
Identification (ID) Requirements - Domest	ic			3		3	5	2	3	2	6	4	28
Identification (ID) Requirements - ID Matc		nd Boardin	g Pass Iss	1		2							3
Identification (ID) Requirements - Minors I						1			1				2
Intranet/Internet Inquiries				6	2	4	3	1	4	4	5	1	30
Intranet/Internet Inquiries - General				6	2	4	3	1	4	4	5	1	30
Locks				79	64	73	80	103	94	86	118	83	780
Locks - General				2	1	2	2	3	2	1	2	2	17
Locks - Missing or Damaged Lock Lost and Found				77 1	63	71	78 4	100	92	85 4	116	81	763 18
Lost and Found - Airport/TSA				1		2	4		3	4	2	2	18
Mishandling of Passenger Property				160	132	148	145	189	182	220	266	195	1,637
Mishandling of Passenger Property - Dam	ı laged/Missin	g Items Priv	vate Screen						1			1	2
	5			5									

			TSA Contact	t Center (TC	C) Data To	ool - FOIA							
egories		10-Oct 11-Nov	v 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Mishandling of Passenger Property - Dam	naged/Missing Items-	Carry-on Lug	2	2	4	5	5	7	8	6	8	47
	Mishandling of Passenger Property - Dam			125	111	111	106	153	130	174	222	152	1,284
	Mishandling of Passenger Property - Dam			7	2	10	5	2	9	7	8	8	58
	Mishandling of Passenger Property - Disa			26	17	23	29	29	35	31	30	26	246
No	Jurisdiction		on or onconor	95	106	127	220	251	239	293	187	152	1,670
	No Jurisdiction - No Referral			23	27	30	39	30	38	38	29	28	282
	No Jurisdiction - Refer to CBP			72	77	89	178	217	194	255	156	121	
		`toto		12	11					255			1,359
	No Jurisdiction - Refer to Department of S	late				1	1	2	2		1	2	9
	No Jurisdiction - Refer to FAA				2	6	1		5		1	1	16
	No Jurisdiction - Refer to Other					1	1	2					4
No	Subject				1						1	1	3
	No Subject - General				1						1	1	3
Not	ice of Violation/Civil Penalties			5	4	1	4	2	2	2	1	1	22
	Notice of Violation/Civil Penalties - Gener	al		5	4	1	4	2	2	2	1	1	22
Om	budsman			1	1	1				1	1		5
	Ombudsman - General			1	1	1				1	1		5
Pate	down			3	3	11	11	8	9	16	4	10	75
	Patdown - Children					1				1		1	3
	Patdown - Flyer			3	3	10	9	6	6	14	4	8	63
	Patdown - Flyer as Observer							2	1				3
	Patdown - General								1				1
	Patdown - Non-Flyer						2		1	1		1	5
D				2	7	40					40		
Per	rsons w/ Disabilities (PWD)			3	7	10	5	5	12	12	12	8	74
	Persons w/ Disabilities (PWD) - Autism S		_						1			1	2
	Persons w/ Disabilities (PWD) - Cancer (g				1								1
	Persons w/ Disabilities (PWD) - Cognitive		ental Disability							1			1
	Persons w/ Disabilities (PWD) - Diabetes					2	1		3	5	4	2	17
	Persons w/ Disabilities (PWD) - General				2				1		1		4
	Persons w/ Disabilities (PWD) - Hearing I	mpairment						1		1	2		4
	Persons w/ Disabilities (PWD) - Internal M								1				1
	Persons w/ Disabilities (PWD) - Medically		ion and Medic	1	1			1			1	1	5
	Persons w/ Disabilities (PWD) - Metal Imp		ion and modio	2	2				1		'	<u> </u>	5
	Persons w/ Disabilities (PWD) - Mobility D		chair or Scoote			1	2		1		1	1	6
	Persons w/ Disabilities (PWD) - Ostomy/C	* '	Criali di Scoole	ai <i>)</i>		- 1		1	- 1		- '	1	
			-4-			4		I	4				2
	Persons w/ Disabilities (PWD) - Prosthesi					1			1		1		3
	Persons w/ Disabilities (PWD) - Respirato		ment			2							2
	Persons w/ Disabilities (PWD) - Service A					1							1
	Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trauma)				2	1	1	1	2			7
	Persons w/ Disabilities (PWD) - Visual Im	pairment										1	1
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Segway	,		1		1	1	2	3	2	1	11
	Persons w/ Disabilities (PWD) - Wounded					1							1
Pro	hibited & Permitted Items			3	8	3	2	6	9	4	5	7	47
110	Prohibited & Permitted Items - Breast Milk	l (/Rahy Formula/Rrea	et Pumn			- 0		0	1			1	2
			ist i unip		2		1		ı				3
	Prohibited & Permitted Items - Chemical/h				2	4	1			4			
	Prohibited & Permitted Items - Electronic				1	1				1			3
	Prohibited & Permitted Items - Firearm/Ar				1						1	1	3
	Prohibited & Permitted Items - Food/Beve	rages				1				1		1	3
	Prohibited & Permitted Items - General			2	2			1	5		3	4	17
	Prohibited & Permitted Items - Ice/Gel Pa	cks						1					1
	Prohibited & Permitted Items - Knives/Too	ols/Razors/Sharp Obj	jects		1			1	1				3
	Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols									1		1
	Prohibited & Permitted Items - Marijuana						1	2	2				5
	Prohibited & Permitted Items - Medication	/Prescription/Medica	ally Necessary	1						1			2
	Prohibited & Permitted Items - Remains		,			1							1
	Prohibited & Permitted Items - Sporting G	ioods			1	-		1		1			3
Dro	perty - Special Handling			49	40	65	60	64	73	71	82	61	565
PIO		ome Corni C-											
	Property - Special Handling - Damaged Ite			4	1	5	3	5	3	3	3	2	29
	Property - Special Handling - Damaged Ite			22	16	19	19	26	23	31	35	26	217
	Property - Special Handling - Missing Item			3	5	5	4		4	2	3	1	27
	Property - Special Handling - Missing Item	ns - Checked		20	18	36	34	33	43	35	41	32	292
Red	quest for Assistance				2				2		1		5
	Request for Assistance - Other				2				2		1		5
Scr	eening			77	95	116	99	126	130	149	131	108	1,031
	Screening - Crew Member or Airline Empl	loyee						1	1		2	2	6
	Screening - Cruise Ships				1	1		1	1		1		5
	Screening - Gate Pass					1	1	1	1	1			5
	Screening - Gate Fass Screening - Inconsistency				3	4	3	1	2	2	1	2	17
	Screening - International Screening			41	39	44	35	49	44		53	44	
				41					44	53			402
	Screening - Lengthy Lines				1	1	4	2		1	1	1	11
	Screening - Military						1						1
	Screening - Procedures/Process			28	43	50	48	60	67	79	57	54	486
	Screening - Rail								1				1
	Screening - Retrieving Abandoned/Confis	cated Items		6	4	11	5	8	8	9	12	4	67
	Screening - Security Breach			2	4	4	1	3	4	4	4	1	27
	Screening - Traveling with Cash						1	1	1				3
SID	A (Security Identification Display Area)				1	1	1		1		2		6
SID		l) - General			1	1	1		1		2		6
00	SIDA (Security Identification Display Area	ı) - General İ			1	1	1		1		2		
SPA									1				1
	SPAM - General								1				1
	A Contact Information							1		2	1		4
TSA	TSA Contact Information - General							1		2	1		4
TSA				5	12	13	12	3	1	13	4	8	71
TSA										.0			
	IC			1		1	7	2		3	2	5	26
	TWIC - General			1	5	1	7 5	2	4	3 10	2	5	26 45
	IC	5,897 5,09	97 5,165			1 12 2,337	7 5 385	2 1 620	1 1,076	3 10 1,410	2 2 1,628		26 45 35,556

		TS	A Contac	t Center (TC	C) Data To	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficie	17	4	5	5	6	15	2		2	4	1	6	67
Advanced Imaging Technology (AIT)	1	1	1			1					1		5
Advanced Imaging Technology (AIT) - Fly	ver	1	1			1							3
Advanced Imaging Technology (AIT) - Ge													1
Advanced Imaging Technology (AIT) - No											1		1
Airline		117	145	126	120	134	48	45	81	67	82	64	1,173
	144			120		134		45			02	04	
Airline - Baggage Requirements	4	4	3		5		1		2	1			20
Airline - Lost Baggage	70	51	81	64	60	43	6	11	27	26	32	30	501
Airline - Oxygen Regulations											1		1
Airline - Policy/Regulations/Service	67	59	53	62	55	89	40	34	51	38	49	34	631
Airline - Positive Bag Match Program		2	1				1						4
Airline - Wheelchair Assistance	3	1	7			2			1	2			16
Animals		1						1					2
								- 1					
Animals - Carry-On		1											
Animals - Checked								1					1
Business, Suggestions, and Ideas						2						1	3
Business, Suggestions, and Ideas - Gene	ral					2						1	3
Cargo	3	1		1	2	1	1	3			2	2	16
Cargo - Indirect Air Carrier (IAC)	3	1		1	2	1	1	2			1	2	14
Cargo - Known Shipper	_							1			1		2
	12	6	6	9	8	2	3	3	2	3	3	1	58
Civil Rights		0	0	9	0		3	3		3	3		
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA E	4	1	2	2			1					1	11
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns		1		1									2
Civil Rights - National Origin					1					1			2
Civil Rights - Racial Profiling or Discrimin	4	2	4	2	5	1	2	2	1	1	2		26
Civil Rights - Screening of Religious Cultu				1			_						1
			-		0	4		4					
Civil Rights - Sex/Gender/Gender Identity		1		2	2	1		1		1			9
Civil Rights - Sexual Harassment (TSA E													1
Civil Rights - Transgender Screening	1								1		1		3
Claims	68	62	53	58	47	26	30	28	23	31	26	23	475
Claims - General	2	6	10	3	1	4	4			2	4	3	39
Claims - Status	66	56	43	55	46	22	26	28	23	29	22		436
Current Topic	- 00		1		1								2
Current Topic - Current Topic			1		1								2
Customer Service	30	21	48	31	33	28	9	8	17	20	19	11	275
Customer Service - CSM		1	1										2
Customer Service - Others	13	8	21	16	22	13	5	7	14	13	10	7	149
Customer Service - TCC	1	2		2	1	1					1	1	9
Customer Service - TSO	16	10	26	13	10	14	4	1	3	7	8	3	115
DHS TRIP	8	9	10	11	10	10	5	6	2	4	1	4	80
DHS TRIP - General	6	7	6	9	4	8	2	1	1	1	1	2	48
											- 1		
DHS TRIP - Status	2	2	4	2	6	2	3	5	1	3		2	32
Expedited Passenger Screening Program	4,689	4,059	3,920	3,943	3,771	1,572	156	343	741	982	1,140	1,455	26,771
Expedited Passenger Screening Program	- Active Dut	ty Military	1							1	1		3
Expedited Passenger Screening Program	- Children L	Jnder 12						1					1
Expedited Passenger Screening Program	24	25	20	13	8	2		1	3	3	8	8	115
Expedited Passenger Screening Program			1	2	5	1	2		1	2	2		23
Expedited Passenger Screening Program									•				1
		77	407	454	101	F.4	4.4	20	4.5	20	04	20	
Expedited Passenger Screening Program		77	127	154	101	54	14	22	15	29	21	28	752
Expedited Passenger Screening Program		3,948	3,767	3,770	3,654	1,513	140	319	719	946	1,106		25,833
Expedited Passenger Screening Program	11	9	4	4	3	2			3	1	2	4	43
Federal Air Marshall Service (FAMS)				1						1			2
Federal Air Marshall Service (FAMS) - Ge	eneral			1						1			2
Freedom of Information Act (FOIA)			2								1		3
Freedom of Information Act (FOIA) - Gen	ı eral		2								1		3
General Aviation	2		1		1	1				2			7
General Aviation - Alien Flight School Pro	2		1			1				1			5
General Aviation - General					1					1			2
Hazardous Materials Safety	182	158	253	265	169	115	32	44	36	81	108	123	1,566
Hazardous Materials Safety - General	182	158	253	265	169	115	32	44	36	81	108	123	1,566
HAZMAT Endorsement	10	5	3	11	7	7	2	6	4	2	6	2	65
HAZMAT Endorsement - General	3	2	2	1	2	1	2	2	1	1	3	1	21
HAZMAT Endorsement - Status	7	3	1	10	5	6		4	3	1	3		44
Human Capital	4	1	3	5	6	1		3	2	2	0	3	30
· · · · · · · · · · · · · · · · · · ·	4		3		0			3					
Human Capital - Current Employee				2		1							3
Human Capital - Employment Verification				1	1				1				3
Human Capital - Former Employee				1						1			2
Human Capital - Prospective Employmen	4	1	3	1	4			3	1	1		3	21
Human Capital - TSA Background Check					1								1
Identification (ID) Requirements	11	3	5	7	7	1			4	1	4	4	47
Identification (ID) Requirements - Domest		3	4	5	4	1			3	1	4		36
		3				1			3	1	4	3	
Identification (ID) Requirements - ID Mato			1	1	2								5
Identification (ID) Requirements - Minors												1	1
Identification (ID) Requirements - Real ID	2			1	1				1				5
Intranet/Internet Inquiries	3	2	2	4	2	1	2	2	2	4	3		27
Intranet/Internet Inquiries - General	3	2	2	4	2	1	2	2	2	4	3		27
Locks	105	78	90	92	74	34	7	4	17	18	23		572
							1	4	17	10	23	30	
Locks - General	2	1	1	1	1	1					_		7
Locks - Missing or Damaged Lock	103	77	89	91	73	33	7	4	17	18	23		565
Lost and Found	5	2	7	4	3	3	3		1	1	4		35
Lost and Found - Airport/TSA	5	2	7	4	3	3	3		1	1	4	2	35
Mishandling of Passenger Property	197	203	194	193	154	130	22	25	42	65	66		1,367
Mishandling of Passenger Property - Dan		5	8	7	4	5	2	1	1	1	1	11	54
Mishandling of Passenger Property - Dan					116		18	21	31	56	54		1,072
mishanding of Lassenger Floperty - Dall	153	163	156	150	110	105	10	21	31	00	54	49	1,072

		TS	SA Contact	Center (To	CC) Data T	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Da		6	7	6	5	7	1	2	3	1	3	4	50
Mishandling of Passenger Property - Dis	_	29	23	30	29	13	1	1	7	7	8	12	191
No Jurisdiction	195	157	163	177	169	114	30	46	42	39	50	46	1,228
No Jurisdiction - No Referral	29	30	38	30	20	23	7	16	9	13	17	14	246
No Jurisdiction - Refer to CBP	161	119	121	145	144	77	22	22	30	24	32	29	926
				145			22				32		
No Jurisdiction - Refer to Department of	S 2	3	1		3	2		3	1	1		1	17
No Jurisdiction - Refer to FAA	2	4	2			1	1	2	1			1	14
No Jurisdiction - Refer to Other	1	1	1	2	2	11		3	1	1	1	1	25
	'	'				- 11		3				'	
No Subject			2								1		3
No Subject - General			2								1		3
Notice of Violation/Civil Penalties	3	2	2		2	1	2	3	3	2	5	5	30
Notice of Violation/Civil Penalties - Gene		2	2		2	1	2	3	3	2		5	30
	_					- 1		3			5		
Ombudsman	1		1	2	2				1			1	8
Ombudsman - General	1		1	2	2				1			1	8
Patdown	7	8	9	10	5	3	1	1	2	2			48
	- '	0	3		3		'	- 1					
Patdown - Children				1		1							2
Patdown - Flyer	5	8	8	8	4	2	1		2	1			39
Patdown - Flyer as Observer	1		1										2
Patdown - General	1							1		1			2
								- '		- 1			
Patdown - Non-Flyer	1			1	1								3
Persons w/ Disabilities (PWD)	13	10	5	5	12	4			2	3	4	1	59
Persons w/ Disabilities (PWD) - Breast (Ca 1				1	1							3
		D	4			'					4		
Persons w/ Disabilities (PWD) - Cancer	,		1								1		2
Persons w/ Disabilities (PWD) - Cognitiv	e /Developm	ental /Mental	l Disability		1	1							2
Persons w/ Disabilities (PWD) - Diabete	s 2	1	2	1	1				1			1	9
Persons w/ Disabilities (PWD) - General		3	2		1	1							8
		3			- 1	- '							
Persons w/ Disabilities (PWD) - Hearing	1 1			1									2
Persons w/ Disabilities (PWD) - Internal	M 1												1
Persons w/ Disabilities (PWD) - Medical	1												1
				-	4				4				
Persons w/ Disabilities (PWD) - Medical	4			1	4				1				7
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)	1											1
Persons w/ Disabilities (PWD) - Mobility	0 1	2		1						1	2		7
Persons w/ Disabilities (PWD) - Prosthe					1								2
. , ,													
Persons w/ Disabilities (PWD) - Respira		1											1
Persons w/ Disabilities (PWD) - Service	A 1												1
Persons w/ Disabilities (PWD) - Touch A	v 1									1			2
Persons w/ Disabilities (PWD) - Wheelc		2		1	2	4				1	1		
. , ,				1	2	1				1	1		9
Persons w/ Disabilities (PWD) - Wounder	ed Warrior				1								1
Prohibited & Permitted Items	2	6	9	7	7	2	1	1	2	1	2	4	44
Prohibited & Permitted Items - Alcohol a	nd Tobacco		2										2
Prohibited & Permitted Items - Breast Mi													1
Prohibited & Permitted Items - Chemical	/Household F	Products										2	2
Prohibited & Permitted Items - Electronic	Devices		3										3
Prohibited & Permitted Items - Firearm/A		1			1							1	3
												1	
Prohibited & Permitted Items - Food/Bev	erages	1		1	1						1		4
Prohibited & Permitted Items - General	1	1	1	5	3				2	1	1		15
Prohibited & Permitted Items - Knives/To	1		1									1	3
				-		- 4						· ·	
Prohibited & Permitted Items - Lighters/I		1	1	1		1							4
Prohibited & Permitted Items - Marijuana	1		1										1
Prohibited & Permitted Items - Medication	n/Prescription	n/Medically N	Necessary It	ems	1								1
Prohibited & Permitted Items - Remains			,			1	1	1					3
	0	4			4	'	'						
Prohibited & Permitted Items - Sporting	3000S	1			1								2
Property - Special Handling	61	70	84	81	73	45	10	15	16	33	27	37	552
Property - Special Handling - Damaged	te 5	7	4	4	7	2				2		3	34
							2	7	7				
Property - Special Handling - Damaged		28	25	31	21	19	3	7	7	13	14	18	209
Property - Special Handling - Missing Ite	n 2	6	6	3	3	3		1	3	2	1	3	33
Property - Special Handling - Missing Ite	n 31	29	49	43	42	21	7	7	6	16	12	13	276
Request for Assistance	1									1			2
· · · · · · · · · · · · · · · · · · ·													
Request for Assistance - Other	1									1			2
Screening	120	104	135	126	121	83	15	30	30	37	43	42	886
Screening - Children			1										1
Screening - Crew Member or Airline Em				2	1		1	1		1			6
o and a second s	l							- 1					
Screening - Cruise Ships				2			1						3
Screening - Gate Pass	2		2	1	1							2	8
Screening - Inconsistency	1	1	2		1	2			1			1	9
Screening - International Screening			32	40			2	-	6	3	4	7	
	39	32		46	29	26	3	1	0		4	- /	228
Screening - Lengthy Lines	1	1	1	2	4					1			10
Screening - Procedures/Process	69	59	77	63	69	49	8	23	16	27	35	28	523
Screening - Rail				1				2					3
	_				40								
Screening - Retrieving Abandoned/Confi	s 3	8	14	7	13	2	1	3	6	4	4	3	68
Screening - Security Breach	4	3	6	2	2	4	1			1			23
Screening - Shoe Screening					1								1
	4								4			4	3
Screening - Traveling with Cash	1								1			1	
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Are	a 1												1
TSA Contact Information	1	1	1	1						- 1			4
										1			
TSA Contact Information - General		1	1	1						1			4
TWIC	2	6	5	3	4	1	4	3	2	3	6	4	43
TWIC - General	1	3	1		2	1	3	2	1	1		1	20
	_			2									
TWIC - Status	1	3	4	3	2		1	1	1	2		3	23
2021	2,348	1,804	931	833	501	1,796	2,100	1,528	1,855	2,051	2,433	2,755	20,935
Additional Information Required/Insufficient I	nf 8	8	10	4	7	5	6		3	6	4	4	65
Additional Information Required/Insuffici		8	10	4	7	5	6		3	6		4	65
·	8	0		4	- 1	5	Ö			0	4	4	
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - F	yer		1						1				2
Airline	90	52	14	7	4	11	8	18	20	12	9	6	251
					•								201

			A Contact C		•								
Categories	10-Oct	11-Nov	12-Dec 0	1-Jan	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Baggage Requirements	2		1			1	1				1		6
Airline - Lost Baggage	31	26	5	1	1	3	1	3	3	2	2		78
Airline - Policy/Regulations/Service	54	25	8	6	2	7	6	15	17	10	6	4	160
Airline - Positive Bag Match Program	1	1											2
Airline - Wheelchair Assistance	2				1							2	5
Business, Suggestions, and Ideas	_		1	1			1						3
Business, Suggestions, and Ideas - Gel	neral		1	1			1						3
Call Disconnect/Dropped/Wrong Number	lorui		2	'	4	1	4	1	2	2	7	2	25
Call Disconnect/Dropped/Wrong Number	ar - Ceneral		2		4	1	4	1	2	2		2	25
	1		2		4	- 1		ı	1		- 1		
Cargo							1						3
Cargo - Known Shipper	1						1		1				3
Civil Rights	2	1	8	3		4	2	5	1	2	2	7	37
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights								2				2	4
Civil Rights - Hair Patdowns			1										1
Civil Rights - Headwear							1						1
Civil Rights - National Origin			1	1									2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrim	in 2	1	6	2		3		2	1	1	2	1	21
Civil Rights - Sex/Gender/Gender Ident			0				1		'	1		1	3
		ender					ļ.			- 1		1	
Civil Rights - Sexual Orientation - Not T	ransgender					-							1
Civil Rights - Transgender Screening						1						1	2
Claims	35	31	48	36	13	6	15	14	14	13	4	4	233
Claims - General	3	10	44	32	11	5	13	10	12	11	2	3	156
Claims - Status	32	21	4	4	2	1	2	4	2	2	2	1	77
CSM/Stakeholder Follow-up											1		1
CSM/Stakeholder Follow-up - General											1		1
Current Topic				1							1		2
Current Topic - Current Topic				1							1		2
Customer Service	15	22	44	17	18	9	12	8	10	18	11	13	197
	15			17	Iδ	9		ğ		18	11	13	
Customer Service - CSM		4	2				1		1				8
Customer Service - Others	8	3	4	3	3	1	4	2	6	4	5	5	48
Customer Service - TCC	1	1	8	3	5	1	2	1	1	4	4	4	35
Customer Service - TSO	6	14	30	11	10	7	5	5	2	10	2	4	106
DHS TRIP	6	1	1	2	1	1	2	2		3	3	3	25
DHS TRIP - General	4		1	2	1	1	1	2		2	3	3	20
DHS TRIP - Status	2	1					1			1			5
Duplicate E-mail	_	1	6	6	4	1			6	2	9	1	36
Duplicate E-mail - General		1	6	6	4	1			6	2	9	1	36
Expedited Passenger Screening Program	1 017		486	589	336		1 072	1 200	1,605				
	1,817	1,324		509	330	1,638	1,873	1,289		1,855	2,267	2,627	17,706
Expedited Passenger Screening Progra		2	1			3	1		2	2	2	2	17
Expedited Passenger Screening Progra		4	2	4	4	11	17	21	22	31	17	19	159
Expedited Passenger Screening Progra		1	1		1						2	5	11
Expedited Passenger Screening Progra		1											1
Expedited Passenger Screening Progra	ım 33	36	34	24	27	100	233	217	230	127	546	962	2,569
Expedited Passenger Screening Progra	ım 1,772	1,278	446	561	303	1,518	1,618	1,041	1,338	1,684	1,694	1,622	14,875
Expedited Passenger Screening Progra	ım 2	2	2		1	6	4	10	13	11	6	17	74
Federal Air Marshall Service (FAMS)							1			1		1	3
Federal Air Marshall Service (FAMS) -	General						1			1		1	3
Federal Flight Deck Officer (FFDO) Program					1								1
Federal Flight Deck Officer (FFDO) Pro		ıl			1								1
Freedom of Information Act (FOIA)	1		3		'								4
Freedom of Information Act (FOIA) - Ge			3										4
General Aviation	1	1	4	3			2	1					12
General Aviation - Alien Flight School F	ro 1												1
General Aviation - General		1	4	3			2	1					11
Hazardous Materials Safety	122	108	8	7	3	6	2	8	3	2			276
Hazardous Materials Safety - General	122	108	8	7	3	6	2	8	3	2	5	2	276
HAZMAT Endorsement	6	5	1	3	1	4	3	3	4	1	1		32
HAZMAT Endorsement - General	2	3		1	1	3	2	2	2	1			17
HAZMAT Endorsement - Status	4	2	1	2		1	1	1	2		1		15
Human Capital	1	1	2		1	2	1	8	16	5		5	48
Human Capital - Current Employee	'		1		1		'	0	10	- 3	0	1	3
Human Capital - Employment Verificati	on		1		1							1	1
	211		I										
Human Capital - Former Employee						_		_	1				1
Human Capital - Prospective Employme		1				2	1	8	14	5		4	41
Human Capital - TSA Background Chec									1		1		2
Identification (ID) Requirements	2	6	6	1	3	9	14	6	13	7	4	4	75
Identification (ID) Requirements - Dome	est 2	6	6	1	3	8	13	5	13	7	4	4	72
Identification (ID) Requirements - ID Ma	atching Ticket a	and Boarding	Pass Issues	;		1	1						2
Identification (ID) Requirements - Intern								1					1
Intranet/Internet Inquiries	1			1					1			2	5
Intranet/Internet Inquiries - General	1			1					1			2	5
Locks	21	17	13	11	6	6	7	8	5	3	2		102
Locks - General	1	17	2	1	U	U	- 1	1	1	3		3	6
		47					-			_	_		
Locks - Missing or Damaged Lock	20	17	11	10	6	6	7	7	4	3	2	3	96
Lost and Found	2	6	12	4	1	6	2	20	10	5		2	76
Lost and Found - Airport/TSA	2	6	12	4	1	6	2	20	10	5	6	2	76
Mishandling of Passenger Property	82	79	155	83	52	39	59	46	41	31	27	11	705
Mishandling of Passenger Property - Da	am 1				1								2
Mishandling of Passenger Property - Da		5	20	8	6	10	8	5	6	4	1	3	79
Mishandling of Passenger Property - Da		63	106	66	38	23	49	39	31	23	23	7	533
Mishandling of Passenger Property - Da		5	13	5	2	20	-10		3	2			33
Mishandling of Passenger Property - Di		6	16	4	5	6	2	2	1	2		1	58
No Jurisdiction	54	53	22	16	8	16	25	21	31	24	25	21	316
No Jurisdiction - No Referral	18	19	3	1		1	4	5	5	1		1	58

		TS	SA Contact Co	enter (TC	C) Data Too	I - FOIA							
Categories	10-Oct	11-Nov	12-Dec 01	I-Jan	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP	36	32	7	7	4	7	5	10	7	4	7		126
No Jurisdiction - Refer to Department of S	state							2					2
No Jurisdiction - Refer to FAA		1	1	3		1	1		1				8
No Jurisdiction - Refer to Other		1	11	5	4	7	15	4	18	19	18	20	122
No Subject		2	7	3	1	2	6	2	1	5	2	1	32
No Subject - General		2	7	3	1	2	6	2	1	5	2	1	32
Notice of Violation/Civil Penalties	2		1	2				5	2	1	1	1	15
Notice of Violation/Civil Penalties - Gener	2		1	2				5	2	1	1	1	15
Ombudsman			'							1	1	- '	2
Ombudsman - General										1	1		2
Patdown		0	0	4	2		4		0	3	1	0	16
		2	2	1	2		1		2	3	1	2	
Patdown - Children				-			1		0			0	1
Patdown - Flyer		2	2	1	2				2	2	1	2	14
Patdown - General										1			1
Persons w/ Disabilities (PWD)			2		3	3	4	3	12	4		3	34
Persons w/ Disabilities (PWD) - Breast C	ancer				1								1
Persons w/ Disabilities (PWD) - General							1	1	5	1			8
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatior	1						4	2			7
Persons w/ Disabilities (PWD) - Metal Im	olants (joint)						2					1	3
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelchai	r or Scooter)			1				1			2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts			1			1					2
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	er Equipmen	nt						1				1
Persons w/ Disabilities (PWD) - Service A												1	1
Persons w/ Disabilities (PWD) - Touch Av		trauma)			1	1							2
Persons w/ Disabilities (PWD) - Visual Im		/			•							1	1
Persons w/ Disabilities (PWD) - Wheelch		Segway	1			1	1		2				5
Prohibited & Permitted Items	3	10	17	8	5	10	10	12	8	6	3	6	98
Prohibited & Permitted Items - Alcohol an		10	17	0	5	10	10	12	O	1	1	1	5
Prohibited & Permitted Items - Beauty & 0		ne	1					2		- 1	1	1	3
Prohibited & Permitted Items - Beauty & C		ns 1	1										3
Prohibited & Permitted Items - Electronic		1	2			2	2	2	2			2	13
Prohibited & Permitted Items - Firearm/Ar		1		2	1	1		1	1			1	8
Prohibited & Permitted Items - Food/Beve		1	2	1					1			2	7
Prohibited & Permitted Items - General	1	1	3	1	1	3	5		1		1		17
Prohibited & Permitted Items - Knives/Too		2	2	1	1	2		2	2				12
Prohibited & Permitted Items - Lighters/M		3	1										4
Prohibited & Permitted Items - Liquids/Ge			2		1		2	1		3	1		10
Prohibited & Permitted Items - Marijuana			1	1	1	1	1	2					8
Prohibited & Permitted Items - Medication	/Prescription	/Medically N	lecessary Iten	ns		1		1	1	1			4
Prohibited & Permitted Items - Sporting G	ioods		1	2						1			4
Property - Special Handling	23	27	11		6	3	10	20	16	11	9	8	144
Property - Special Handling - Damaged It	3	2			2	1	1	5	2	1	2	2	21
Property - Special Handling - Damaged It	6	9	3		3	1	5	3	3	6	2	3	44
Property - Special Handling - Missing Iter	1	2	1				1	4	4	1		2	16
Property - Special Handling - Missing Iter		14	7		1	1	3	8	7	3	5	1	63
Request for Assistance							1			1	1	1	4
Request for Assistance - Non-Persons w/	l Disahilities (PWD)					•			1	1	1	3
Request for Assistance - Other)					1				· ·		1
Screening	51	42	37	21	15	13	24	24	21	21	18	11	298
Screening - Children	31	42	31	2	10	10	1	24	21	21	10	- 11	3
Screening - Classified Materials			4				1						
	4		<u> </u>						4				
Screening - Crew Member or Airline Emp	1	2	1						1				5
Screening - Gate Pass	1	1								1			3
Screening - Inconsistency	1		3	5	3		1	3	1	1			18
Screening - International Screening	12	5	1			1	2	1		1	1		24
Screening - Lengthy Lines	1		3			1			1	1	1		8
Screening - Military			1					1					2
Screening - Procedures/Process	29	30	26	14	12	11	18	19	16	17	15	11	218
Screening - Retrieving Abandoned/Confis	5	3	1				1		2		1		13
Screening - Security Breach	1	1											2
Screening - Traveling with Cash							1						1
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
Transcriptions			'				1						1
Transcriptions - Claim Form Request							1						1
			- 1	1			'	1		1	- 1		
Transfer to Security Specialist	lo Co	otion	1	1						1	1		5
Transfer to Security Specialist - Reportab	ie Communic I		1	1				1		1	1		5
TSA Contact Information		1	2	1	1						1		6
TSA Contact Information - General		1	2	1	1						1		6
TWIC	1	4	2	1	5	1	3	3	6	5	1	4	36
TWIC - General		2			4	1	1	1	4	3	1	4	21
TWIC - Status	1	2	2	1	1		2	2	2	2			15
2022	5,729	6,363	5,118	2,723	3,332	5,322	4,173	4,175					36,935
Additional Information Required/Insufficient In	8	12	3		2	7	1	2					35
Additional Information Required/Insufficie	8	12	3		2	7	1	2					35
Airline	17	9	20	13	15	17	15	13					119
Airline - Baggage Requirements					2			1					3
Airline - Lost Baggage	2		2	2	5	4	2	2					19
Airline - Policy/Regulations/Service	14	8	17	10	8	10	11	9					87
Airline - Wheelchair Assistance	1	1	1	1	0	3	2	1					10
Animals	'	1	1	'		J		1					10
7 tillingio	I		1										

			A Contact								
ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May 06-Jur	n 07-Jul 08- <i>i</i>	Aug 09-Sep	Tota
Animals - Carry-On			1								
Business, Suggestions, and Ideas	1	1	1								
Business, Suggestions, and Ideas - Gen	el 1	1	1								
Call Disconnect/Dropped/Wrong Number		2	1								
Call Disconnect/Dropped/Wrong Numbe	r - General	2	1								
Cargo	1				2	2	2				
Cargo - Indirect Air Carrier (IAC)	1				2	1	1				
Cargo - Known Shipper						1	1				
Civil Rights	2	0	_	4	4		1	4			
		2	5	1	4	4	1	4			
Civil Rights - Civil Rights Violation (TSA	Employee)	1	1					1			
Civil Rights - Constitutional Rights					2	2					
Civil Rights - Headwear			1								
Civil Rights - Perceived Religion				1							
Civil Rights - Race								3			
Civil Rights - Racial Profiling or Discrimi	n 2		2		2			-			
		ndor					1				
Civil Rights - Sex/Gender/Gender Identit		nuei					1				
Civil Rights - Sexual Orientation - Not Tr	ansgender		1								
Civil Rights - Transgender Screening		1				2					
Claims	6	13	4	13	7	14	5	6			
Claims - General	4	6	2	9	2	9	2	3			
Claims - Status	2	7	2	4	5	5	3	3			
		1		1	<u> </u>	1		0			
Current Topic											
Current Topic - Current Topic		1		1		1					
Customer Service	17	38	35	12	21	20	9	12			
Customer Service - CSM				1		1					
Customer Service - Others	2	3	2	6	5	2	4	1			
Customer Service - TCC	4	1	1	2	5	1		4			
Customer Service - TSO	11	34	32	3	11	16	5	7			
DHS TRIP	5	6	3	5	8	10	2	3			
DHS TRIP - General	5	5	2	3	5	7	1	2			
DHS TRIP - Status		1	1	2	3	3	1	1			
Duplicate E-mail	4	5	6								
Duplicate E-mail - General	4	5	6								
Expedited Passenger Screening Program	5,455	5,948	4,681	2,470	3,054	4,881	3,954	3,945			34,
		5	7	1	4	2	1	2			О-Т,
Expedited Passenger Screening Program				ı	4						
Expedited Passenger Screening Program		1	1								
Expedited Passenger Screening Program		54	62	22	38	45	28	30			
Expedited Passenger Screening Program	m 2	2		2		1		1			
Expedited Passenger Screening Program	m 1			1		2					
Expedited Passenger Screening Program		2,553	1,708	717	581	502	367	491			9.
Expedited Passenger Screening Program		3,301	2,878	1,707	2,414	4,315	3,539	3,407			24.
Expedited Passenger Screening Program		32	25	20				14			27
		32	25	20	17	14	19	14			
Federal Flight Deck Officer (FFDO) Program											
Federal Flight Deck Officer (FFDO) Prog	gri 1										
Freedom of Information Act (FOIA)	2	1		1	2						
Freedom of Information Act (FOIA) - Ger	ne 2	1		1	2						
General Aviation			1								
	rogram (AESD)		1								
General Aviation - Alien Flight School Pr				7							
Hazardous Materials Safety	5	4	7	7	8	5	5	9			
Hazardous Materials Safety - General	5	4	7	7	8	5	5	9			
HAZMAT Endorsement	5	3	11	11	14	16	10	13			
HAZMAT Endorsement - General		2	1	3	7	6	4	2			
HAZMAT Endorsement - Status	5	1	10	8	7	10	6	11			
	_										
Human Capital	16	15	13	14	20	15	13	2			
Human Capital - Current Employee			2	2			1				
Human Capital - Employment Verificatio	n		1				2				
Human Capital - Former Employee	2		2	1	4	3		1			
Human Capital - Prospective Employme	nt 12	15	8	11	16	12	10	1			
Human Capital - TSA Background Checl											
Identification (ID) Requirements	12	25	28	25	23	50	10				
Identification (ID) Requirements - Domes		16	19	19	17	34	9				
Identification (ID) Requirements - ID Mat		4	6	1	4	4					
Identification (ID) Requirements - Interna	ational Travel	4	2	4	1	8	1				
Identification (ID) Requirements - Minors	Domestic		1		1	2					
		1		1		2					
Identification (ID) Requirements - Real Is	טו פ							2			
Identification (ID) Requirements - Real II	D 2										
Intranet/Internet Inquiries	2							2			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General											
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks	1	4	4	2	6	4	4	1			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General		4	4	2	6	4	4				
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks			4	2	6	4					
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock	1	1 3	4	2	6	4	1	1			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 1 11	1 3 17	4 17	2 7	6 9	4 19	1 3 15	1 1 14			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 1 11	1 3 17 17	4 17 17	2 7 7	6 9 9	4 19 19	1 3 15 15	1 1 14 14			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 11 11 9	1 3 17 17 31	4 17 17 40	2 7 7 29	6 9 9 25	4 19 19 31	1 3 15 15 24	1 1 14 14 27			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da	1 1 11 11 9 m 3	1 3 17 17 31	4 17 17 40 23	2 7 7 29 11	6 9 9 25 5	4 19 19 31 6	1 3 15 15 24 6	1 1 14 14 27 12			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 11 11 9 m 3	1 3 17 17 31	4 17 17 40	2 7 7 29	6 9 9 25	4 19 19 31	1 3 15 15 24	1 1 14 14 27			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai	1 1 1 1 1 1 1 1 9 m 3 m 5	1 3 17 17 31 11 20	4 17 17 40 23	2 7 7 29 11	6 9 9 25 5	4 19 19 31 6	1 3 15 15 24 6	1 1 14 14 27 12			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da	1 1 11 11 11 9 m 3 m 5 maged/Missing	1 3 17 17 31 11 20	4 17 17 40 23 15	2 7 7 29 11 16	6 9 9 25 5	4 19 19 31 6 22	1 3 15 15 24 6	1 1 14 14 27 12 12			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da	1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing	1 3 17 17 17 31 11 20 ItemsU	4 17 17 40 23 15 1	2 7 7 29 11 16 1	6 9 9 25 5 17	4 19 19 31 6 22	1 3 15 15 24 6 18	1 1 14 14 27 12 12 1 1			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dal Mishandling of Passenger Property - Dal Mishandling of Passenger Property - Dal Mishandling of Passenger Property - Dal Mishandling of Passenger Property - Dis No Jurisdiction	1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing 1 71	1 3 17 17 31 11 20 ItemsU	4 17 17 40 23 15 1 1	2 7 7 29 11 16 1 1	6 9 9 25 5 17	4 19 19 31 6 22	1 3 15 15 24 6 18	1 1 14 14 27 12 12 1 1 2 39			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da	1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing	1 3 17 17 17 31 11 20 ItemsU	4 17 17 40 23 15 1	2 7 7 29 11 16 1	6 9 9 25 5 17	4 19 19 31 6 22	1 3 15 15 24 6 18	1 1 14 14 27 12 12 1 1			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Dis No Jurisdiction	1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing 1 71	1 3 17 17 31 11 20 ItemsU	4 17 17 40 23 15 1 1	2 7 7 29 11 16 1 1	6 9 9 25 5 17	4 19 19 31 6 22	1 3 15 15 24 6 18	1 1 14 14 27 12 12 1 1 2 39			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	1 1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing sa 1 71 6 33	1 3 17 17 17 31 11 20 Items-U	4 17 17 40 23 15 1 1 72 7	2 7 7 29 11 16 1 1 49 5	6 9 9 25 5 17	4 19 19 31 6 22 3 81 18 24	1 3 15 15 24 6 18	1 1 14 14 27 12 12 12 39 12 12 12			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of	1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing sa 1 71 6 33 S 1	1 3 17 17 31 11 20 ItemsU	4 17 17 40 23 15 1 1 72 7	2 7 7 29 11 16 1 1 49	6 9 9 25 5 17 3 46 6	4 19 19 31 6 22 3 81 18 24	1 3 15 15 24 6 18	1 1 14 14 27 12 12 1 2 39			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to FAA	1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing 1 7 1 6 3 3 3 S 1 2	1 3 17 17 17 31 11 20 Items—U	4 17 17 40 23 15 1 1 7 2 7 12 1	2 7 7 29 11 16 1 1 49 5 9	6 9 9 25 5 17 3 46 6 11	4 19 19 31 6 22 3 81 18 24 1	1 3 15 15 24 6 18 28 13 6	1 1 14 14 27 12 12 12 12 1 1 2 39 12 2			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 17 17 17 31 11 20 ItemsU 79 5 23 1	4 17 17 40 23 15 1 1 7 7 12 7 12 1 1 51	2 7 7 29 11 16 1 1 49 5 9 2	6 9 9 25 5 17 3 46 6	4 19 19 31 6 22 3 81 18 24	1 3 15 15 24 6 18 28 13 6	1 1 14 14 27 12 12 12 12 2 39 12 2 12			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to FAA	1 1 1 1 1 1 1 1 1 9 m 3 m 5 maged/Missing 1 7 1 6 3 3 3 S 1 2	1 3 17 17 17 31 11 20 Items—U	4 17 17 40 23 15 1 1 7 2 7 12 1	2 7 7 29 11 16 1 1 49 5 9	6 9 9 25 5 17 3 46 6 11	4 19 19 31 6 22 3 81 18 24 1	1 3 15 15 24 6 18 28 13 6	1 1 14 14 27 12 12 12 12 1 1 2 39 12 2			
Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 17 17 17 31 11 20 ItemsU 79 5 23 1	4 17 17 40 23 15 1 1 7 7 12 7 12 1 1 51	2 7 7 29 11 16 1 1 49 5 9 2	6 9 9 25 5 17 3 46 6 11	4 19 19 31 6 22 3 81 18 24 1	1 3 15 15 24 6 18 28 13 6	1 1 14 14 27 12 12 12 12 2 39 12 2 12			

					t Center (T									
ategories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Notice of Violation/Civil Penalties - Gener	4	8	7	8	15	22	1	6					7
(Ombudsman		1					1	1					
	Ombudsman - General		1					1	1					
	Patdown		7	6		4	1	2	3					2
	Patdown - Flyer		5	6		3		2	3					
	Patdown - General		2			1	1							
	Persons w/ Disabilities (PWD)	7	10	9	3	4	11	11	8					(
	Persons w/ Disabilities (PWD) - Autism S			1			1	1	1					
	Persons w/ Disabilities (PWD) - Cancer (g	1	Breast Car	1										
	Persons w/ Disabilities (PWD) - Cognitive		1	'										
	Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					
	Persons w/ Disabilities (PWD) - Diapers/0			ı					ı					
	. , , , , , , , , , , , , , , , , , , ,		1	4	4	4	1	0						
	Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2						
	Persons w/ Disabilities (PWD) - Internal M	1					1							
	Persons w/ Disabilities (PWD) - Medical D			1			1	1						
	Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatior	1	2		1	2	1					
	Persons w/ Disabilities (PWD) - Metal Imp	2	3	1		1	1	2						
	Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	2				1	1					
	Persons w/ Disabilities (PWD) - Prosthesi								1					
	Persons w/ Disabilities (PWD) - Respirato		ana oaoto				1							
	Persons w/ Disabilities (PWD) - Service A		1											
	Persons w/ Disabilities (PWD) - Touch Av		1											
	Persons w/ Disabilities (PWD) - Visual Im		_						1					
	Persons w/ Disabilities (PWD) - Wheelcha		Segway			2	1	2	1					
	Persons w/ Disabilities (PWD) - Wounded	Warrior							1					
	Prohibited & Permitted Items	11	12	11	7									4
	Prohibited & Permitted Items - Alcohol and	1	2	2										
	Prohibited & Permitted Items - Beauty & G	2												
	Prohibited & Permitted Items - Breast Milk		1											
	Prohibited & Permitted Items - Chemical/h		1											
	Prohibited & Permitted Items - Electronic		1	2										
			1	3										
	Prohibited & Permitted Items - Firearm/Ar													
	Prohibited & Permitted Items - Food/Beve		1	2	1									
	Prohibited & Permitted Items - General	2	2	2										
	Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1	1	1									
	Prohibited & Permitted Items - Lighters/Ma	atches	1											
	Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols			1									
	Prohibited & Permitted Items - Medication	1	1		2									
	Prohibited & Permitted Items - Remains	1												
	Prohibited & Permitted Items - Sporting G		1	1	2									
	Property - Special Handling	9	21	34	10	9	16	9	11					11
	Property - Special Handling - Damaged Ite	2	7	23	4	5	8	3	6					ţ
	Property - Special Handling - Damaged Ite	1	2	4	2	1	1	1	5					
	Property - Special Handling - Missing Item		7	3	2		1	3						
	Property - Special Handling - Missing Item	4	5	4	2	3	6	2						2
	Request for Assistance			2			1		1					
	Request for Assistance - Non-Persons w/	Disabilities (PWD)	2										
	Request for Assistance - Other	ì ì					1		1					
9	Screening	33	64	73	22	18	79	34	22					34
	Screening - Children	00	1	10	1	10	10	01						
	•	0)/00	- '	1										
	Screening - Crew Member or Airline Empl	l		I I										
	Screening - Gate Pass				1									
	Screening - Inconsistency	3	15	7	2	1	3	1	3					
	Screening - International Screening		1	2	1	3			5					
	Screening - Lengthy Lines	1	5	8			3	1						
	Screening - Military		1											
	Screening - Opposite Gender		1				1							
	Screening - Procedures/Process	26	35	52	15	13	66	32	13					25
	Screening - Rail		1			1			.0					
	Screening - Retrieving Abandoned/Confise	3	4	1	1		5		1					
		3	4	ı	1				- 1					
	Screening - Security Breach						1							
	Screening - Shoe Screening			1										
	Screening - Traveling with Cash			1	1									
	SIDA (Security Identification Display Area)						1							
	SIDA (Security Identification Display Area) - General					1							
	SPAM				1									
	SPAM - General				1									
	System Administrator				1									
	System Administrator - General				1									
				1	1									
	Transportation Security Operations Center	Dof	irport											
	Transportation Security Operations Cente	i - Reier to A	iiihou	1	1									
	TSA Contact Information	1		1	1	3		1						
	TSA Contact Information - General	1		1	1	3		1						
	TWIC	9	23	12	6	13	14	15	29					1:
	TWIC - General	4	5	5	4	6	7	6	9					
	TIMIO OLITE	5	18	7	2	7	7	9	20					7
	TWIC - Status													