

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABE</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>19</b>	<b>17</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>3</b>	<b>130</b>
<b>2019</b>				<b>1</b>	<b>1</b>		<b>2</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>29</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1				3				1	5
Customer Service - Others								3					3
Customer Service - TSO				1								1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property								1	2	1	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1		2	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Children										1			1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Property - Special Handling							1	1	1	2	1		6
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1		2			3
Screening					1				2	1	1		5
Screening - Procedures/Process					1				2	1	1		5
<b>2020</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>22</b>
Civil Rights	1					1							2
Civil Rights - Racial Profiling or Discrimination	1					1							2
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	1	1	1					1			6
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On		1		1	1					1			4
Mishandling of Passenger Property - Disarrayed Items - Carry-On or Checked	1		1										2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2			1					1				4
Property - Special Handling - Damaged Items - Checked	1			1									2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1												1
Screening	1	1		1	1	2							6
Screening - Procedures/Process		1		1	1	2							5
Screening - Security Breach	1												1
<b>2021</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>18</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program									1	1	3		5
Expedited Passenger Screening Program - TSA PreCheck									1	1	3		5
Mishandling of Passenger Property		1		1			1						3
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On		1		1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1	1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Checked						1		1					2
Screening				1	1					1		1	4
Screening - Lengthy Lines					1					1			2
Screening - Procedures/Process					1							1	2
<b>2022</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>15</b>	<b>10</b>					<b>61</b>
Civil Rights	1		2				1						4
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination			2										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
Expedited Passenger Screening Program - TSA Application Process			1		1								2
Expedited Passenger Screening Program - TSA PreCheck	2	2	1	5	3	8	14	9					44
Patdown						2							2
Patdown - Flyer						2							2
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	2		1			1							4
Screening - Inconsistency	1												1
Screening - Procedures/Process	1		1			1							3

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<b>ABI</b>	<b>4</b>		<b>8</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>46</b>
<b>2019</b>				<b>1</b>		<b>2</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>13</b>
Civil Rights									1	1			2
Civil Rights - Hair Patdowns									1				1
Civil Rights - Screening of Religious or Cultural Garments										1			1
Customer Service							1					2	3
Customer Service - Others							1					2	3
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)				1			2						3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling								2		1			3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked								1	1				2
<b>2020</b>	<b>2</b>		<b>4</b>	<b>1</b>		<b>2</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>12</b>
Customer Service	1			1		1		1					4
Customer Service - TSO	1			1		1		1					4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked												1	1
Screening	1		2			1							4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		1			1							3
<b>2021</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>13</b>
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									1		2		3
Expedited Passenger Screening Program - TSA PreCheck									1		2		3
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening	1			1		1		1	1				5
Screening - Inconsistency	1												1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1				1	1				3
<b>2022</b>			<b>3</b>		<b>1</b>		<b>2</b>	<b>2</b>					<b>8</b>
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Expedited Passenger Screening Program			1		1		2	2					6
Expedited Passenger Screening Program - TSA PreCheck			1		1		2	2					6
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1

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<b>ABQ</b>	<b>82</b>	<b>65</b>	<b>56</b>	<b>119</b>	<b>118</b>	<b>163</b>	<b>123</b>	<b>99</b>	<b>49</b>	<b>55</b>	<b>54</b>	<b>63</b>	<b>1,046</b>
<b>2019</b>				<b>17</b>	<b>4</b>	<b>23</b>	<b>17</b>	<b>12</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>160</b>
Civil Rights				2	1	1		1	1			2	8
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns				1	1							1	3
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening				1									1
Customer Service						3	1		2	2	1	2	11
Customer Service - TSO						3	1		2	2	1	2	11
Locks						1	1				2	1	5
Locks - Missing or Damaged Lock						1	1				2	1	5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				8	2	8	5	4	10	9	10	10	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8		8	2	1	7	8	7	6	47
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2		3	2	2		2	4	15
Patdown						2	1	1	2	2	3	1	12
Patdown - Flyer						2	1	1	1	2	3	1	11
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1	1	1	1	1				2	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												2	2
Property - Special Handling				3		3	4	3	5	5	2	2	27
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked						1	1	1	3	3	1		10
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				3		2	2	1	2	1	1	2	14
Screening				3		3	4	2	3	3	3	2	23
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				3		3	3	1	3	3	2	2	20
Screening - Security Breach											1		1
<b>2020</b>	<b>28</b>	<b>19</b>	<b>16</b>	<b>28</b>	<b>13</b>	<b>6</b>	<b>1</b>			<b>6</b>	<b>1</b>	<b>8</b>	<b>126</b>
Civil Rights			1	2		1						1	5
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination				2		1						1	4
Customer Service	2			1						1		2	6
Customer Service - TSO	2			1						1		2	6
Locks	9	2	1	4		1							17
Locks - General	1												1
Locks - Missing or Damaged Lock	8	2	1	4		1							16
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	8	7	6	11	5	2			1				40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	5	9	4	2							29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	3	1	2	1					1			10
Patdown		2	2	1									5
Patdown - Flyer		2	2	1									5
Persons w/ Disabilities (PWD)	1	2	1		1		1					1	7
Persons w/ Disabilities (PWD) - Diabetes							1					1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	5	1	2	7	5	2			4			3	29
Property - Special Handling - Damaged Items - Carry-On	1				1								2
Property - Special Handling - Damaged Items - Checked	2	1	1	1	3							1	9
Property - Special Handling - Missing Items - Carry-On	2		1	6	1	2			4			2	18
Screening	2	4	2	4	2						1	1	16
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2	4	1	4	2						1	1	15
<b>2021</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>16</b>	<b>14</b>	<b>17</b>	<b>26</b>	<b>28</b>	<b>32</b>	<b>33</b>	<b>189</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights										2	1		3
Civil Rights - Racial Profiling or Discrimination										2	1		3
Customer Service	1					1	2	2		1	3	2	12
Customer Service - TSO	1					1	2	2		1	3	2	12
Expedited Passenger Screening Program			1		6	11	5	10	19	19	22	23	116
Expedited Passenger Screening Program - TSA Application Program							2	2	1		1		6
Expedited Passenger Screening Program - TSA PreCheck			1		6	11	3	8	18	19	21	23	110
Identification (ID) Requirements							1					1	2
Identification (ID) Requirements - Domestic							1					1	2
Locks						1					1		2
Locks - Missing or Damaged Lock						1					1		2
Mishandling of Passenger Property	3	2		1		2	1			1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1			1				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1		1		1	1						6

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa		1											1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other					1								1
Patdown							1			1		1	3
Patdown - Flyer							1			1		1	3
Persons w/ Disabilities (PWD)		1					1	2	1	1		1	7
Persons w/ Disabilities (PWD) - Cancer (g		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1	1				3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - General													1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling		1					1	3	3	2	4	1	15
Property - Special Handling - Damaged Items - Carry-On									1	1	3		5
Property - Special Handling - Damaged It		1										1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1	2	2	1	1		7
Screening			2		2		1	3		2	1	1	15
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process			2		2		1	2		1		1	12
<b>2022</b>	<b>48</b>	<b>42</b>	<b>38</b>	<b>71</b>	<b>93</b>	<b>118</b>	<b>91</b>	<b>70</b>					<b>571</b>
Civil Rights		2			2	2	2	1					9
Civil Rights - National Origin							1						1
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination		2			1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1						2
Civil Rights - Transgender Screening									1				1
Customer Service		3	3	4	3	2	3	4	3				25
Customer Service - TCC							1						1
Customer Service - TSO		3	3	4	3	2	2	4	3				24
Expedited Passenger Screening Program		39	25	27	62	82	104	77	60				476
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD				2					1				3
Expedited Passenger Screening Program		4	4	1	3	2	1	3	2				20
Expedited Passenger Screening Program		35	20	24	59	80	103	74	57				452
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domest		1											1
Locks						1		1					2
Locks - General								1					1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		2	1	2		1	2		1				9
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Dam		1		2		1	2		1				7
Mishandling of Passenger Property - Disa		1											1
Notice of Violation/Civil Penalties					1				1				2
Notice of Violation/Civil Penalties - General					1				1				2
Patdown		1	2	1	1	2							7
Patdown - Flyer		1	2	1	1	2							7
Persons w/ Disabilities (PWD)		1	2				2		1				6
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling		1	5	1		3	4	3	1				18
Property - Special Handling - Damaged It		1		1		1	1	2					6
Property - Special Handling - Damaged Items - Chec			1			1	1						3
Property - Special Handling - Missing Items - Carry-C			1			1	2		1				5
Property - Special Handling - Missing Items - Checke		3						1					4
Screening			2		2	4	1	4	2				15
Screening - Inconsistency					1	2		2	1				6
Screening - Procedures/Process			2		2		1	1	1				7
Screening - Retrieving Abandoned/Confiscated Items				1				1					2

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<b>ABR</b>	<b>3</b>	<b>2</b>	<b>3</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>22</b>
<b>2019</b>									<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>
Mishandling of Passenger Property									1	1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	3
<b>2020</b>		<b>1</b>	<b>1</b>										<b>2</b>
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check		1											1
<b>2021</b>				<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling									1	1	1		3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked										1			1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
<b>2022</b>	<b>3</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>					<b>10</b>
Expedited Passenger Screening Program	1					1	2	1					5
Expedited Passenger Screening Program	1					1	2	1					5
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling	2					1							3
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Checked	1												1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABY</b>	<b>2</b>	<b>5</b>		<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>30</b>
<b>2019</b>					<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>12</b>
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					2		2	1	1		1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2		1				1		4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Property - Special Handling					1		1	1		1			4
Property - Special Handling - Damaged Items - Checked					1			1		1			3
Property - Special Handling - Missing Items - Checked							1						1
<b>2020</b>	<b>2</b>	<b>2</b>			<b>1</b>							<b>1</b>	<b>6</b>
Customer Service												1	1
Customer Service - TSO												1	1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2	1										3
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa		1	1										2
Screening						1							1
Screening - Procedures/Process						1							1
<b>2021</b>		<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>			<b>6</b>
Customer Service							1		1	1			3
Customer Service - TSO							1		1	1			3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checkl			1										1
<b>2022</b>		<b>2</b>				<b>2</b>		<b>2</b>					<b>6</b>
Expedited Passenger Screening Program		2				2							4
Expedited Passenger Screening Program - TSA PreC		2				2							4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACK</b>	<b>1</b>							<b>1</b>		<b>6</b>	<b>5</b>	<b>4</b>	<b>17</b>
<b>2019</b>										<b>2</b>	<b>4</b>	<b>2</b>	<b>8</b>
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										2	2	1	5
Screening - Children											1		1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	1	2
Screening - Security Breach										1			1
<b>2020</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
<b>2021</b>								<b>1</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>8</b>
Civil Rights												1	1
Civil Rights - National Origin												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program										3	1		4
Expedited Passenger Screening Program - TSA PreCheck										3	1		4
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>ACT</b>			<b>1</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>33</b>
<b>2019</b>				<b>2</b>		<b>1</b>	<b>1</b>			<b>4</b>	<b>3</b>	<b>2</b>		<b>13</b>
Locks						1			2	1				4
Locks - Missing or Damaged Lock						1			2	1				4
Mishandling of Passenger Property							1				1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1	2		4
Patdown				1										1
Patdown - Flyer				1										1
Persons w/ Disabilities (PWD)									1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1					1
Property - Special Handling											1			1
Property - Special Handling - Damaged Items - Checked											1			1
Screening				1					1					2
Screening - Procedures/Process				1					1					2
<b>2020</b>			<b>2</b>							<b>1</b>				<b>3</b>
Mishandling of Passenger Property			1						1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1											1
Property - Special Handling				1										1
Property - Special Handling - Missing Items - Checked			1											1
<b>2021</b>				<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>					<b>1</b>	<b>6</b>
DHS TRIP						1								1
DHS TRIP - General						1								1
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program - TSA PreCheck													1	1
Property - Special Handling							1		1					2
Property - Special Handling - Damaged Items - Checked									1					1
Property - Special Handling - Missing Items - Checked							1							1
Screening				1	1									2
Screening - Procedures/Process				1	1									2
<b>2022</b>		<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>						<b>11</b>
Expedited Passenger Screening Program		1	3		3	1	2	1						11
Expedited Passenger Screening Program - TSA Application Pro			1		1									2
Expedited Passenger Screening Program - TSA PreC		1	2		2	1	2	1						9



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACV</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>3</b>	<b>2</b>		<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>20</b>
<b>2019</b>									<b>2</b>			<b>1</b>	<b>3</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
<b>2020</b>			<b>1</b>	<b>1</b>		<b>1</b>							<b>3</b>
Customer Service						1							1
Customer Service - TSO						1							1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
<b>2021</b>	<b>1</b>			<b>1</b>					<b>3</b>	<b>1</b>	<b>1</b>		<b>7</b>
Civil Rights									2				2
Civil Rights - Transgender Screening									2				2
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
<b>2022</b>		<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>						<b>7</b>
Expedited Passenger Screening Program		1	1			2	2						6
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	1			1	2						5
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACY</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>98</b>
<b>2019</b>				<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>23</b>
Civil Rights				1		1				1			3
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service						1			1				2
Customer Service - TSO							1			1			2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Patdown								1				1	2
Patdown - Flyer								1			1		2
Persons w/ Disabilities (PWD)						2	1	1		1	1		6
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1					2
Property - Special Handling							1				2		3
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked							1				1		2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				1			1	1			2		5
Screening - Procedures/Process				1			1	1			1		4
Screening - Security Breach												1	1
<b>2020</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>						<b>1</b>		<b>10</b>
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service			1	1	2						1		5
Customer Service - TSO			1	1	2						1		5
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1								1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>18</b>
Expedited Passenger Screening Program						1	1	1	3	3	1	1	11
Expedited Passenger Screening Program - TSA Application Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1		2	3	1	1	9
Mishandling of Passenger Property				1		1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction						1							1
No Jurisdiction - Refer to CBP						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
<b>2022</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>9</b>					<b>47</b>
Customer Service	2	1				1							4
Customer Service - TSO	2	1				1							4
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	1	4	3	3	5	3	6	7					32
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program	1	4	3	3	5	3	5	6					30
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1		1				2						4
Screening - Inconsistency	1												1
Screening - Procedures/Process							2						2
Screening - Shoe Screening			1										1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ADQ</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>			<b>4</b>	<b>15</b>
<b>2019</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>4</b>	<b>4</b>
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling							1		1	1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1		1				2
<b>2020</b>	<b>1</b>			<b>1</b>								<b>4</b>	<b>6</b>
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling	1			1								1	3
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked				1								1	2
Screening												1	1
Screening - Procedures/Process												1	1
<b>2021</b>		<b>1</b>				<b>1</b>							<b>2</b>
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items - Checked		1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
<b>2022</b>		<b>1</b>	<b>1</b>					<b>1</b>					<b>3</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AEX</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>9</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>42</b>
<b>2019</b>				<b>2</b>			<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>6</b>
Civil Rights				1									1
Civil Rights - Perceived Religion				1									1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>							<b>1</b>	<b>8</b>
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening	1	1	1	1	1								5
Screening - Inconsistency		1				1							2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			1	1									2
<b>2021</b>	<b>1</b>		<b>1</b>				<b>3</b>	<b>2</b>		<b>3</b>			<b>10</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1		1					1					3
Customer Service - Others								1					1
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program - TSA PreCheck								1		2			3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							1			1			2
Screening - Inconsistency							1						1
Screening - Lengthy Lines										1			1
<b>2022</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>6</b>					<b>18</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service					1			2					3
Customer Service - TSO					1			2					3
Expedited Passenger Screening Program	1			1	1	2		3					8
Expedited Passenger Screening Program	1			1	1	2		3					8
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	2		1										3
Screening - Gate Pass	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AGS</b>	<b>5</b>	<b>4</b>	<b>16</b>	<b>11</b>	<b>8</b>	<b>13</b>	<b>8</b>	<b>13</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>106</b>
<b>2019</b>				<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>32</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1	1	2		1	2			1	8
Customer Service - Others									1				1
Customer Service - TSO				1	1	2		1	1			1	7
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				1	2		1			1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2		1					1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1	1		1	1				1	4
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked						1		1					2
Screening						1		2	1	1	1		6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1	1	1		3
Screening - Retrieving Abandoned/Confiscated Items								2					2
<b>2020</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>14</b>
Customer Service			1										1
Customer Service - TSO			1										1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	2									1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2											3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Property - Special Handling			1	2	1								4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked			1										1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2021</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>23</b>
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Claims		1											1
Claims - General		1											1
Customer Service				2				2				1	5
Customer Service - TCC				1									1
Customer Service - TSO				1				2				1	4
Expedited Passenger Screening Program										2	3		5
Expedited Passenger Screening Program - TSA PreCheck										2	3		5
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown			1							1			2
Patdown - Children										1			1
Patdown - Flyer			1										1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Lighters/Matches				1									1
Property - Special Handling								1				1	2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening					1				1			1	3
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1							1	2
<b>2022</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>6</b>					<b>37</b>
Customer Service	1		1	1		1							4
Customer Service - TSO	1		1	1		1							4
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5					22
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program			5	2	2	4	2	5					21
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1						2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening	2				1	2	1	1					7
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	2	1	1					6

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AKN</b>				1				1	2	6	5		15
<b>2019</b>									1	3			4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>									1	1	2		4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2021</b>				1				1		2	3		7
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1						1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening											1		1
Screening - Procedures/Process											1		1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ALB</b>	<b>39</b>	<b>26</b>	<b>22</b>	<b>37</b>	<b>34</b>	<b>40</b>	<b>40</b>	<b>46</b>	<b>19</b>	<b>40</b>	<b>31</b>	<b>16</b>	<b>390</b>
<b>2019</b>				<b>9</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>29</b>	<b>17</b>	<b>11</b>	<b>112</b>
Civil Rights								1			2		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				1	3		1	3	3	3			14
Customer Service - Others					1		1	1	1				4
Customer Service - TSO				1	2			2	2	3			10
Locks						1			1	1		4	7
Locks - Missing or Damaged Lock						1			1	1			4
Mishandling of Passenger Property				3	3	1	2	2	3	9	8	2	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	3		1	2	1	7	6	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	2	2		7
Patdown				2			1			6	3		12
Patdown - Flyer				2			1			5	3		11
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1		1		1		2	2		7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1		1	3	2	1	5	2	3	18
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked								2		1	1	2	6
Property - Special Handling - Missing Items - Checked						1	3		1	4	1	1	11
Screening				1	1	4	4	3		3		2	18
Screening - Procedures/Process				1	1	3	4	3		3		2	17
Screening - Security Breach						1							1
<b>2020</b>	<b>18</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>7</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>73</b>
Civil Rights	2	1	1	1	1						2		8
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination	1				1								2
Civil Rights - Sex/Gender/Gender Identity	1	1		1							2		5
Customer Service	2		2			1			1				6
Customer Service - Others			2										2
Customer Service - TSO	2					1			1				4
Locks	2	1	1								1		5
Locks - General	1												1
Locks - Missing or Damaged Lock	1	1	1								1		4
Mishandling of Passenger Property	6	2	1	3		1			1	2	1		17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	2	1	3		1			1	2	1		16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown	2		1					1					4
Patdown - Flyer	1		1					1					3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2				1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	2	2	1	3		2		1	2		1	1	15
Property - Special Handling - Damaged Items - Checked			1	2		1		1			1		6
Property - Special Handling - Missing Items - Checked	2	2		1		1			2			1	9
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	2	2	1	1	2	2		2		1	1		14
Screening - Inconsistency											1		1
Screening - Procedures/Process	2	1	1	1	2	2		2		1			12
Screening - Security Breach		1											1
<b>2021</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>53</b>
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	1			1				1		1		5
Customer Service - TSO	1	1			1				1		1		5
Expedited Passenger Screening Program				1		1	2	1	5	5	4	2	21
Expedited Passenger Screening Program - TSA Application Program						1			1	1		1	4
Expedited Passenger Screening Program - TSA PreCheck				1			2	1	4	4	4	1	17
Mishandling of Passenger Property	1	3	1			1	1		1	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	2	1			1	1		1				7
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)			1	2				2		1			6
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	2									3
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1			2			1		1	2	1	9
Property - Special Handling - Damaged Items - Carry-On					1			1					2
Property - Special Handling - Damaged Items - Checked						2				1	1		4
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked		1										1	2
<b>2022</b>	<b>19</b>	<b>11</b>	<b>12</b>	<b>16</b>	<b>22</b>	<b>21</b>	<b>26</b>	<b>25</b>					<b>152</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights		1						2	1				4
Civil Rights - Race								1	1				2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				1				1	2				4
Customer Service - TSO				1				1	2				4
Expedited Passenger Screening Program		9	8	9	13	19	18	17	20				113
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program		1	2		1			2					6
Expedited Passenger Screening Program		8	6	8	12	18	18	15	20				105
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Human Capital								2					2
Human Capital - Prospective Employment with TSA								2					2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown		2		1	1								4
Patdown - Flyer		2		1	1								4
Persons w/ Disabilities (PWD)			2			1							3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N			2										2
Property - Special Handling		3	1				1	2	1				8
Property - Special Handling - Damaged Items		1						2					3
Property - Special Handling - Damaged Items		1							1				2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items		1					1						2
Screening		4		3	1	1	2	2					13
Screening - Inconsistency		1											1
Screening - Lengthy Lines							2						2
Screening - Procedures/Process		3		2	1	1		2					9
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ALO</b>			<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>14</b>
<b>2019</b>								<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1	1	3
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process												1	2
<b>2020</b>		<b>1</b>		<b>2</b>							<b>1</b>		<b>4</b>
Mishandling of Passenger Property		1									1		2
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Property - Special Handling				2									2
Property - Special Handling - Missing Items - Checked				2									2
<b>2021</b>												<b>1</b>	<b>1</b>
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
<b>2022</b>				<b>2</b>	<b>1</b>	<b>1</b>							<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ALS</b>	1		1		1	1		1			1	1	7
<b>2019</b>						1						1	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
<b>2021</b>								1			1		2
Claims											1		1
Claims - General											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
<b>2022</b>			1		1								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center (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
<b>ALW</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>30</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>		<b>13</b>
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				2			1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening							1				3		4
Screening - Procedures/Process							1				3		4
<b>2020</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>				<b>1</b>			<b>6</b>
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1									1			2
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2021</b>	<b>1</b>		<b>1</b>			<b>2</b>			<b>3</b>				<b>7</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1	1		1				3
Screening - Procedures/Process						1	1						2
Screening - Retrieving Abandoned/Confiscated Items									1				1
<b>2022</b>	<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>				<b>4</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling		1							1				2
Property - Special Handling - Missing Items - Checked		1							1				2
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AMA</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>55</b>
<b>2019</b>				<b>1</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>14</b>
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property					1		1	1	1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1	1	1			1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1	1					1			3
Property - Special Handling - Missing Items - Checked				1	1					1			3
Screening					1					1			2
Screening - Procedures/Process					1					1			2
<b>2020</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>2</b>		<b>1</b>	<b>1</b>		<b>11</b>
Civil Rights								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1				1					2
Patdown - Flyer				1				1					2
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checke			1								1		2
Screening	1		1		1								3
Screening - Procedures/Process	1		1		1								3
<b>2021</b>	<b>1</b>		<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>12</b>
Customer Service					2								2
Customer Service - TSO					2								2
Expedited Passenger Screening Program						1	1				2	1	5
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck						1					2	1	4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1		1										2
Screening					1								1
Screening - Procedures/Process					1								1
<b>2022</b>		<b>3</b>	<b>2</b>		<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>					<b>18</b>
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Expedited Passenger Screening Program		3	1		2	4	1	1					12
Expedited Passenger Screening Program - TSA PreC		3	1		2	4	1	1					12
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1	2						3
Screening - Procedures/Process						1	2						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ANC</b>	<b>39</b>	<b>42</b>	<b>40</b>	<b>55</b>	<b>54</b>	<b>45</b>	<b>37</b>	<b>46</b>	<b>48</b>	<b>73</b>	<b>67</b>	<b>51</b>	<b>597</b>
<b>2019</b>				<b>12</b>	<b>10</b>	<b>15</b>	<b>9</b>	<b>18</b>	<b>31</b>	<b>35</b>	<b>32</b>	<b>27</b>	<b>189</b>
Civil Rights					2						1	1	4
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													2
Customer Service				1	1	1		2	6	3	4	2	20
Customer Service - TSO				1	1	1		2	6	3	4	2	20
Locks					1	2			1	1	1	1	7
Locks - Missing or Damaged Lock					1	2			1	1	1	1	7
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				6	3	4	2	6	7	10	14	6	58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				6	2	4	2	6	3	9	10	4	46
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			3		3	1	8
Patdown				1		3	1			3	1		9
Patdown - Children										1			1
Patdown - Flyer						3	1			2	1		7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)					1	2			3	2		1	9
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				3	2	2	6	7	12	10	8	11	61
Property - Special Handling - Damaged Items - Carry-On				1				1	2	1		1	6
Property - Special Handling - Damaged Items - Checked				1	2	1	3	2	2	4	5	3	23
Property - Special Handling - Missing Items - Carry-On								1	1	1	1	2	6
Property - Special Handling - Missing Items - Checked				1		1	3	3	7	4	2	5	26
Screening				1		1		3	2	5	3	5	20
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines										2		1	3
Screening - Procedures/Process						1		3	1	2	2	4	13
Screening - Security Breach									1		1		2
<b>2020</b>	<b>19</b>	<b>16</b>	<b>21</b>	<b>16</b>	<b>20</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>15</b>	<b>10</b>	<b>153</b>
Civil Rights			1	1						2			4
Civil Rights - Racial Profiling or Discrimination				1						1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening		1											1
Customer Service	3	1	2	4	3	1				1	1	1	17
Customer Service - TSO	3	1	2	4	3	1				1	1	1	17
Locks	2	2	1	2	2	2	1			1		2	13
Locks - Missing or Damaged Lock	2	2	1	2	2	2	1			1		2	13
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	2	6	2	8			2	2	4	4	2	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	6	2	6			2	2	4	3	1	29
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1				2						1		4
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)		1	1		2	1					2		7
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling	7	5	5	6	3	3		2	4	3	8	3	49
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked	3	2	1	4	1	2			1		5	2	21
Property - Special Handling - Missing Items - Carry-On	2		2	1					1		1		7
Property - Special Handling - Missing Items - Checked	2	3	2	1	1	1		2	2	2	2	1	19
Screening	2	3	5	1	4	3				4		2	24
Screening - Lengthy Lines		1	1	1									3
Screening - Procedures/Process	2	2	3		4	3				4		2	20
Screening - Security Breach			1										1
<b>2021</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>11</b>	<b>23</b>	<b>20</b>	<b>14</b>	<b>125</b>
Civil Rights					1						1	1	3
Civil Rights - Racial Profiling or Discrimination					1						1	1	3
Customer Service	1	1	5	2	1	1	1		3	5	5	1	26
Customer Service - TCC			1	1									2
Customer Service - TSO	1	1	4	1	1	1	1		3	5	5	1	24
Expedited Passenger Screening Program					1	1	3	3	3	8	5	7	31
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - TSA Application Program						1					1	1	3
Expedited Passenger Screening Program - TSA PreCheck				1			3	3	3	7	4	6	27
Identification (ID) Requirements							1		1		1		3
Identification (ID) Requirements - Domestic							1		1				2
Identification (ID) Requirements - Real ID											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	4				1	2	1			2	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	4					2				2			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1				2			3
Patdown - Flyer						1				2			3
Persons w/ Disabilities (PWD)			1	1			1	2		1	1	2	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling	2	1		2	1		2	3	3	2	3		19
Property - Special Handling - Damaged Items - Carry-On									2		1		3
Property - Special Handling - Damaged Items - Checked	1	1		2	1		2	1		2	1		11
Property - Special Handling - Missing Items - Checked	1							2	1		1		5
Screening		1			1	1	3	1	1	3	2	3	16
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency									1				1
Screening - Lengthy Lines							2			1			3
Screening - Procedures/Process		1			1	1	1			2	2	3	11
<b>2022</b>	<b>13</b>	<b>23</b>	<b>13</b>	<b>21</b>	<b>17</b>	<b>13</b>	<b>15</b>	<b>15</b>					<b>130</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Checked		1											1
Airline					1		1						2
Airline - Policy/Regulations/Service					1		1						2
Civil Rights			1		1		1	1					4
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening			1										1
Customer Service	1	3	2	2	1	2	2	1					14
Customer Service - TSO	1	3	2	2	1	2	2	1					14
Expedited Passenger Screening Program	6	17	9	12	7	9	9	10					79
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program - Random	1	3											4
Expedited Passenger Screening Program - Random	5	14	9	11	5	9	9	10					72
Locks	1					2							3
Locks - Missing or Damaged Lock	1					2							3
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				1					2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1		1			1		1					4
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2			2	2	1							7
Property - Special Handling - Damaged Items - Checked	2			2									4
Property - Special Handling - Missing Items - Checked					2	1							3
Screening	2	2		3	1	1	2	1					12
Screening - Inconsistency	1			2									3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1	2		1	1	1	1	1					8



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AOO											1		1
2020											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>APN</b>													
<b>2019</b>			1	1	1	1	1			2	2	1	10
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2020</b>				1							1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2021</b>			1				1				1	1	4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling							1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked												1	1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2022</b>				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ART</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>			<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>24</b>
<b>2019</b>				<b>1</b>		<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Checked				1		1							2
Screening											1	1	2
Screening - Procedures/Process											1	1	2
<b>2020</b>	<b>1</b>			<b>1</b>	<b>2</b>								<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property				1	2								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
<b>2021</b>		<b>1</b>	<b>2</b>			<b>2</b>			<b>1</b>	<b>3</b>	<b>1</b>		<b>10</b>
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property			1	2					1	2	1		7
Mishandling of Passenger Property - Damaged/Missing Items--C				1					1	2			4
Mishandling of Passenger Property - Disarrayed Item			1	1							1		3
Screening							2						2
Screening - Procedures/Process							2						2
<b>2022</b>	<b>2</b>	<b>1</b>		<b>1</b>									<b>4</b>
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ASE</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>19</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>2</b>	<b>79</b>
<b>2019</b>					<b>1</b>	<b>3</b>			<b>3</b>	<b>1</b>			<b>8</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1			2	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			2	1			4
Patdown					1				1				2
Patdown - Flyer					1				1				2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
<b>2020</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>3</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>10</b>
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Locks					2								2
Locks - General					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1							1	2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1										1
Property - Special Handling	1								1				2
Property - Special Handling - Missing Items	1								1				2
<b>2021</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>		<b>1</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>24</b>
Civil Rights						2	1						3
Civil Rights - Perceived Religion							1						1
Civil Rights - Transgender Screening						2							2
Customer Service			1	1									2
Customer Service - TCC			1										1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						1			1	4	7	1	14
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1			1	4	6	1	13
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown			1								1		2
Patdown - Children											1		1
Patdown - Non-Flyer			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
<b>2022</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>13</b>	<b>3</b>	<b>1</b>					<b>37</b>
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						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	2				1								3
Screening - Procedures/Process	2				1								3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ATL</b>	<b>431</b>	<b>493</b>	<b>528</b>	<b>520</b>	<b>574</b>	<b>662</b>	<b>593</b>	<b>773</b>	<b>369</b>	<b>389</b>	<b>407</b>	<b>396</b>	<b>6,135</b>
<b>2019</b>				<b>123</b>	<b>114</b>	<b>158</b>	<b>141</b>	<b>195</b>	<b>173</b>	<b>161</b>	<b>154</b>	<b>154</b>	<b>1,373</b>
Civil Rights				3	2	2	6	11	7	1	3	7	42
Civil Rights - National Origin					1			1					4
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				3	1	1	5	8	3	1	3	3	28
Civil Rights - Screening of Religious Cultural and Ceremonial Items									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		2	2			1	6
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				25	26	42	43	48	55	45	24	54	362
Customer Service - Others					1	2	2	4	4	3		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	85
Lost and Found					3	2	4	2		4	1	2	18
Lost and Found - Airport/TSA					3	2	4	2		4	1	2	18
Mishandling of Passenger Property				34	25	35	28	33	26	40	33	35	289
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4		2	4	1	1	1	5	2	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				27	21	29	20	23	22	35	25	29	231
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1			1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	3	4	4	8	3	4	3	4	35
Patdown				1	3	4	1	3	2	1	1	2	18
Patdown - Flyer				1	2	4		3	1	1	1	2	15
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				7	6	8	5	13	13	6	7	6	71
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1						2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				2
Persons w/ Disabilities (PWD) - Diabetes							1				1	1	3
Persons w/ Disabilities (PWD) - General					1			3		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1		1		1		1		5
Persons w/ Disabilities (PWD) - Internal Medical Devices									2		1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1	2		2	1		1	1	9
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				2	1	1			1	1			6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2	2	3	3	3	2		16
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			2	3			2	8
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Property - Special Handling				33	24	33	31	40	27	37	34	23	282
Property - Special Handling - Damaged Items - Carry-On				3	3	3	4	5	2	4	6	3	33
Property - Special Handling - Damaged Items - Checked				8	8	6	6	12	4	6	12	4	66
Property - Special Handling - Missing Items - Carry-On				5	4	11	5	6	5	8	7	7	58
Property - Special Handling - Missing Items - Checked				17	9	13	16	17	16	19	9	9	125
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening				12	17	19	17	36	29	20	39	13	202
Screening - Inconsistency				1	1	2				1	1		6
Screening - Lengthy Lines				1	3	3	5	13	12	7	9	2	55
Screening - Procedures/Process				9	12	12	11	21	16	11	28	11	131
Screening - Retrieving Abandoned/Confiscated Items				1		1		1	1	1			5
Screening - Security Breach					1	1	1	1			1		5
<b>2020</b>	<b>144</b>	<b>136</b>	<b>187</b>	<b>142</b>	<b>145</b>	<b>94</b>	<b>22</b>	<b>34</b>	<b>46</b>	<b>52</b>	<b>66</b>	<b>50</b>	<b>1,118</b>
Civil Rights	3	2	6	6	8	3	1	1	1	3	1	1	35
Civil Rights - Age					1		1						2
Civil Rights - Hair Patdowns			1										1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	2	1	4	5	4	3			1		2		22
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1			2			1			1	1	7
Civil Rights - Transgender Screening			1										1
Customer Service	33	44	50	40	45	18	3	9	14	17	11	13	297
Customer Service - Others	2	4	3	2	3	2			1	2			19
Customer Service - TSO	31	40	47	38	42	16	3	9	13	15	11	13	278
Locks	8	6	4	9	5	5					2	1	40
Locks - General					1								1
Locks - Missing or Damaged Lock	8	6	4	9	4	5					2	1	39
Lost and Found		3	2	3	2	1	1		1		1		14
Lost and Found - Airport/TSA		3	2	3	2	1	1		1		1		14
Mishandling of Passenger Property	43	25	52	26	30	13	1	6	9	7	8	8	228
Mishandling of Passenger Property - Damaged/Missing Items--Checked	5	2	3	1	1					2			16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	31	20	41	24	26	13	1	5	8	4	8	6	187
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke	7	3	8	1	3			1					23
Patdown	4			3	3	1	1			1	2		15
Patdown - Flyer	4			2	3	1	1			1	2		14
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	8	7	8	3	6	6	1		2	2	2	3	48
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1	2										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes			1								1		2
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impairment			1		1				1				3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1	1	2	2					1	1	9
Persons w/ Disabilities (PWD) - Metal Imp	1									1			2
Persons w/ Disabilities (PWD) - Mobility C	2		2	1		1				1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesi	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1						2
Persons w/ Disabilities (PWD) - Service Animals			1	1		1							3
Persons w/ Disabilities (PWD) - Touch Av	2											1	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	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	64
Property - Special Handling - Missing Item	5	7	11	9	6	5	1	3	1	4	6	3	61
Property - Special Handling - Missing Item	15	16	10	19	10	8	4	3	10	7	12	9	123
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	13	15	30	19	20	28	6	7	6	7	14	9	174
Screening - Crew Member or Airline Employee				1	1		1		1				4
Screening - Inconsistency		2	1		1	2				1	2		9
Screening - Lengthy Lines	1	4	4	5	8	1	2	1		1			27
Screening - Procedures/Process	12	9	24	10	9	24	3	6	4	5	12	9	127
Screening - Retrieving Abandoned/Confiscated Items			1						1				2
Screening - Security Breach				3	1	1							5
<b>2021</b>	<b>74</b>	<b>73</b>	<b>49</b>	<b>58</b>	<b>61</b>	<b>74</b>	<b>76</b>	<b>119</b>	<b>150</b>	<b>176</b>	<b>187</b>	<b>192</b>	<b>1,289</b>
Additional Information Required/Insufficient Information					1						1		2
Additional Information Required/Insufficient Information - EMAIL ONLY						1					1		2
Airline								1	4			1	6
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service								1	4				5
Civil Rights	3	4	1		4	3	4	6	3	1	3	1	33
Civil Rights - Civil Rights Violation (TSA Employee)			1				1						2
Civil Rights - Constitutional Rights		1										1	2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or 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 Transgender								1					1
Civil Rights - Transgender Screening						1				1			2
Claims			1			1	1	1				1	5
Claims - General			1			1	1					1	4
Claims - Status								1					1
Customer Service	22	33	24	22	24	21	14	25	40	42	41	52	360
Customer Service - CSM		1		1									2
Customer Service - Others		1	2		1	1			1	2			8
Customer Service - TCC			1							1			2
Customer Service - TSO	22	31	21	21	23	20	14	25	39	39	41	52	348
DHS TRIP										1			1
DHS TRIP - General										1			1
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program		1	4	5	7	11	26	41	50	83	98	95	421
Expedited Passenger Screening Program - DoD							1				2		3
Expedited Passenger Screening Program - Over 75											1		1
Expedited Passenger Screening Program - TSA Application Program				1			3	5	2	6	5	7	29
Expedited Passenger Screening Program - TSA PreC		1	4	4	7	10	22	36	48	75	92	88	387
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Hazardous Materials Safety				1		1							2
Hazardous Materials Safety - General				1		1							2
Identification (ID) Requirements							2	1	1	1		1	6
Identification (ID) Requirements - Domestic							1	1		1		1	4
Identification (ID) Requirements - International Travel							1		1				2
Locks	4	2		1	5		1	1					14
Locks - Missing or Damaged Lock	4	2		1	5		1	1					14
Lost and Found	1						1	2	2	1	1	1	9
Lost and Found - Airport/TSA	1						1	2	2	1	1	1	9
Mishandling of Passenger Property	4	10	9	6	7	3	6	6	8	7	5	1	72
Mishandling of Passenger Property - Dam	1	2	4			1	1	2	1	2			14
Mishandling of Passenger Property - Dam	2	8	5	6	7	2	4	3	7	5	4		53
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa	1							1			1	1	4
No Jurisdiction				2	2	1	1	2	2	4	1		15
No Jurisdiction - No Referral					1					1			2
No Jurisdiction - Refer to CBP					1	1	1	2	2	2	1		10
No Jurisdiction - Refer to Other				2						1			3
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown				2			1		1		1	1	6
Patdown - Flyer				2			1		1		1	1	6
Persons w/ Disabilities (PWD)	1	2		3		2	2	1	4	7	2	3	27
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes				1						1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1	1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals									1	4			5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1				2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1				1	1		4
Prohibited & Permitted Items			2	3	1		2		1		2	2	13
Prohibited & Permitted Items - Alcohol and Tobacco							2				1	1	4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Firearm/Ammunition									1				1
Prohibited & Permitted Items - Food/Beverages			2	1	1								4
Prohibited & Permitted Items - General				2									2
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	23	12	3	5	4	16	6	14	21	11	13	8	136
Property - Special Handling - Damaged Item	3					2		1	2	1	1	2	12
Property - Special Handling - Damaged Item	4	4	1	2		6		2	8	4	2	3	36
Property - Special Handling - Missing Item	5	5		1	3	4	3	6	5	3	7	2	44
Property - Special Handling - Missing Item	11	3	2	2	1	4	3	5	6	3	3	1	44
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	16	9	5	7	6	15	9	18	12	18	18	25	158
Screening - Children						1							1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				3		1	1	1	2				8
Screening - Lengthy Lines	1	1			1		2	6	3	6	6	4	30
Screening - Procedures/Process	13	8	4	4	5	11	6	10	7	12	11	21	112
Screening - Retrieving Abandoned/Confiscated	2					2		1					5
Screening - Shoe Screening			1										1
<b>2022</b>	<b>213</b>	<b>284</b>	<b>292</b>	<b>197</b>	<b>254</b>	<b>336</b>	<b>354</b>	<b>425</b>					<b>2,355</b>
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
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 Discrimination	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			1		1						3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims				1				2					3
Claims - General								2					2
Claims - Status				1									1
Current Topic		1											1
Current Topic - Current Topic		1											1
Customer Service	36	50	30	19	29	40	28	49					281
Customer Service - CSM		1	1				1						3
Customer Service - Others			1		1								2
Customer Service - TSO	36	49	28	19	28	40	27	49					276
DHS TRIP			1		1								2
DHS TRIP - General			1		1								2
Duplicate E-mail			1	1									2
Duplicate E-mail - General			1	1									2
Expedited Passenger Screening Program	123	182	203	141	184	254	261	321					1,669
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program	1	3	3		1	1	1	4					14
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	9	25	17	8	6	9	9	15					98
Expedited Passenger Screening Program	112	154	183	133	175	242	247	299					1,545
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	2	4	3					10
Identification (ID) Requirements	1					2							3
Identification (ID) Requirements - Domestic						1							1
Identification (ID) Requirements - International Travel						1							1
Identification (ID) Requirements - Minors	1												1
Locks		1	1		1	1	1	2					7
Locks - Missing or Damaged Lock		1	1		1	1	1	2					7
Lost and Found		4				1							5
Lost and Found - Airport/TSA		4				1							5
Mishandling of Passenger Property		6	7	5	5	1	11	9					44
Mishandling of Passenger Property - Damaged/Missing		1	5			1	4	3					14
Mishandling of Passenger Property - Damaged/Missing		4	2	4	4		6	6					26
Mishandling of Passenger Property - Disarrayed Item		1		1	1		1						4
No Jurisdiction	2	4	1	1	1	4	3	4					20
No Jurisdiction - No Referral				1				3					4
No Jurisdiction - Refer to CBP	1	2			1	3	1	1					9
No Jurisdiction - Refer to Other	1	2				1	2						7
Patdown			2		1								3
Patdown - Flyer			2		1								3
Persons w/ Disabilities (PWD)	7	5	4		4	4	3	2					29
Persons w/ Disabilities (PWD) - Autism Spectrum	1						1						2
Persons w/ Disabilities (PWD) - Breast Cancer	1	1											2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes		1	1			1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M:			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1				1	1					3
Persons w/ Disabilities (PWD) - Medically	2					1							3
Persons w/ Disabilities (PWD) - Mobility D	1				2		1	1					5
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			1		1	1							3
Persons w/ Disabilities (PWD) - Wheelcha	1	3											4
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol any	1												1
Prohibited & Permitted Items - Beauty & Grooming It		1											1
Prohibited & Permitted Items - Electronic Devices	1												1
Prohibited & Permitted Items - Food/Beve	2	1	1										4
Property - Special Handling	25	13	13	14	8	13	13	13					112
Property - Special Handling - Damaged It	4	1	1		2	2	1	3					14
Property - Special Handling - Damaged It	1	2	3	5	1	2	2	4					20
Property - Special Handling - Missing Item	14	8	7	6	4	2	4	3					48
Property - Special Handling - Missing Item	6	2	2	3	1	7	6	3					30
Screening	13	12	23	10	13	16	26	21					134
Screening - Crew Member or Airline Employee					1	1							2
Screening - Gate Pass							1						1
Screening - Inconsistency	2	2	4	1	1	2	6	2					20
Screening - Lengthy Lines	1	3	6	4	3	1	4	5					27
Screening - Procedures/Process	10	7	13	5	8	10	12	13					78
Screening - Retrieving Abandoned/Confiscated Items						1	3	1					5
Screening - Shoe Screening						1							1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TWIC			1										1
TWIC - General			1										1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ATW</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>63</b>
<b>2019</b>				<b>1</b>	<b>2</b>		<b>2</b>			<b>1</b>		<b>2</b>	<b>8</b>
Mishandling of Passenger Property					1		1			1		2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1		2	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>		<b>12</b>
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Locks	1										1		2
Locks - Missing or Damaged Lock	1										1		2
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1									2
Screening - Procedures/Process	1			1									2
<b>2021</b>	<b>1</b>		<b>1</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>15</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program								1		1	2	2	6
Expedited Passenger Screening Program - TSA PreCheck								1		1	2	2	6
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling	1				1							1	3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked	1											1	2
Screening					1	1			1				3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1			1				2
<b>2022</b>	<b>4</b>	<b>5</b>		<b>2</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>1</b>					<b>28</b>
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3	4		1	2	3	7						20
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program	3	4		1	2	3	6						19
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked		1											1
Screening						2	1	1					4
Screening - Inconsistency						1	1	1					3
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ATY</b>	<b>2</b>	<b>2</b>		<b>1</b>		<b>1</b>			<b>1</b>				<b>7</b>
<b>2020</b>	<b>2</b>												<b>2</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1												1
Customer Service - TSO	1												1
<b>2021</b>									<b>1</b>				<b>1</b>
Customer Service									1				1
Customer Service - TSO									1				1
<b>2022</b>		<b>2</b>		<b>1</b>		<b>1</b>							<b>4</b>
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Expedited Passenger Screening Program		1						1					2
Expedited Passenger Screening Program - TSA PreC		1						1					2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AUG</b>					1	1	4	1	1	1		1	10
<b>2019</b>							1			1		1	2
Customer Service							1						1
Customer Service - TSO							1						1
Screening											1		1
Screening - Lengthy Lines											1		1
<b>2021</b>						1	3		1			1	6
Customer Service						1	2						3
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck							1		1				2
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>					1			1					2
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

TSA Contact Center (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
<b>AUS</b>	<b>101</b>	<b>138</b>	<b>147</b>	<b>134</b>	<b>128</b>	<b>198</b>	<b>235</b>	<b>207</b>	<b>89</b>	<b>102</b>	<b>95</b>	<b>106</b>	<b>1,680</b>
<b>2019</b>				<b>26</b>	<b>28</b>	<b>35</b>	<b>37</b>	<b>34</b>	<b>37</b>	<b>37</b>	<b>33</b>	<b>29</b>	<b>296</b>
Civil Rights				1	1			1	2	2	3	2	12
Civil Rights - Hair Patdowns								1				1	2
Civil Rights - Racial Profiling or Discrimination				1	1						1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2	2		5
Civil Rights - Transgender Screening									1				1
Customer Service				4	9	7	7	7	5	4	7	4	54
Customer Service - Others											1		1
Customer Service - TSO				4	9	7	7	7	5	4	6	4	53
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks				3		2	2	3	4	1	3	3	21
Locks - Missing or Damaged Lock				3		2	2	3	4	1	3	3	21
Mishandling of Passenger Property				7	3	8	12	10	11	11	7	5	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1			2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	6	11	8	7	8	6	3	55
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	1	1	1	2	2	3	1	2	15
Patdown				1	1	4	2	2	1	2	3	1	17
Patdown - Flyer				1	1	4	2	1	1	2	3	1	16
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				2		2	3	3	2	3	3	4	22
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1			2
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	3
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1						1	1		3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	2				1		5
Property - Special Handling				5	7	6	7	7	8	10	7	7	64
Property - Special Handling - Damaged Items - Carry-On					1		1			3	1	2	8
Property - Special Handling - Damaged Items - Checked				1	3	4	2	1	1	1	2	4	19
Property - Special Handling - Missing Items - Carry-On				1			1	2	3	2			9
Property - Special Handling - Missing Items - Checked				3	3	2	3	4	4	4	4	1	28
Screening				3	6	6	4	1	4	4		3	31
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1			1	1				3
Screening - Procedures/Process				3	5	4	3		3	3		3	24
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach							1						1
<b>2020</b>	<b>31</b>	<b>35</b>	<b>32</b>	<b>35</b>	<b>33</b>	<b>18</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>17</b>	<b>12</b>	<b>18</b>	<b>251</b>
Civil Rights	1	1	1	1	2	1	1	1	1	1	1	1	11
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination		1			1	1				1	1	1	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening													1
Customer Service	7	6	5	2	3				2		2	3	30
Customer Service - Others				1	1								2
Customer Service - TSO	7	6	5	1	2				2		2	3	28
Locks	2	1	2	3	1					1	1		11
Locks - Missing or Damaged Lock	2	1	2	3	1					1	1		11
Mishandling of Passenger Property	5	7	9	10	8	7	3	3	3	9	4	6	74
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	2		1	1		2			8
Mishandling of Passenger Property - Dam	5	5	7	9	4	5	2	2	2	7	3	5	56
Mishandling of Passenger Property - Disarrayed Item		2	1		2	2			1		1	1	10
Patdown	3	2	1	3	1								11
Patdown - Flyer	3	2	1	3	1								11
Persons w/ Disabilities (PWD)		5	1		3	1							10
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		2			1								3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1		1								3
Property - Special Handling	9	9	5	11	6	8	2	1	3	5	4	5	68
Property - Special Handling - Damaged Items - Carry-On			1	2	1	1			1				6
Property - Special Handling - Damaged It	4	5		5	1	4	1	1		3			24
Property - Special Handling - Missing Item	1	1		1	2						1	1	7
Property - Special Handling - Missing Item	4	3	4	3	2	3	1		2	2	3	4	31
Screening	4	4	8	5	9	1	1		1	1		2	36
Screening - Inconsistency										1			1
Screening - Lengthy Lines			2		1				1				4
Screening - Procedures/Process	4	4	6	5	8	1	1					2	31
<b>2021</b>	<b>11</b>	<b>11</b>	<b>18</b>	<b>13</b>	<b>8</b>	<b>15</b>	<b>25</b>	<b>32</b>	<b>43</b>	<b>48</b>	<b>50</b>	<b>59</b>	<b>333</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			1		1			2	1		2	2	9
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination			1		1			1	1		2	1	7
Civil Rights - Sexual Orientation - Not Transgender												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Claims								1					1
Claims - Status								1					1
Customer Service		2	6	4	4	4	7	5	3	8	4	4	51
Customer Service - TCC					1								1
Customer Service - TSO		2	6	4	3	4	7	5	3	8	4	4	50
Duplicate E-mail							1						1
Duplicate E-mail - General							1						1
Expedited Passenger Screening Program			1	3	1	4	7	15	21	25	31	37	145
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1		2	1	10
Expedited Passenger Screening Program - TSA PreCheck			1	3	1	3	5	11	20	25	29	36	134
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Locks		2				1			1				4
Locks - Missing or Damaged Lock		2				1			1				4
Lost and Found			2					1					3
Lost and Found - Airport/TSA			2					1					3
Mishandling of Passenger Property		2	3	4	1	1	3			4			18
Mishandling of Passenger Property - Damaged/Missed		1	1	1						1			4
Mishandling of Passenger Property - Damaged/Missed		1	3		1		1		3				9
Mishandling of Passenger Property - Disarrayed		2	1				2						5
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown											1	2	3
Patdown - Children											1		1
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)		1		1		1		1	1	1		1	7
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1									2
Prohibited & Permitted Items			1						1		1	1	4
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1		1		2
Property - Special Handling		3	5	2		1	2	2	7	4	3		30
Property - Special Handling - Damaged Items - Carry-On					1		1						2
Property - Special Handling - Damaged Items - Carry-On		2	3						4	3	2		14
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Carry-On		1	2	1		1	1	2	2	1	1		12
Screening		4	1	4		4	4	5	7	5	8	11	53
Screening - Children										2			2
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines							2	2	5		2	3	14
Screening - Procedures/Process		4		1	3		4	2	2	2	3	6	35
<b>2022</b>	<b>59</b>	<b>92</b>	<b>97</b>	<b>60</b>	<b>59</b>	<b>130</b>	<b>167</b>	<b>136</b>					<b>800</b>
Civil Rights		3	2	1		1	1						8
Civil Rights - Hair Patdowns		1	1										2
Civil Rights - Race						1	1						2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity		1											1
Civil Rights - Transgender Screening		1	1										2
Customer Service		7	12	8	5	3	15	9	5				64
Customer Service - CSM				1									1
Customer Service - TSO		7	12	7	5	3	15	9	5				63
Expedited Passenger Screening Program		36	69	70	41	41	88	128	118				591
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD			1	2			1	1					5
Expedited Passenger Screening Program		3	9	8	2	2	2	1	4				31
Expedited Passenger Screening Program		33	59	59	39	39	86	125	113				553
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Locks					1		3						4
Locks - Missing or Damaged Lock					1		3						4
Mishandling of Passenger Property		1	1	3		3	2	1					11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	3		3								7
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction			3	1			1	2					7
No Jurisdiction - No Referral			1				1	1					3
No Jurisdiction - Refer to Other			2	1				1					4
Patdown		2	1	1	1	1	4	1					11
Patdown - Flyer		2	1	1	1	1	3	1					10
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)		4	2	2	1		2	4	1				16
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		2						1					3
Persons w/ Disabilities (PWD) - Metal Implants		1					1	1					3
Persons w/ Disabilities (PWD) - Prosthesis		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1							3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AVL</b>	<b>14</b>	<b>13</b>	<b>16</b>	<b>10</b>	<b>10</b>	<b>18</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>17</b>	<b>157</b>
<b>2019</b>				<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>29</b>
Civil Rights					1						2		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening					1						1		2
Customer Service						1	1	1	1		1	2	7
Customer Service - Others												1	1
Customer Service - TSO						1	1	1	1		1	1	6
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown										1		2	3
Patdown - Flyer										1		2	3
Persons w/ Disabilities (PWD)						1		1			1	1	4
Persons w/ Disabilities (PWD) - Diabetes								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Property - Special Handling				1		3		2				1	7
Property - Special Handling - Damaged Items - Checked						1		2				1	4
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						2							2
Screening					1			1	1				3
Screening - Procedures/Process					1				1				2
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2020</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>					<b>1</b>	<b>2</b>	<b>3</b>	<b>19</b>
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property		1										2	3
Mishandling of Passenger Property - Damaged/Missii		1										2	3
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Property - Special Handling					3						1		4
Property - Special Handling - Damaged Items - Checked					1						1		2
Property - Special Handling - Missing Items - Checked					2								2
Screening	2	1	1							1	1		6
Screening - Procedures/Process	2	1	1							1			5
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2021</b>	<b>2</b>	<b>1</b>			<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>45</b>
Claims									1				1
Claims - General									1				1
Customer Service							1	1		1			3
Customer Service - TSO							1	1		1			3
Expedited Passenger Screening Program					2	1	1		3	5	6	6	24
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck					2	1	1		3	5	6	5	23
Locks						1			1				2
Locks - Missing or Damaged Lock						1			1				2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Ombudsman							1						1
Ombudsman - General							1						1
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Property - Special Handling	2	1				1				1			5
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Checked	1	1											2
Property - Special Handling - Missing Items - Checked										1			1
Screening						1			1	1		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process						1			1			1	3
<b>2022</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>9</b>	<b>9</b>	<b>6</b>					<b>64</b>
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	9	6	9	4	1	7	8	5					49
Expedited Passenger Screening Program	2	3		2		1		1					9
Expedited Passenger Screening Program	7	3	9	2	1	6	8	4					40
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	2		1		1					5
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening			1	1		1	1						4
Screening - Inconsistency								1					1
Screening - Procedures/Process			1	1		1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AVP</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>60</b>
<b>2019</b>				<b>3</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>		<b>4</b>	<b>5</b>	<b>2</b>	<b>25</b>
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination									1	1			2
Customer Service						1	1	1		1			4
Customer Service - Others							1	1					2
Customer Service - TSO					1					1			2
Locks							1				1	1	3
Locks - Missing or Damaged Lock							1				1	1	3
Mishandling of Passenger Property				2			3			1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				2			2				1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown								1		1		1	3
Patdown - Flyer								1		1		1	3
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening						1					3		4
Screening - Procedures/Process						1					2		3
Screening - Security Breach											1		1
<b>2020</b>		<b>2</b>	<b>4</b>	<b>2</b>		<b>1</b>			<b>1</b>		<b>2</b>		<b>12</b>
Customer Service											1		1
Customer Service - TSO											1		1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				2					1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Property - Special Handling			1		2		1				1		5
Property - Special Handling - Damaged Items - Checked				2			1				1		4
Property - Special Handling - Missing Items - Checked			1										1
Screening				2									2
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
<b>2021</b>						<b>1</b>	<b>1</b>	<b>1</b>				<b>3</b>	<b>6</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown												1	1
Patdown - Flyer												1	1
<b>2022</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>		<b>4</b>	<b>2</b>						<b>17</b>
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	1	4	1		3	2						13
Expedited Passenger Screening Program	2	1	4	1		3	2						13
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AZO</b>		4	1	3		2	1	3	1	3		3	21
<b>2019</b>								2		2			4
Customer Service								1					1
Customer Service - TSO								1					1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
<b>2020</b>		3		1		1							5
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening		1											1
Screening - Lengthy Lines		1											1
<b>2021</b>		1					1		1	1		3	7
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck									1	1			2
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening		1										2	3
Screening - Inconsistency												1	1
Screening - Procedures/Process		1										1	2
<b>2022</b>			1	2		1		1					5
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				2				1					3
Expedited Passenger Screening Program - TSA PreCheck				2				1					3
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BBG</b>	<b>2</b>							<b>1</b>			<b>2</b>	<b>1</b>	<b>6</b>
<b>2019</b>								<b>1</b>			<b>1</b>		<b>2</b>
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
<b>2021</b>	<b>2</b>										<b>1</b>	<b>1</b>	<b>4</b>
Customer Service	1												1
Customer Service - TSO	1												1
Patdown												1	1
Patdown - Flyer												1	1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BDL</b>	<b>57</b>	<b>48</b>	<b>72</b>	<b>63</b>	<b>68</b>	<b>95</b>	<b>89</b>	<b>88</b>	<b>31</b>	<b>48</b>	<b>46</b>	<b>36</b>	<b>741</b>
<b>2019</b>				<b>18</b>	<b>12</b>	<b>12</b>	<b>19</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>14</b>	<b>11</b>	<b>125</b>
Civil Rights						1	1				1		3
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Screening of Religious or Cultural Garments							1						1
Customer Service				5	5	1	6	4	1	6	5		33
Customer Service - Others								1					1
Customer Service - TSO				5	5	1	6	3	1	6	5		32
Locks					1	1	2			1			5
Locks - Missing or Damaged Lock					1	1	2			1			5
Mishandling of Passenger Property				3	2	2	3	2	1	2	2	5	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1	2		1	2	2	5	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		2					3
Persons w/ Disabilities (PWD)				1		1	2	1		1			6
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling				3	4	3	3	5	2	2	5	4	31
Property - Special Handling - Damaged Items - Carry-On										1	1		2
Property - Special Handling - Damaged Items - Checked				1		1	1	2	1		1	2	9
Property - Special Handling - Missing Items - Carry-On				1	2		1	1			2	2	9
Property - Special Handling - Missing Items - Checked				1	2	2	1	2	1	1	1		11
Screening				6		3	2	2	6	3	1	2	25
Screening - Inconsistency								1		2		1	4
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process				5		3	2	1	4	1	1		17
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
<b>2020</b>	<b>17</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>118</b>
Civil Rights	1	1	1	1	1	1						2	8
Civil Rights - Hair Patdowns				1									1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination		1	1				1					1	4
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Customer Service	5	1	5	1	3	2		1	2	2	3		25
Customer Service - Others	1		2			1							4
Customer Service - TSO	4	1	3	1	3	1		1	2	2	3		21
Locks	1	1		2		2					1		7
Locks - Missing or Damaged Lock	1	1		2		2					1		7
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	4	2	3	4	1			2		2	2	21
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		3	1	3	4	1			2		1	2	17
Mishandling of Passenger Property - Disa	1		1										3
Patdown	1								1				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3		2	1	2								8
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1								2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	4	3	5	2	3	1			1	2	1	26
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked				2							2		4
Property - Special Handling - Missing Item	2	1				1							4
Property - Special Handling - Missing Item	2	3	2	3	2	1	1		1			1	16
Screening	1	4	2	3	3	4			1	1	1		20
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	4	2	2	3	3			1	1	1		18
<b>2021</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>29</b>	<b>23</b>	<b>20</b>	<b>152</b>
Civil Rights				1			1		1	1	2		6
Civil Rights - Hair Patdowns			1								1		2
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Claims											1		1
Claims - Status											1		1
Customer Service	2		3	2	2	1	1	4	2	6	3	4	30
Customer Service - CSM					1								1
Customer Service - TCC				1									1
Customer Service - TSO	2		3	1	1	1	1	4	2	6	3	4	28
Expedited Passenger Screening Program			1	1			2	3	4	10	15	14	50
Expedited Passenger Screening Program - TSA Application Program								2				1	3
Expedited Passenger Screening Program - TSA PreCheck			1	1			2	1	4	10	15	13	47
Locks		1							1				2
Locks - General									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	3	1		2	1		2						9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1		1			1						6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1						1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)			2	1				1	1	2			7
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1									3
Prohibited & Permitted Items			1						1	1	1		4
Prohibited & Permitted Items - Food/Beverages			1						1				2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Prohibited & Permitted Items - Lighters/Matches											1		1
Property - Special Handling	2	4				1	2	2	3	3			17
Property - Special Handling - Damaged Items - Checked Baggage	1	1						1	1				4
Property - Special Handling - Damaged Items - Checked Baggage		1				1	1	1	1	1			6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked Baggage	1	2				1			1	1			6
Screening	2		1	2	5	2	1	2	1	6	1	2	25
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1			1	1					3
Screening - Lengthy Lines			1							1		2	4
Screening - Procedures/Process	2			1	4	2		1	1	5	1		17
<b>2022</b>	<b>31</b>	<b>27</b>	<b>48</b>	<b>21</b>	<b>33</b>	<b>66</b>	<b>60</b>	<b>60</b>					<b>346</b>
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2		3		1	2	1	1					10
Civil Rights - Hair Patdowns			2										2
Civil Rights - Not Specified							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race					1								1
Civil Rights - Racial Profiling or Discrimination	2												2
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening								1					1
Customer Service	6	3	5	4	3	3	1	7					32
Customer Service - TSO	6	3	5	4	3	3	1	7					32
Expedited Passenger Screening Program	15	20	38	15	26	57	51	47					269
Expedited Passenger Screening Program - TSA Applied		3	2	2	2			1					10
Expedited Passenger Screening Program - TSA Applied	15	17	36	13	24	57	51	46					259
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	2					1							3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling	2	2	1	1	1	1		1					9
Property - Special Handling - Damaged Items - Checked Baggage	1			1		1							3
Property - Special Handling - Missing Items - Checked Baggage	1	1	1										3
Property - Special Handling - Missing Items - Checked Baggage		1			1			1					3
Screening	4	1	1		2	2	6	3					19
Screening - Inconsistency	1	1						1					3
Screening - Procedures/Process	3		1		2	2	6	2					16

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>BET</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>			<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>17</b>
<b>2019</b>				<b>2</b>		<b>1</b>			<b>3</b>				<b>6</b>	
Mishandling of Passenger Property									1				1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1	
Persons w/ Disabilities (PWD)				1									1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1	
Property - Special Handling				1			1		1				3	
Property - Special Handling - Damaged Items - Carry-On									1				1	
Property - Special Handling - Damaged Items - Checked							1						1	
Property - Special Handling - Missing Items - Checked				1									1	
Screening									1				1	
Screening - Lengthy Lines									1				1	
<b>2020</b>					<b>2</b>	<b>1</b>							<b>3</b>	
Patdown					1	1							2	
Patdown - Flyer					1	1							2	
Screening					1								1	
Screening - Procedures/Process					1								1	
<b>2021</b>						<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	
Customer Service										1			1	
Customer Service - TSO										1			1	
Mishandling of Passenger Property													1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1	
Screening							1					1	2	
Screening - Inconsistency							1				1		2	
<b>2022</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>								<b>4</b>	
Civil Rights				1									1	
Civil Rights - Racial Profiling or Discrimination				1									1	
Customer Service	1												1	
Customer Service - TSO	1												1	
Expedited Passenger Screening Program				1			1						2	
Expedited Passenger Screening Program - TSA PreCheck				1			1						2	

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFD</b>			1	1	1								3
<b>2022</b>			1	1	1								3
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			1	1									2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFF</b>		1	1			1		1		1			5
<b>2019</b>						1				1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>		1											1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2022</b>				1				1					2
Expedited Passenger Screening Program				1				1					2
Expedited Passenger Screening Program - TSA PreCheck				1				1					2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFL</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>31</b>
<b>2019</b>				<b>1</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>9</b>
Customer Service					1						1		2
Customer Service - TSO					1							1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown									1				1
Patdown - Children									1				1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling				1					1	1		1	4
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked									1	1			2
<b>2020</b>		<b>1</b>	<b>1</b>			<b>1</b>					<b>1</b>		<b>4</b>
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Missii		1	1			1							3
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked											1		1
<b>2021</b>	<b>1</b>		<b>2</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>11</b>
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program							2	1					3
Expedited Passenger Screening Program - TSA PreCheck							2	1					3
Mishandling of Passenger Property		1						1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam		1							1				2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Checked							1				1		2
Screening									1				1
Screening - Procedures/Process									1				1
<b>2022</b>		<b>2</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>					<b>7</b>
Expedited Passenger Screening Program		1					1	1					2
Expedited Passenger Screening Program - TSA PreC		1					1						2
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							2						2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening			1					1					2
Screening - Inconsistency			1										1
Screening - Procedures/Process								1					1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFM</b>	<b>2</b>				<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>			<b>6</b>
<b>2020</b>										<b>1</b>			<b>1</b>
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2021</b>	<b>2</b>				<b>1</b>		<b>1</b>	<b>1</b>					<b>5</b>
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	2				1								3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BGM</b>			1		2	1	1	1				1	7
<b>2019</b>					2	1	1						4
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening						2							2
Screening - Procedures/Process						2							2
<b>2020</b>				1								1	2
Screening				1									1
Screening - Procedures/Process				1									1
<b>2022</b>									1				1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BGR</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>62</b>
<b>2019</b>					<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>16</b>
Customer Service										1			1
Customer Service - Others										1			1
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property					1					2	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					2	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling							1	2				1	4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked								1					1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>2</b>				<b>1</b>			<b>1</b>			<b>7</b>
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missi			1							1			2
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checke			1										1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>					<b>2</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>12</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program					1			1					2
Expedited Passenger Screening Program - TSA PreCheck					1			1					2
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Patdown										1			1
Patdown - Flyer										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening										1	1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1		1
<b>2022</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>					<b>27</b>
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1		1					4
Customer Service - TSO	1		1			1		1					4
Expedited Passenger Screening Program	2	1		1	5	2	4						15
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1			5	2	4						14
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Patdown	1				1								2
Patdown - Children					1								1
Patdown - Flyer	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1	2					3
Screening - Procedures/Process							1	2					3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BHM</b>	<b>24</b>	<b>32</b>	<b>22</b>	<b>23</b>	<b>29</b>	<b>46</b>	<b>42</b>	<b>42</b>	<b>21</b>	<b>18</b>	<b>21</b>	<b>18</b>	<b>338</b>
<b>2019</b>				<b>6</b>	<b>5</b>	<b>8</b>	<b>8</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>64</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service					1	2	1	6	2	2	1		15
Customer Service - TSO					1	2	1	6	2	2	1		15
Locks				1	1	1							3
Locks - Missing or Damaged Lock				1	1	1							3
Mishandling of Passenger Property				1		1	3	1	2	2	4		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1	2	2		7
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checker				1			1	1	1		2		6
Patdown				1		1			1	2			5
Patdown - Flyer				1		1			1	1			4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Property - Special Handling				3	1	1	2	3	1	1		4	16
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked					1		2	1				2	6
Property - Special Handling - Missing Items - Carry-On				1		1				1			3
Property - Special Handling - Missing Items - Checked				2				2	1			1	6
Screening					1	1	2	2			1	1	8
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1	2	1			1		5
<b>2020</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>7</b>		<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>59</b>
Civil Rights		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	3	3	6	1	2	1		1	1	1	1		20
Customer Service - TSO	3	3	6	1	2	1		1	1	1	1		20
Locks	1		1										2
Locks - Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	1	2	1	1	2	3							10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1	1	2	2							7
Mishandling of Passenger Property - Disarranged Item		1				1							2
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	2	1	1	2	1	3		1	1		1	2	15
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Checked	1		1	2	1	2			1			2	10
Screening	1	3		1	1				2				8
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1	1							2				4
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach		1											1
<b>2021</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>75</b>
Civil Rights							1		1	1	1		4
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening							1						1
Customer Service	2	1	2	2	3	1	1	4	1	2	4		23
Customer Service - CSM								1					1
Customer Service - TSO	2	1	2	2	3	1	1	3	1	2	4		22
Expedited Passenger Screening Program						1	2	2	3	6	5	8	27
Expedited Passenger Screening Program - TSA Application Program							1	1				1	3
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	3	6	5	7	24
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1			1	1		1		1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Mishandling of Passenger Property - Disarranged Item	1			1	1					1			4
Patdown									1			1	2
Patdown - Flyer									1			1	2
Property - Special Handling		1							2		3		6
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1							1		1		3
Screening						2	1	1	2				6
Screening - Inconsistency							1						1
Screening - Lengthy Lines									2				2
Screening - Procedures/Process						2		1					3
<b>2022</b>	<b>13</b>	<b>20</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>27</b>	<b>28</b>	<b>20</b>					<b>140</b>
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	4	2	1	3	5	4	2					22
Customer Service - TSO	1	4	2	1	3	5	4	2					22
Duplicate E-mail		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 - 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 - Damaged/Missing Items--Checked Baç				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 Item	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BIH</b>				1		1		1					<b>3</b>
<b>2022</b>				1		1		1					<b>3</b>
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck							1	1					2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BIL</b>	<b>12</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>15</b>	<b>5</b>	<b>103</b>
<b>2019</b>				<b>3</b>		<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>27</b>
Civil Rights											2		2
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service							1	2			1		4
Customer Service - Others							1	2			1		4
Mishandling of Passenger Property				1		1	1	1	1		2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1			2	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling				1		1				2			4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked				1		1				1			3
Screening							2	1	1		2		6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2	1	1		1		5
<b>2020</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>4</b>			<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>21</b>
Customer Service			1	1									2
Customer Service - Others			1										1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1								1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1										2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1					1					1		3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	2	1				2					1		6
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked	1	1											2
Property - Special Handling - Missing Items - Carry-On	1					2							3
Screening			1	1						2		1	5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1							2		1	4
<b>2021</b>	<b>2</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>21</b>
Civil Rights				1					1				2
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Expedited Passenger Screening Program						1					3	1	5
Expedited Passenger Screening Program - TSA PreCheck						1					3	1	5
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling	1					1		1				1	4
Property - Special Handling - Damaged Items - Checked	1					1		1					3
Property - Special Handling - Missing Items - Carry-On												1	1
Screening	1						1						2
Screening - Inconsistency	1												1
Screening - Procedures/Process							1						1
<b>2022</b>	<b>6</b>	<b>4</b>	<b>7</b>		<b>8</b>	<b>2</b>	<b>5</b>	<b>2</b>					<b>34</b>
Civil Rights			1			1	1						3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	5	2	5		7	1	4	2					26
Expedited Passenger Screening Program - TSA PreCheck	1	1	1		1								4
Expedited Passenger Screening Program - Other	4	1	4		6	1	4	2					22
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Screening				1									1
Screening - Procedures/Process			1										1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BIS</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>68</b>
<b>2019</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>12</b>
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1			1		1	3
Locks - Missing or Damaged Lock							1			1		1	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Property - Special Handling					1	1		1	1			1	5
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked					1	1		1				1	4
Screening										1		1	2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process												1	1
<b>2020</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>13</b>
Customer Service			1		2					1			4
Customer Service - Others										1			1
Customer Service - TSO			1		2								3
Mishandling of Passenger Property			1	1		1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown					1								1
Patdown - Non-Flyer					1								1
Property - Special Handling	1						1		1	1			4
Property - Special Handling - Damaged It	1								1	1			3
Property - Special Handling - Missing Items - Checked							1						1
<b>2021</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>			<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>17</b>
Customer Service				1				1			1		3
Customer Service - TSO				1				1			1		3
Expedited Passenger Screening Program					1				1		1		3
Expedited Passenger Screening Program - TSA PreCheck					1				1		1		3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1									1	1		3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling		1						2					3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1					1
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items									1				1
<b>2022</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>					<b>26</b>
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4					20
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4					20
Patdown						1		1					2
Patdown - Flyer						1		1					2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening			1			1	1						3
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process			1				1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BJI</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>35</b>
<b>2019</b>					<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>9</b>
Customer Service										1			1
Customer Service - TSO										1			1
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property					1				1	1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
<b>2020</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>			<b>1</b>		<b>2</b>		<b>13</b>
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1				4	2					2		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1				4	2					1		8
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
<b>2021</b>				<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>5</b>
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Screening								1					1
Screening - Inconsistency								1					1
<b>2022</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>2</b>				<b>8</b>
Expedited Passenger Screening Program		1							2				3
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck									2				2
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown			1										1
Patdown - Non-Flyer			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BKW</b>	1	1	1					1				1	5
<b>2021</b>		1						1				1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck								1				1	2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
<b>2022</b>		1		1									2
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BLI</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>61</b>
<b>2019</b>				<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>23</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service					2			1	1				4
Customer Service - TSO					2			1	1				4
Mishandling of Passenger Property				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			1						3
Patdown							2		2	1	1		6
Patdown - Flyer							2		2	1	1		6
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling					1	1						1	3
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged Items - Checked						1							1
Screening				1						1	1	1	4
Screening - Inconsistency											1		1
Screening - Procedures/Process				1						1		1	3
<b>2020</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>		<b>2</b>				<b>1</b>	<b>1</b>		<b>17</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1		2										3
Customer Service - TSO	1		2										3
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown				2		1							3
Patdown - Flyer				2		1							3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling	1		2	1									4
Property - Special Handling - Damaged Items - Carry-On	1		1										2
Property - Special Handling - Missing Items - Carry-On			1	1									2
Screening		2	1										3
Screening - Procedures/Process		2	1										3
<b>2021</b>			<b>1</b>						<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									2				2
Customer Service - TSO									2				2
Expedited Passenger Screening Program										1	1	1	3
Expedited Passenger Screening Program - TSA PreCheck										1	1	1	3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
<b>2022</b>		<b>1</b>			<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>					<b>12</b>
Customer Service		1					1	2					4
Customer Service - TSO		1					1	2					4
Expedited Passenger Screening Program					2	2	2	2					8
Expedited Passenger Screening Program - TSA PreCheck					1	2	2	2					7
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BLV</b>	<b>5</b>			<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>39</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>11</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1	1		1			1		1	5
Customer Service - TSO				1	1		1			1		1	5
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening							2						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	<b>4</b>			<b>1</b>				<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>13</b>
Civil Rights									1		2		3
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Autism S		1											1
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Property - Special Handling	2												2
Property - Special Handling - Missing Item	2												2
Screening									1		1	1	3
Screening - Procedures/Process									1		1	1	3
<b>2021</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>3</b>	<b>11</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service						1		1		1	1	1	5
Customer Service - TSO						1		1		1	1	1	5
Expedited Passenger Screening Program							1			1		2	4
Expedited Passenger Screening Program - TSA PreCheck							1			1		2	4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
<b>2022</b>	<b>1</b>			<b>2</b>				<b>1</b>					<b>4</b>
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BMI</b>	<b>5</b>	<b>2</b>	<b>4</b>		<b>3</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>46</b>
<b>2019</b>							<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>7</b>
Civil Rights									1				1
Civil Rights - National Origin									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening											2		2
Screening - Procedures/Process											2		2
<b>2020</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>2</b>			<b>1</b>	<b>1</b>	<b>13</b>
Customer Service			1					2					3
Customer Service - Others			1					1					2
Customer Service - TSO								1					1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1			1					1		1	4
Mishandling of Passenger Property - Damaged/Missing		1			1							1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	1		1		1	1							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items	1		1			1							3
Screening						1							1
Screening - Procedures/Process						1							1
<b>2021</b>						<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>11</b>
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1	3		2	1	7
Expedited Passenger Screening Program - TSA PreCheck								1	3		2	1	7
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
<b>2022</b>	<b>3</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>					<b>15</b>
Civil Rights						1	1						2
Civil Rights - Race						1							1
Civil Rights - Transgender Screening							1						1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	1		2		1	2	1	2					9
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	1		2			2	1	2					8
Patdown	1												1
Patdown - Flyer	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BNA</b>	<b>104</b>	<b>118</b>	<b>93</b>	<b>116</b>	<b>123</b>	<b>129</b>	<b>130</b>	<b>188</b>	<b>84</b>	<b>119</b>	<b>83</b>	<b>97</b>	<b>1,384</b>
<b>2019</b>				<b>19</b>	<b>27</b>	<b>24</b>	<b>31</b>	<b>39</b>	<b>41</b>	<b>52</b>	<b>29</b>	<b>40</b>	<b>302</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights					1		1	1	2	2			7
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination										2			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	2				3
Civil Rights - Transgender Screening							1						1
Customer Service				3	7	4	2	3	4	3	3	8	37
Customer Service - TSO				3	7	4	2	3	4	3	3	8	37
Locks				1	4	4	1	5	2	1	3	2	23
Locks - General												1	1
Locks - Missing or Damaged Lock				1	4	4	1	5	2	1	3	1	22
Lost and Found									1	2			3
Lost and Found - Airport/TSA									1	2			3
Mishandling of Passenger Property				6	4	7	9	9	11	23	14	13	96
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1				3	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				6	2	4	7	8	7	14	9	9	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2	2	1	4	6	2	3	21
Patdown					2	3	5	5		1		3	19
Patdown - Flyer					2	3	5	4		1		3	18
Patdown - General								1					1
Persons w/ Disabilities (PWD)					1	1	1	1	3	3	1	2	13
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1	2	1		1	6
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				6	7	5	6	11	12	16	7	9	79
Property - Special Handling - Damaged Items - Carry-On				3	2	1		5	1	1	1	2	16
Property - Special Handling - Damaged Items - Checked					4	3	3	3	5	8	4	4	34
Property - Special Handling - Missing Items - Carry-On									2	1		1	4
Property - Special Handling - Missing Items - Checked				3	1	1	3	3	4	6	2	2	25
Screening				3	1		6	4	5	1	1	3	24
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency									1				1
Screening - Lengthy Lines							3		1				4
Screening - Procedures/Process				1	1		3	3	1	1		1	11
Screening - Security Breach				2				1	2			1	6
Screening - Shoe Screening											1		1
<b>2020</b>	<b>43</b>	<b>29</b>	<b>31</b>	<b>35</b>	<b>26</b>	<b>22</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>250</b>
Civil Rights	2		2		1					2		1	8
Civil Rights - Headwear												1	1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1									1			2
Civil Rights - Sex/Gender/Gender Identity	1		1		1					1			4
Customer Service	6	4		2	3	3	1	3	1	5	3	2	33
Customer Service - TSO	6	4		2	3	3	1	3	1	5	3	2	33
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	1	3	5	3	2	1		1		1	1	1	19
Locks - Missing or Damaged Lock	1	3	5	3	2	1		1		1	1	1	19
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	20	7	11	10	6	9		1	3	3	4	4	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1	1									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	15	6	8	8	5	8		1	3	1	3	3	61
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	5		2	1	1	1				2	1	1	14
Patdown	2	1	1								2		6
Patdown - Flyer	2		1	1							2		6
Persons w/ Disabilities (PWD)	1	1	2	5	2	1							12
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				2									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1			1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	7	12	8	13	8	7		2	4	3	5	2	71
Property - Special Handling - Damaged Items - Carry-On	1	2	1	1	3	1							9
Property - Special Handling - Damaged Items - Checked	2	2	5	3	2	5			1	2	3	1	26
Property - Special Handling - Missing Items - Carry-On		1		2					1				4
Property - Special Handling - Missing Items - Checked	4	7	2	7	3	1		2	2	1	2	1	32
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
Screening	4	2	1	1	2			1	1	2	1	4	19
Screening - Inconsistency	1												1
Screening - Procedures/Process	3		1	1	2			1	1	2	1	4	16
Screening - Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach			1										1
<b>2021</b>	<b>16</b>	<b>16</b>	<b>10</b>	<b>17</b>	<b>11</b>	<b>5</b>	<b>17</b>	<b>31</b>	<b>34</b>	<b>51</b>	<b>38</b>	<b>43</b>	<b>289</b>
Airline								1					1
Airline - Wheelchair Assistance								1					1
Civil Rights	2				1		1	2		2	2		10
Civil Rights - Civil Rights Violation (TSA Employee)					1			1					2
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination	1						1	1			2		5
Civil Rights - Sex/Gender/Gender Identity	1									1			2
Claims		1											1
Claims - General		1											1
Customer Service	2	2	2	7	1			5	4	5	5	3	36
Customer Service - Others	1							2					3
Customer Service - TSO	1	2	2	7	1			3	4	5	5	3	33
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	2	11	12	14	31	23	30	125
Expedited Passenger Screening Program - DoD						1				1			2
Expedited Passenger Screening Program - TSA Application Program								4			1	3	8
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	11	8	14	30	22	27	115
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1						1		1		1	2	6
Locks - Missing or Damaged Lock	1						1		1		1	2	6
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	5	3	4		3		1	2	1			1	20
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	2	2		2		1	2				1	15
Mishandling of Passenger Property - Disarrayed Item	1	1			1								3
No Jurisdiction						1						1	2
No Jurisdiction - Refer to Other						1						1	2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	1		1	1				1					6
Patdown - Flyer	1		1	1				1					6
Persons w/ Disabilities (PWD)					2		2		1	1		2	8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1					1	2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items		1		2									3
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition			2										2
Property - Special Handling	2	6		4				6	9	9	1	2	39
Property - Special Handling - Damaged Items - Carry		1		1				1	4	4		1	12
Property - Special Handling - Damaged Items - Missing	1	4		2				2	3	1	1	1	15
Property - Special Handling - Missing Items	1	1		1				3	2	4			12
Screening	3	2	1		3	2	1	2	4	3	6		27
Screening - Inconsistency								1	1		2		4
Screening - Procedures/Process	3	2	1		3	2	1	1	3	3	4		23
<b>2022</b>	<b>45</b>	<b>73</b>	<b>52</b>	<b>45</b>	<b>59</b>	<b>78</b>	<b>81</b>	<b>110</b>					<b>543</b>
Airline		1				2	2	2					7
Airline - Lost Baggage						1		1					2
Airline - Policy/Regulations/Service		1				1	2						4
Airline - Wheelchair Assistance								1					1
Civil Rights	1	2				1		1					5
Civil Rights - National Origin	1												1
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination		2											2
Customer Service	3	7	2	1	2	4	7	4					30
Customer Service - Others		1											1
Customer Service - TSO	3	6	2	1	2	4	7	4					29
Expedited Passenger Screening Program	33	49	35	37	48	61	54	88					405
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	3	7	4	4	4	1	2						25
Expedited Passenger Screening Program	29	42	31	32	44	60	52	88					378
Locks			1				2						3
Locks - Missing or Damaged Lock			1				2						3
Lost and Found	2			1				1					4
Lost and Found - Airport/TSA	2			1				1					4
Mishandling of Passenger Property		1	1				3	1					6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	1					3
Mishandling of Passenger Property - Disarrayed Item		1					1						2
No Jurisdiction					2		1						3
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to Other					1								1
Patdown		1	1		2	2	1						7
Patdown - Flyer		1	1		2	2	1						7



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	3		3				3	3					12
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	2	7	4	1	4	2	3	4					27
Property - Special Handling - Damaged Items - Carry		2	1			1		2					6
Property - Special Handling - Damaged It	1	2	2			1		1					7
Property - Special Handling - Missing Item	1	1		1			1						4
Property - Special Handling - Missing Items - 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/Confiscated Items					1	1	1						3

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BOI</b>	<b>22</b>	<b>28</b>	<b>41</b>	<b>39</b>	<b>36</b>	<b>48</b>	<b>29</b>	<b>51</b>	<b>26</b>	<b>15</b>	<b>36</b>	<b>20</b>	<b>391</b>
<b>2019</b>				<b>13</b>	<b>5</b>	<b>14</b>	<b>4</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>15</b>	<b>6</b>	<b>85</b>
Civil Rights				1				1	1		1		4
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2		2		1		2	2	1	10
Customer Service - TSO				2		2		1		2	2	1	10
Locks					1	1		1				4	7
Locks - Missing or Damaged Lock					1	1		1				4	7
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				3	2	1	3	4	5	2	4		24
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1	1	1	4	5	2	4		20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1		1						3
Patdown				1		1			1	2	1	1	7
Patdown - Flyer				1		1			1	2	1	1	7
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				1	1								2
Property - Special Handling				3	1	6	1	4		1	1	2	19
Property - Special Handling - Damaged Items - Checked						1	1	1				2	5
Property - Special Handling - Missing Items - Carry-On					1	2							3
Property - Special Handling - Missing Items - Checked				3		3		3		1	1		11
Screening				2		2		1		1	2	2	10
Screening - Inconsistency								1					1
Screening - Procedures/Process				2		2				1	2	2	9
<b>2020</b>	<b>6</b>	<b>3</b>	<b>13</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>57</b>
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1					1		1		3
Customer Service - TSO				1					1		1		3
Locks				1	1							1	3
Locks - Missing or Damaged Lock				1	1						1		3
Mishandling of Passenger Property		2		8	1	3	3		1	1			19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		2		5		3	2		1	1			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2		1							3
Patdown		1		1	2	1							5
Patdown - Flyer		1		1	2	1							5
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling		3		2	4	1		1	4	1		2	18
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked		1			1	1			2				5
Property - Special Handling - Missing Items - Carry-On		2		2	2			1	2	1		2	12
Screening			3			1		1					6
Screening - Procedures/Process			3			1		1					6
<b>2021</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>11</b>	<b>13</b>	<b>5</b>	<b>19</b>	<b>12</b>	<b>93</b>
Civil Rights											1	2	3
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	2	2	3	1	1		2	1	3	1		17
Customer Service - CSM			1										1
Customer Service - TCC				1									1
Customer Service - TSO	1	2	1	2	1	1		2	1	3	1		15
Expedited Passenger Screening Program			1	1	1			2	5	5	1	14	40
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program								1					2
Expedited Passenger Screening Program - TSA PreCheck			1	1	1		2	4	5		14	9	37
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	2	1	1		1		1	1				9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	2	1	1				1	1				8
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown								1			2		3
Patdown - Flyer								1			2		3
Persons w/ Disabilities (PWD)	1	1							1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Property - Special Handling		3						3		1	1		8
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged Items - Checked		2						1		1			4
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1	1		1	1			4				8
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		1				1			3				5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>2022</b>	<b>12</b>	<b>16</b>	<b>22</b>	<b>11</b>	<b>22</b>	<b>27</b>	<b>21</b>	<b>25</b>					<b>156</b>
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service		2	1	1			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 - Domestic							1						1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown			1			1		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 Medical Supplies						1	1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Property - Special Handling	1		3		1	2		1					8
Property - Special Handling - Damaged Items - Carry-On			2										2
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Item	1						1						2
Property - Special Handling - Missing Items - Checked							1	1					2
Screening	1	1			2	1							5
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2	1							4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BOS</b>	<b>310</b>	<b>323</b>	<b>332</b>	<b>326</b>	<b>303</b>	<b>399</b>	<b>387</b>	<b>448</b>	<b>206</b>	<b>249</b>	<b>283</b>	<b>289</b>	<b>3,855</b>
<b>2019</b>				<b>69</b>	<b>64</b>	<b>84</b>	<b>76</b>	<b>88</b>	<b>110</b>	<b>116</b>	<b>104</b>	<b>124</b>	<b>835</b>
Advanced Imaging Technology (AIT)				1						1		1	3
Advanced Imaging Technology (AIT) - Flyer				1						1		1	3
Civil Rights				2	4	5	1	2	4	3	6	2	29
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns					1				1				2
Civil Rights - Headwear											1		1
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion									1			1	2
Civil Rights - Racial Profiling or Discrimination				1	3	4		2			3	1	14
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2	1		3
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				11	9	18	12	15	18	20	13	18	134
Customer Service - Others					1	1	1		4		1	3	11
Customer Service - TSO				11	8	17	11	15	14	20	12	15	123
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks				3	1	3	4	2	4	8	4	10	39
Locks - Missing or Damaged Lock				3	1	3	4	2	4	8	4	10	39
Lost and Found				3	4	3	1	1	2	3			17
Lost and Found - Airport/TSA				3	4	3	1	1	2	3			17
Mishandling of Passenger Property				19	14	18	16	23	20	26	26	33	195
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	4		1	2	3	1	3	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				17	9	12	14	17	14	20	19	26	148
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	1	1	1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	3	2	1	4	4	3	6	4	29
Patdown				2	4	3	2	4	8	5	7	7	42
Patdown - Flyer				2	3	2	2	3	8	4	7	7	38
Patdown - Flyer as Observer										1			1
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				2	5	4	5	11	8	7	7	6	55
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						1			1	2			4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1	1			2	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1	4	2				9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1	1	1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1		2	1		5
Persons w/ Disabilities (PWD) - Service Animals							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1				1	1	2	5
Persons w/ Disabilities (PWD) - Visual Impairment					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					3	1	1	3	2		2	1	13
Property - Special Handling				18	16	18	13	17	26	30	29	25	192
Property - Special Handling - Damaged Items - Carry-On				2	2	3	1	1	3	2	2	3	19
Property - Special Handling - Damaged Items - Checked				2	1	2	5	4	8	13	8	4	47
Property - Special Handling - Missing Items - Carry-On				3	5	3	2	2	4	4	8	8	39
Property - Special Handling - Missing Items - Checked				11	8	10	5	10	11	11	11	10	87
Request for Assistance						2	2		1	1	1		7
Request for Assistance - Other						2	2		1	1	1		7
Screening				8	7	10	20	13	19	12	10	22	121
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1					1			2	4
Screening - Lengthy Lines				1	1	1	1		2		1	1	8
Screening - Military										1			1
Screening - Procedures/Process				6	6	8	17	13	16	11	7	18	102
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach						1	1				1	1	4
<b>2020</b>	<b>126</b>	<b>96</b>	<b>114</b>	<b>77</b>	<b>76</b>	<b>34</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>27</b>	<b>23</b>	<b>28</b>	<b>628</b>
Civil Rights	4	13	5	1	4	1		1				1	30
Civil Rights - Age		3											3
Civil Rights - Constitutional Rights		2											2
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	1	5	4		3			1				1	15
Civil Rights - Screening of Religious or Cultural Garments	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1	3				1							5
Civil Rights - Transgender Screening	1		1		1								3
Customer Service	26	17	18	17	11	5	1	1		3	7	5	111
Customer Service - Others	1	1	1			1							4
Customer Service - TSO	25	16	17	17	11	4	1	1		3	7	5	107
Locks	1	3	4	5	2	2				2	2	2	23
Locks - Missing or Damaged Lock	1	3	4	5	2	2				2	2	2	23
Lost and Found	4		2	1	1		1		1	1			11
Lost and Found - Airport/TSA	4		2	1	1		1		1	1			11
Mishandling of Passenger Property	34	24	26	13	14	7	1	1	3	4	5	3	135
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	9	6	6	5	5	1					2		34
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	21	15	17	7	9	4	1		3	3	2	2	84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	4	3	2	1		2		1		1	1	1	16
Patdown	8	4	4	2	2								21
Patdown - Flyer	6	4	4	2	2								19

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer		2											2
Persons w/ Disabilities (PWD)	8	7	3	5	1	1			1	1	3		30
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		2	1	1									4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2	1				1					2		6
Persons w/ Disabilities (PWD) - Mobility D	3			3									6
Persons w/ Disabilities (PWD) - Prothesi	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1	1							1		5
Property - Special Handling	20	10	21	16	18	12	2	4	3	6	3	10	125
Property - Special Handling - Damaged It	1	2	3	2	3	1			1		1	1	15
Property - Special Handling - Damaged It	4	2	3	4	5	5	1	1	1	3	1	2	32
Property - Special Handling - Missing Item	5	3	6	3	4	2			1	1			29
Property - Special Handling - Missing Item	10	3	9	7	6	4	1	2		3	1	3	49
Request for Assistance		2											2
Request for Assistance - Other		2											2
Screening	21	16	31	17	23	6	1		6	9	3	6	139
Screening - Inconsistency					1				1				2
Screening - Lengthy Lines	1	1	2							1			5
Screening - Procedures/Process	18	15	29	17	21	5			4	8	2	5	124
Screening - Retrieving Abandoned/Confis	1						1					1	3
Screening - Security Breach	1				1				1				3
Screening - Traveling with Cash						1					1		2
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General										1			1
<b>2021</b>	<b>27</b>	<b>22</b>	<b>30</b>	<b>22</b>	<b>7</b>	<b>29</b>	<b>31</b>	<b>56</b>	<b>82</b>	<b>106</b>	<b>156</b>	<b>137</b>	<b>705</b>
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	2		2		1	9	5	4	2	30
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear									1				1
Civil Rights - Perceived Religion	1									1			2
Civil Rights - Racial Profiling or Discrimin	1		1	1				1	5	3	2	2	16
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1		2		4
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1					1							2
Claims				1									1
Claims - General				1									1
Customer Service	3	3	14	10	3	4	3	18	12	18	26	21	135
Customer Service - Others						1				1			2
Customer Service - TCC				1							1		2
Customer Service - TSO	3	3	14	9	3	3	3	18	12	17	25	21	131
Duplicate E-mail											3		3
Duplicate E-mail - General											3		3
Expedited Passenger Screening Program			2	3	1	9	15	21	28	47	78	81	285
Expedited Passenger Screening Program - DoD							1				2	1	4
Expedited Passenger Screening Program - TSA Application Program							1	1		1	6	4	13
Expedited Passenger Screening Program - TSA PreCheck			2	3	1	9	13	20	28	46	70	76	268
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Lost and Found	1						1			1			3
Lost and Found - Airport/TSA	1						1			1			3
Mishandling of Passenger Property	11	8	5	3	1	4		1	2		3		38
Mishandling of Passenger Property - Dam	1	1	2	1	1	1					1		8
Mishandling of Passenger Property - Dam	7	5	3	2		2		1	1		2		23
Mishandling of Passenger Property - Disa	3	2				1			1				7
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown	2	1	1					3	7	6	3	9	32
Patdown - Flyer	1	1	1					3	7	5	3	9	30
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)		1	2			1		1	5	6	6	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes			1							1	1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1	1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medicator			1					1			1	2	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2		1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1		1	2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				1			2
Prohibited & Permitted Items						1	1			2	3		7
Prohibited & Permitted Items - Alcohol and Tobacco											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Prohibited & Permitted Items - Chemical/Household Products										1			1	
Prohibited & Permitted Items - Electronic Devices											1		1	
Prohibited & Permitted Items - Food/Beverages										1			1	
Prohibited & Permitted Items - General							1				1		2	
Prohibited & Permitted Items - Remains						1							1	
Property - Special Handling	5	7	2	2		5	5	3	12	10	16	12	79	
Property - Special Handling - Damaged Items	1	2	1	1		1	1		5	4	7	7	30	
Property - Special Handling - Damaged Items - Carry-on	2	1		1			2	1	3	1	1	2	14	
Property - Special Handling - Missing Items - Carry-on	2		1			2	1	2	1	3	3	1	16	
Property - Special Handling - Missing Items - Checked	2	2				2	1		3	2	5	2	19	
Request for Assistance												1	1	
Request for Assistance - Other												1	1	
Screening	2	2			2	3		5	8	7	11	12	7	60
Screening - Inconsistency			1				2	2	1	1				7
Screening - Procedures/Process	2	2			2	3	3	6	6	9	9	7		49
Screening - Retrieving Abandoned/Confiscated Items										1	2			3
Screening - Traveling with Cash											1			1
<b>2022</b>	<b>157</b>	<b>205</b>	<b>188</b>	<b>158</b>	<b>156</b>	<b>252</b>	<b>274</b>	<b>297</b>						<b>1,687</b>
Additional Information Required/Insufficient Information				1										1
Additional Information Required/Insufficient Information - EMAIL ONLY				1										1
Airline	1		1											2
Airline - Policy/Regulations/Service	1		1											2
Civil Rights	3	4	2	4	1	3	5	4						26
Civil Rights - Headwear								2						2
Civil Rights - National Origin		1												1
Civil Rights - Not Specified								1						1
Civil Rights - Race						2	1							3
Civil Rights - Racial Profiling or Discrimination	2	2	2	2	1									9
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1												1
Civil Rights - Sex/Gender/Gender Identity	1			1			3	1						6
Civil Rights - Transgender Screening				1			1							3
Customer Service	18	9	15	9	9	11	17	26						114
Customer Service - CSM						1								1
Customer Service - Others			1											1
Customer Service - TSO	18	9	14	9	9	10	17	26						112
Duplicate E-mail	2		1											3
Duplicate E-mail - General	2		1											3
Expedited Passenger Screening Program	91	149	137	109	126	205	215	235						1,267
Expedited Passenger Screening Program - Carry-on	1	1	1		1	1	1	1						7
Expedited Passenger Screening Program - Checked	2	16	16	8	6	3	8	8						67
Expedited Passenger Screening Program - General	87	132	119	101	119	201	206	226						1,191
Expedited Passenger Screening Program - Other	1		1											2
Identification (ID) Requirements	1	1	1	1		1								5
Identification (ID) Requirements - Domestic	1	1	1	1										4
Identification (ID) Requirements - Real ID						1								1
Locks		1					3							4
Locks - Missing or Damaged Lock		1					3							4
Lost and Found	1			1	1	2		1						6
Lost and Found - Airport/TSA	1			1	1	2		1						6
Mishandling of Passenger Property	3	1	3	4		2	1	4						18
Mishandling of Passenger Property - Damaged	1	1		1		1		2						6
Mishandling of Passenger Property - Damaged - Checked	2		3	3			1	2						11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1								1
No Jurisdiction	1			3	1	1	1	2						9
No Jurisdiction - No Referral							1							1
No Jurisdiction - Refer to CBP				1	1			1						3
No Jurisdiction - Refer to Other	1			2		1		1						5
Patdown	5	5	3	1	2	3	4	5						28
Patdown - Flyer	4	5	3	1	2	3	4	5						27
Patdown - Flyer as Observer	1													1
Persons w/ Disabilities (PWD)	7	16	3	1		2	8	3						40
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1	1												2
Persons w/ Disabilities (PWD) - Diabetes				1			1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1	1											2
Persons w/ Disabilities (PWD) - General		1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	2	1												3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1						1
Persons w/ Disabilities (PWD) - Medically Necessary	1	3				1	1							6
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4				1	1	1						7
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1													1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2												2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1					1							2
Persons w/ Disabilities (PWD) - Service Animals	1	2												3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2							2
Persons w/ Disabilities (PWD) - Wheelchairs	1		1				2							4
Prohibited & Permitted Items		1												1
Prohibited & Permitted Items - Alcohol and Tobacco		1												1
Property - Special Handling	11	13	8	16	8	10	6	5						77
Property - Special Handling - Damaged Items	7	8	3	9	2	6	5	1						41
Property - Special Handling - Damaged Items - Carry-on	2		1	1	1									5
Property - Special Handling - Missing Items	2	4	4	4	2	2	1	4						23
Property - Special Handling - Missing Items - Checked		1		2	3	2								8
Screening	13	5	14	8	8	12	14	12						86
Screening - Crew Member or Airline Employee			1											1
Screening - Inconsistency	4	2			2	1	3	1						13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - 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 Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BPT</b>			2	2		2	1	2	2	2			13
<b>2019</b>									1	1			2
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1	1			2
<b>2020</b>			1			2							3
Customer Service						1							1
Customer Service - TSO						1							1
Screening			1			1							2
Screening - Procedures/Process			1			1							2
<b>2021</b>			1	1			1			1			4
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Screening							1			1			2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
<b>2022</b>				1			2		1				4
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA PreCheck								2					2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BQK</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>39</b>
<b>2019</b>				<b>4</b>	<b>1</b>	<b>4</b>	<b>6</b>		<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>24</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property				2	1	2	3		3	1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1	1	1	2						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1		3	1	1		8
Patdown						1	1						2
Patdown - Flyer						1	1						2
Property - Special Handling				2		1			1				4
Property - Special Handling - Damaged Items - Checked				1					1				2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening								2		1	1		4
Screening - Procedures/Process								2		1	1		4
<b>2020</b>		<b>1</b>											<b>1</b>
Customer Service		1											1
Customer Service - TSO		1											1
<b>2021</b>	<b>1</b>		<b>2</b>			<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>7</b>
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Patdown								1		1			2
Patdown - Flyer								1		1			2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked												1	1
<b>2022</b>			<b>1</b>	<b>3</b>		<b>2</b>		<b>1</b>					<b>7</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1					5
Expedited Passenger Screening Program - TSA PreCheck			1	1		2		1					5
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BQN</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>52</b>
<b>2019</b>				<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>25</b>
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				2			2	1	1	1	1	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown								1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling							1		3		2		6
Property - Special Handling - Missing Items - Carry-On									3		2		5
Property - Special Handling - Missing Items - Checked							1						1
Screening				1	1			1				1	4
Screening - Procedures/Process				1				1				1	3
Screening - Security Breach						1							1
<b>2020</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>3</b>							<b>10</b>
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown	1						1						2
Patdown - Flyer	1						1						2
Property - Special Handling	1						1						2
Property - Special Handling - Missing Items - Carry-On	1						1						2
Screening		1		1									2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process				1									1
<b>2021</b>							<b>1</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>7</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening							1	1			1		3
Screening - Procedures/Process								1			1		2
Screening - Traveling with Cash							1						1
<b>2022</b>		<b>3</b>	<b>1</b>			<b>3</b>		<b>3</b>					<b>10</b>
Customer Service						1							1
Customer Service - Others						1							1
Expedited Passenger Screening Program		1	1			2		1					5
Expedited Passenger Screening Program - TSA PreC		1	1			2		1					5
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown		1											1
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRD</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>1</b>	<b>3</b>	<b>2</b>	<b>16</b>
<b>2019</b>						<b>1</b>					<b>1</b>		<b>2</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Property - Special Handling						<b>1</b>							<b>1</b>
Property - Special Handling - Missing Items - Checked						<b>1</b>							<b>1</b>
<b>2020</b>	<b>1</b>		<b>2</b>	<b>1</b>							<b>1</b>	<b>1</b>	<b>6</b>
Mishandling of Passenger Property	<b>1</b>		<b>1</b>										<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	<b>1</b>		<b>1</b>										<b>2</b>
Property - Special Handling				<b>1</b>									<b>1</b>
Property - Special Handling - Missing Items - Checked				<b>1</b>									<b>1</b>
Screening			<b>1</b>								<b>1</b>	<b>1</b>	<b>3</b>
Screening - Procedures/Process			<b>1</b>								<b>1</b>	<b>1</b>	<b>3</b>
<b>2021</b>						<b>1</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Expedited Passenger Screening Program							<b>1</b>			<b>1</b>			<b>2</b>
Expedited Passenger Screening Program - TSA PreCheck							<b>1</b>			<b>1</b>			<b>2</b>
Mishandling of Passenger Property							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>1</b>						<b>1</b>
Property - Special Handling							<b>1</b>					<b>1</b>	<b>2</b>
Property - Special Handling - Damaged Items - Checked							<b>1</b>					<b>1</b>	<b>2</b>
<b>2022</b>			<b>1</b>		<b>1</b>								<b>2</b>
Customer Service					<b>1</b>								<b>1</b>
Customer Service - TSO					<b>1</b>								<b>1</b>
Mishandling of Passenger Property				<b>1</b>									<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on				<b>1</b>									<b>1</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRL</b>			1		1	1				1			4
<b>2019</b>					1					1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown						1							1
Patdown - Flyer						1							1
<b>2020</b>			1										1
Customer Service			1										1
Customer Service - TSO			1										1
<b>2022</b>													1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRO</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>23</b>
<b>2019</b>				<b>2</b>		<b>2</b>	<b>2</b>		<b>1</b>			<b>1</b>	<b>8</b>
Customer Service				1									1
Customer Service - TSO				1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
<b>2020</b>	<b>1</b>								<b>1</b>				<b>2</b>
Civil Rights									1				1
Civil Rights - Hair Patdowns									1				1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
<b>2021</b>							<b>2</b>				<b>1</b>		<b>3</b>
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>					<b>10</b>
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												1
Expedited Passenger Screening Program - TSA PreCheck			1	2	1								4
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening			1										1
Screening - Procedures/Process			1										1
TWIC								1					1
TWIC - Status								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRW</b>			1						1	1	1		4
<b>2020</b>			1										1
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
<b>2021</b>									1	1	1		3
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BTR</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>75</b>
<b>2019</b>				<b>1</b>	<b>2</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>20</b>
Customer Service					1		1	1		2	1		6
Customer Service - Others							1						2
Customer Service - TSO								1		2	1		4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1	1		2			1		3	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		2			1		2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling									2	1	1	1	5
Property - Special Handling - Missing Items - Carry-On									1			1	2
Property - Special Handling - Missing Items - Checked									1	1	1		3
<b>2020</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>						<b>2</b>		<b>8</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Customer Service											1		1
Customer Service - Others											1		1
Mishandling of Passenger Property	1	1			1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1			1						1		4
Patdown					1								1
Patdown - Flyer					1								1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>13</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1		1	3	1	3	9
Expedited Passenger Screening Program - TSA PreCheck							1		1	3	1	3	9
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2022</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>3</b>					<b>34</b>
Customer Service	1						1	1					3
Customer Service - TSO	1						1	1					3
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	2	3	3	3	1	7	4	3					26
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	2	3	3	3		7	4	3					25
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening		1						1					2
Screening - Procedures/Process		1						1					2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BTV</b>	<b>14</b>	<b>15</b>	<b>18</b>	<b>11</b>	<b>23</b>	<b>16</b>	<b>22</b>	<b>19</b>	<b>11</b>	<b>17</b>	<b>9</b>	<b>11</b>	<b>186</b>
<b>2019</b>				<b>3</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>6</b>	<b>51</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Customer Service				1	1	1	1	1	2	2	2		11
Customer Service - Others							1			1			2
Customer Service - TSO				1	1	1		1	2	1	2		9
Locks				1						2	1	1	5
Locks - Missing or Damaged Lock				1						2	1	1	5
Mishandling of Passenger Property				1	2	1	2	3	1			2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	1		3	1				9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown								1		4	1	1	7
Patdown - Flyer								1		2	1	1	5
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					2	1							3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling					1		1					1	3
Property - Special Handling - Damaged Items - Checked					1		1					1	3
Screening							1	1	1	4	1	1	9
Screening - Procedures/Process							1	1	1	4	1	1	9
<b>2020</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>42</b>
Civil Rights	1		1		1								3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1								2
Customer Service	3	1				1							5
Customer Service - Others	1												1
Customer Service - TSO	2	1				1							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	1		1				1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1		1								3
Mishandling of Passenger Property - Disarrayed Item		1							1	1			3
Patdown		1	2										3
Patdown - Flyer		1	1										2
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1								2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling		1	2	1	1	1							6
Property - Special Handling - Damaged Items - Carry-On				1		1							2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked			1		1								2
Screening	3	5			3		1		1		1		14
Screening - Procedures/Process	2	5			3		1		1		1		13
Screening - Retrieving Abandoned/Confiscated	1												1
<b>2021</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>27</b>
Customer Service	1		1				1	2	1	2		2	10
Customer Service - Others										1			1
Customer Service - TCC			1										1
Customer Service - TSO	1						1	2	1	1		1	7
Expedited Passenger Screening Program			1			1					2	1	5
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program - TSA PreCheck			1								2		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items										2			2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling			1		1						1	1	4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On												1	1
Screening		1			1				1				3
Screening - Procedures/Process		1			1				1				3
<b>2022</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>15</b>	<b>10</b>					<b>66</b>
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or Discrimination			1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	1	1	1	1		1	2						7
Customer Service - TSO	1	1	1	1		1	2						7
Expedited Passenger Screening Program	5	1	5	3	8	7	12	8					49
Expedited Passenger Screening Program - TSA Application Program			1	1	1		2	1					6
Expedited Passenger Screening Program - TSA PreCheck	5	1	4	2	6	7	10	5					40
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			2					3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUF</b>	<b>28</b>	<b>24</b>	<b>28</b>	<b>31</b>	<b>30</b>	<b>44</b>	<b>46</b>	<b>37</b>	<b>17</b>	<b>23</b>	<b>25</b>	<b>18</b>	<b>351</b>
<b>2019</b>				<b>4</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>16</b>	<b>12</b>	<b>9</b>	<b>73</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimination							1					2	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service					1	1	1	1		2	2		8
Customer Service - TSO					1	1	1	1		2	2		8
Locks				1	1		1		1	1	2	1	8
Locks - Missing or Damaged Lock				1	1		1		1	1	2	1	8
Mishandling of Passenger Property					1	1	3	1	2	7	1	3	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	1	2	4	1	3	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										2			2
Patdown					1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)				1			1					1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1						2
Property - Special Handling				2		2		1	1	5	2	1	14
Property - Special Handling - Damaged Items - Carry-On				1							1		2
Property - Special Handling - Damaged Items - Checked						1				3		1	5
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked				1		1		1		2			5
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening					1		2	2	1		4		10
Screening - Crew Member or Airline Employee											2		2
Screening - Inconsistency							1				1		2
Screening - Procedures/Process					1		1	2	1		1		6
<b>2020</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>		<b>61</b>
Civil Rights	2	1	1										4
Civil Rights - Racial Profiling or Discrimination	2	1	1										4
Customer Service	2	2	2							1			7
Customer Service - Others		2											2
Customer Service - TSO	2		2							1			5
Locks	1	1		1	1				1		1		6
Locks - Missing or Damaged Lock	1	1		1	1				1		1		6
Mishandling of Passenger Property	6	2	2	5	1	1	1			1	2		21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	5	2	2	4	1	1	1			1	1		18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1							1		3
Patdown			1		1			1					3
Patdown - Children								1					1
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling		2		5		1					1		11
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked		1		1		1							3
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked		1	1	2							1		5
Screening		2	1		1	1	1	1		1			8
Screening - Crew Member or Airline Employee					1					1			2
Screening - Procedures/Process		2	1			1	1	1					6
<b>2021</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>9</b>	<b>60</b>
Animals							1						1
Animals - Carry-On							1						1
Civil Rights					1		1						2
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1								2	1	4
Customer Service - TSO			1								2	1	4
Duplicate E-mail									1				1
Duplicate E-mail - General									1				1
Expedited Passenger Screening Program							4	5	5	3	5	4	26
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							4	4	5	3	4	4	24
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property	1	1		2		2			1			2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1		1			1			1	5
Mishandling of Passenger Property - Disarrayed Item		1										1	2
Patdown								1	1				2
Patdown - Flyer								1	1				2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling	1					1			2		2	1	7
Property - Special Handling - Damaged Items - Carry-On											2	1	3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On	1								2				3
Screening	2				1		1	1				1	6
Screening - Inconsistency	1				1		1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items								1				1	2
<b>2022</b>	<b>13</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>16</b>	<b>33</b>	<b>29</b>	<b>21</b>					<b>157</b>
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Customer Service	2	7	1		1	1	1						13
Customer Service - TSO	2	7	1		1	1	1						13
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19					127
Expedited Passenger Screening Program	1		1			3	3	1					9
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18					118
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Dam	1		2										3
No Jurisdiction		1				1							2
No Jurisdiction - Refer to Other		1				1							2
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1	1	2					1					5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Check		1	2					1					4
Screening				1		1	1						3
Screening - Procedures/Process				1		1	1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUR</b>	<b>31</b>	<b>36</b>	<b>41</b>	<b>32</b>	<b>30</b>	<b>43</b>	<b>54</b>	<b>44</b>	<b>26</b>	<b>33</b>	<b>34</b>	<b>25</b>	<b>429</b>
<b>2019</b>				<b>9</b>	<b>3</b>	<b>8</b>	<b>19</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>14</b>	<b>5</b>	<b>94</b>
Civil Rights				1	1		2	1	1	3			9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination							2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening					1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1						1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks				1	1		1	1	1				5
Locks - Missing or Damaged Lock				1	1		1	1	1				5
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1		1	6	3	2	2	3	2	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	4	1	2	2	2	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1					3
Patdown				1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2	1	9
Persons w/ Disabilities (PWD)							2		1	1	2		6
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				2	1	3	3		1	2	4		16
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1		1	3				1		6
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checked				1		1				2	3		7
Screening				2		2	3		3	3	1	2	16
Screening - Inconsistency				1			1						2
Screening - Procedures/Process						1	1		3	3	1	2	11
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach							1	1					2
<b>2020</b>	<b>8</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>7</b>		<b>1</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>84</b>
Civil Rights	1	1		3	1						1		7
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimination	1	1									1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Transgender Screening				1									1
Customer Service	1	2	2		4	2			2	2			15
Customer Service - Others									1				1
Customer Service - TSO	1	2	2		4	2			1	2			14
Locks	1		1	2	1						2		7
Locks - Missing or Damaged Lock	1		1	2	1						2		7
Mishandling of Passenger Property	2	2	4	1	1	1		1	1	3	2		18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked		2	4	1	1	1		1	1	1	2		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1									2			3
Patdown	1	2		1									4
Patdown - Flyer	1	2		1									4
Persons w/ Disabilities (PWD)	1		1		1							1	4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer	1												1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1	5	1	3	3	1					1	2	17
Property - Special Handling - Damaged Items - Carry-On	1				1						1		3
Property - Special Handling - Damaged Items - Checked		1		1	1							1	4
Property - Special Handling - Missing Items - Carry-On	4	1	2	1	1							1	10
Property - Special Handling - Missing Items - Checked		1	3	2	3				1		2		12
Screening				1									1
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process			3	1		2							6
Screening - Retrieving Abandoned/Confiscated Items		1									1		2
Screening - Security Breach							1						1
<b>2021</b>	<b>5</b>					<b>3</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>17</b>	<b>70</b>
Civil Rights								2	1				3
Civil Rights - Racial Profiling or Discrimination								1	1				2
Civil Rights - Transgender Screening								1					1
Customer Service							1		3		3	1	8
Customer Service - Others									1				1
Customer Service - TSO							1		2		3	1	7
Expedited Passenger Screening Program							2	2	4	9	5	12	34
Expedited Passenger Screening Program - TSA PreCheck							2	2	4	9	5	12	34
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1									1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	2			3
Patdown									1		1	1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer									1			1	2
Patdown - Non-Flyer											1		1
Property - Special Handling	2					1		2				1	6
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked	1					1							2
Screening	1					2	1		1	2	1	2	10
Screening - Inconsistency										1			1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					1	1		1	1	1	2	8
<b>2022</b>	<b>18</b>	<b>23</b>	<b>29</b>	<b>11</b>	<b>16</b>	<b>25</b>	<b>30</b>	<b>29</b>					<b>181</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		1	2										3
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	4	2	4	1	2	3	1	4					21
Customer Service - TSO	4	2	4	1	2	3	1	4					21
Expedited Passenger Screening Program	8	17	16	7	13	19	23	18					121
Expedited Passenger Screening Program - DoD		1					1						2
Expedited Passenger Screening Program - TSA Appl		4	1		1								6
Expedited Passenger Screening Program - TSA	8	12	15	7	12	19	22	18					113
Locks													1
Locks - Missing or Damaged Lock							1						1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1		1			1	1					4
Mishandling of Passenger Property - Damaged/Missing		1					1	1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown		1				2	1	1					5
Patdown - Flyer						2	1	1					4
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling			3	2									5
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On			1	1									2
Screening	3	1	3			1	3	5					16
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1					1					2
Screening - Procedures/Process	3	1	1				2	4					11
Screening - Retrieving Abandoned/Confiscated Items			1			1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BWI</b>	<b>156</b>	<b>146</b>	<b>167</b>	<b>185</b>	<b>177</b>	<b>190</b>	<b>220</b>	<b>263</b>	<b>124</b>	<b>130</b>	<b>189</b>	<b>125</b>	<b>2,072</b>
<b>2019</b>				<b>41</b>	<b>41</b>	<b>54</b>	<b>69</b>	<b>73</b>	<b>57</b>	<b>63</b>	<b>85</b>	<b>47</b>	<b>530</b>
Advanced Imaging Technology (AIT)				1						1			2
Advanced Imaging Technology (AIT) - Flyer				1						1			2
Civil Rights				2	1	3	3	2	3	1	1	3	19
Civil Rights - Age												1	1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				2	1	1	2	1	2	1	1		11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						2	3
Civil Rights - Transgender Screening							1						1
Customer Service				9	13	19	18	9	8	8	18	9	111
Customer Service - Others					1	1			1	1	1		5
Customer Service - TSO				9	12	18	18	9	7	7	17	9	106
Locks				1	3	2	2	6	4	3	4	3	28
Locks - Missing or Damaged Lock				1	3	2	2	6	4	3	4	3	28
Lost and Found									1		1		2
Lost and Found - Airport/TSA									1		1		2
Mishandling of Passenger Property				8	11	5	9	15	12	17	19	12	108
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			2	1	1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	9	5	7	11	8	15	13	10	86
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		2	2	3	1	3	2	14
Patdown				1	1	3	6	6		5	2	2	26
Patdown - Children								1					1
Patdown - Flyer				1	1	3	6	3		4	2	2	22
Patdown - Flyer as Observer								1		1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				3		1	6	7		4	13	3	37
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1		1					3		5
Persons w/ Disabilities (PWD) - Diabetes							2	2		1			5
Persons w/ Disabilities (PWD) - General							1	2					3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				2						1	5	1	9
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		1	2	1	5
Persons w/ Disabilities (PWD) - Service Animals							1				1		2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1		1			3
Property - Special Handling				11	8	9	11	14	16	13	14	8	104
Property - Special Handling - Damaged Items - Carry-On				2	3	3	2	1				1	12
Property - Special Handling - Damaged Items - Checked				3	1	2	6	4	4	6	2	2	30
Property - Special Handling - Missing Items - Carry-On				1	1	1	1	3	2	3	2	1	15
Property - Special Handling - Missing Items - Checked				5	3	3	2	6	10	4	10	4	47
Request for Assistance					1		1						2
Request for Assistance - Other					1		1						2
Screening				5	3	12	13	14	13	11	13	7	91
Screening - Inconsistency								2	1				3
Screening - Lengthy Lines				1	1	4	3	3	4	3	5	1	25
Screening - Procedures/Process				4	2	6	9	8	7	7	8	6	57
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach						2	1		1	1			5
<b>2020</b>	<b>58</b>	<b>41</b>	<b>71</b>	<b>54</b>	<b>49</b>	<b>18</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>21</b>	<b>25</b>	<b>22</b>	<b>383</b>
Civil Rights	3	1	1	4	4			1	1	2	1	2	20
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	1		1	3	3			1	1			2	12
Civil Rights - Sex/Gender/Gender Identity	1			1	1					2			5
Customer Service	17	8	15	5	8	1	1	1	2	2	6	3	69
Customer Service - Others			1	1									2
Customer Service - TSO	17	8	14	4	8	1	1	1	2	2	6	3	67
Locks	2	1	7	3	1				2	4	3	3	26
Locks - Missing or Damaged Lock	2	1	7	3	1				2	4	3	3	26
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	6	6	20	9	14	3	1	2	2	3	4	2	72
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		3			2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	14	9	13		1	1	1	2	4	2	53
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1											1
Mishandling of Passenger Property - Disarrayed Items--Checked	2	2	3		1	1		1	1				11
Patdown	3	1		3	3	1							11
Patdown - Flyer	3			2	2								7
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer		1			1	1							3
Persons w/ Disabilities (PWD)	6	5	2	2	2	2		1	3	2	1	2	26
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1								1			2
Persons w/ Disabilities (PWD) - Diabetes	1								1				2
Persons w/ Disabilities (PWD) - General	2	1							1			1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1								1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	2										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service Animals				1						1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2											2
Persons w/ Disabilities (PWD) - Wheelchair	2					1		1			1		5
Property - Special Handling	14	10	14	17	11	6	3	2	1	5	8	9	100
Property - Special Handling - Damaged Items	1	1	5		2	1				2			12
Property - Special Handling - Damaged Items - Checked	5	6	1	2	3		2		1	2	3	6	31
Property - Special Handling - Missing Items	3		2	2	1			1		1	1	1	12
Property - Special Handling - Missing Items - Checked	5	3	6	13	5	5	1	1			4	2	45
Request for Assistance		2											2
Request for Assistance - Other		1											1
Request for Assistance - Wounded Warrior (MSIJSO)		1											1
Screening	7	7	11	11	8	5		1		3	2	1	56
Screening - Lengthy Lines			3	1	3	1							8
Screening - Procedures/Process	7	7	6	9	4	4		1		3	2	1	44
Screening - Security Breach			2	1	1								4
<b>2021</b>	<b>27</b>	<b>15</b>	<b>24</b>	<b>20</b>	<b>13</b>	<b>29</b>	<b>29</b>	<b>50</b>	<b>56</b>	<b>46</b>	<b>79</b>	<b>56</b>	<b>444</b>
Airline												1	2
Airline - Lost Baggage										1			1
Airline - Wheelchair Assistance												1	1
Civil Rights	1			1		1	1			2		1	7
Civil Rights - Constitutional Rights				1						1		1	3
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Claims								1					1
Claims - General								1					1
Customer Service	9	1	9	7	2	6	9	13	9	3	13	3	84
Customer Service - CSM			1										1
Customer Service - Others			1			1							2
Customer Service - TCC			1										1
Customer Service - TSO	9	1	6	7	2	5	9	13	9	3	13	3	80
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program		1	2	1	1	4	11	15	19	21	41	37	153
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD							1		2	1	1		5
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program								2	1		2	6	11
Expedited Passenger Screening Program - TSA PreC		1	2	1	1	3	10	11	16	20	37	30	132
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1			1	1	3
Identification (ID) Requirements			1						1	1	1	1	5
Identification (ID) Requirements - Domestic			1						1		1	1	4
Identification (ID) Requirements - Real ID										1			1
Locks	2					1			1			1	5
Locks - Missing or Damaged Lock	2					1			1			1	5
Lost and Found				1		1	1		2			1	6
Lost and Found - Airport/TSA				1		1	1		2			1	6
Mishandling of Passenger Property	6	4	4	5	3	1		5		3	4	2	37
Mishandling of Passenger Property - Damaged	1	1			1					1	1		5
Mishandling of Passenger Property - Damaged/Checked	5	4	3	5	2			5		2	2		28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1	1	3
No Jurisdiction						2	1	1			1	1	6
No Jurisdiction - Refer to CBP						1	1					1	3
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other						1					1		2
Patdown	1		1			2	2	1	2	1	3	1	14
Patdown - Children										1			1
Patdown - Flyer	1		1			1	2	1	2		3	1	12
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1	3	2	1	1	1		3	3	3	2	20
Persons w/ Disabilities (PWD) - Autism Spectrum					1					1			2
Persons w/ Disabilities (PWD) - Diabetes				1							1		2
Persons w/ Disabilities (PWD) - General			1								1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1		1			1		2			1	6
Prohibited & Permitted Items			2	2				2		1	1	1	9
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Lighters/Matches												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1	1							1		3
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	5	5	2	1	3	2	1	5	7	6	7	1	45
Property - Special Handling - Damaged Items - Carry-On		1							4	1	1		7
Property - Special Handling - Damaged Items - Checked		3	1		1	2		2	2	2		1	14
Property - Special Handling - Missing Items - Carry-On				1				1		1	5		8
Property - Special Handling - Missing Items - Checked	5	1	1		2		1	2	1	2	1		16
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	3	3			3	7	2	7	12	4	4	3	48



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Children					1								1
Screening - Inconsistency	1					2	1	2	4			1	11
Screening - International Screening												1	1
Screening - Lengthy Lines						2		1	1				4
Screening - Procedures/Process	2	3			2	3	1	4	7	4	4	1	31
<b>2022</b>	<b>71</b>	<b>90</b>	<b>72</b>	<b>70</b>	<b>74</b>	<b>89</b>	<b>117</b>	<b>132</b>					<b>715</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2		2			2	2	2					10
Civil Rights - Not Specified						1	1						2
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination	2		1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1					3
Claims				1									1
Claims - Status				1									1
Customer Service	15	8	5	4	6	7	10	14					69
Customer Service - Others							1						1
Customer Service - TSO	15	8	5	4	6	7	9	14					68
Expedited Passenger Screening Program	42	60	52	50	54	63	87	103					511
Expedited Passenger Screening Program - Active Duty Military						1	1						2
Expedited Passenger Screening Program - DoD		1	1	1		3	3	5					14
Expedited Passenger Screening Program - Over 75					1								1
Expedited Passenger Screening Program	3	9	1	2	4	1	2	4					26
Expedited Passenger Screening Program	38	50	48	47	47	58	81	86					455
Expedited Passenger Screening Program	1		2		2			8					13
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	1		1	2	1		1	2					8
Locks - General								1					1
Locks - Missing or Damaged Lock	1		1	2	1		1	1					7
Lost and Found		1	1	1		2		1					6
Lost and Found - Airport/TSA		1	1	1		2		1					6
Mishandling of Passenger Property		4		1		1	1	1					8
Mishandling of Passenger Property - Damaged/Missin		2											2
Mishandling of Passenger Property - Damaged/Missin		2				1	1	1					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
No Jurisdiction			2	2	3	1							8
No Jurisdiction - Refer to CBP					3								3
No Jurisdiction - Refer to Other			2	2		1							5
Patdown	2	1				4	2						9
Patdown - Children							1						1
Patdown - Flyer	2	1				4	1						8
Persons w/ Disabilities (PWD)	3	2	1	1	1	1	3	1					13
Persons w/ Disabilities (PWD) - Cancer (general) Not		2	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General				1			1						2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1	1					3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescriptio		1											1
Property - Special Handling	1	6	1	3	4	7	3	2					27
Property - Special Handling - Damaged Items - Carry		1	1	2	1	2	1	1					9
Property - Special Handling - Damaged It	1	1		1									3
Property - Special Handling - Missing Items - Carry-C		4			2		1						7
Property - Special Handling - Missing Items - Checked					1	5	1	1					8
Screening	5	6	7	4	5	1	8	6					42
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	1	2	1	2	1					10
Screening - Lengthy Lines			1				2	2					5
Screening - Procedures/Process	4	5	4	3	2		4	3					25
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BZN</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>25</b>	<b>18</b>	<b>22</b>	<b>10</b>	<b>12</b>	<b>16</b>	<b>10</b>	<b>174</b>
<b>2019</b>				<b>1</b>		<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>		<b>29</b>
Civil Rights				1		1	1				1		4
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service						1	2	1		1			5
Customer Service - TSO						1	2	1		1			5
Locks												1	1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property									2				2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown						3		1	1	3			8
Patdown - Flyer						3		1	1	3			8
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening						1	1		3		2		7
Screening - Inconsistency									2				2
Screening - Procedures/Process						1	1		1		2		5
<b>2020</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>				<b>1</b>		<b>1</b>	<b>3</b>	<b>27</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1		1										2
Civil Rights - Age	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1						1		1	2	5
Customer Service - TSO			1						1		1	2	5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items Pr				1									1
Patdown	2	3			2								7
Patdown - Flyer	2	3			2								7
Persons w/ Disabilities (PWD)		2	1	1	1							1	6
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1		1	1								3
Property - Special Handling	1			1	1								3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1	1								2
Screening				1	1								2
Screening - Procedures/Process				1	1								2
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>46</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimination					1				1				2
Customer Service		1		1	1			1		3			7
Customer Service - Others										1			1
Customer Service - TSO		1		1	1			1		2			6
Expedited Passenger Screening Program			1		1	1		1	2	2	6	7	21
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			1		1	1		1	1	2	6	6	19
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Property - Special Handling	1							2			1		4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items	1												1
Screening						1	2				1		4
Screening - Procedures/Process						1	2				1		4
<b>2022</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>17</b>	<b>10</b>	<b>15</b>					<b>72</b>
Civil Rights			1	1									2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service	1					2		1					4
Customer Service - TSO	1					2		1					4
Expedited Passenger Screening Program		5	5	4	3	15	9	12					53
Expedited Passenger Screening Program - TSA Application Program				1		1		1					3
Expedited Passenger Screening Program - TSA PreC		5	5	3	3	14	9	11					50
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - Gener	1												1
Patdown	2	1	1					1					5
Patdown - Flyer	2	1	1					1					5

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAE</b>	<b>12</b>	<b>8</b>	<b>16</b>	<b>23</b>	<b>20</b>	<b>23</b>	<b>19</b>	<b>19</b>	<b>22</b>	<b>14</b>	<b>14</b>	<b>12</b>	<b>202</b>
<b>2019</b>				<b>4</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>15</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>61</b>
Civil Rights							2		2	1	2		7
Civil Rights - Hair Patdowns							1		1				2
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Customer Service				1		1	1	2	3	1	1	1	11
Customer Service - TSO				1		1	1	2	3	1	1	1	11
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Mishandling of Passenger Property				1			2	1	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1			2	1	1			1	6
Patdown				1	1	3	1		1		1		8
Patdown - Flyer					1	3	1		1		1		7
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)							1		2		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				1	1	1	1		3	2		2	11
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										2		1	3
Property - Special Handling - Missing Items - Carry-On					1	1							2
Property - Special Handling - Missing Items - Checked				1			1		2			1	5
Screening						1	1	1	3	3	2	1	12
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process							1		3	2	2		8
Screening - Security Breach										1		1	2
<b>2020</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>7</b>			<b>1</b>	<b>2</b>		<b>3</b>	<b>40</b>
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	1	1	2	2		4				1			11
Customer Service - Others				1									1
Customer Service - TSO	1	1	2	1		4				1			10
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1		1		1			1				4
Mishandling of Passenger Property - Damaged/Missing Items		1		1		1			1				4
Patdown	1	1	2	2	1	1							8
Patdown - Flyer	1	1	2	2	1	1							8
Property - Special Handling		1	1	1	1	1				1		2	8
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Items - Checked		1	1	1		1				1		1	6
Screening	1		2	1								1	5
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process			2									1	3
Screening - Security Breach	1												1
<b>2021</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>38</b>
Civil Rights									1		1		2
Civil Rights - Constitutional Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	1	1					1	3	2		2	11
Customer Service - TSO	1	1	1					1	3	2		2	11
Expedited Passenger Screening Program				1				2			2	1	6
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck				1				1			2	1	5
Mishandling of Passenger Property	1			1		1	1						4
Mishandling of Passenger Property - Damaged/Missing Items	1			1		1	1						4
Patdown							1			1	2		4
Patdown - Flyer										1	2		3
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - General							1				1		2
Property - Special Handling		1		2					1	2		1	7
Property - Special Handling - Damaged Items - Carry-On										1		1	2
Property - Special Handling - Damaged Items - Checked				2						1			3
Property - Special Handling - Missing Items - Checked		1							1				2
Screening						1			1				2
Screening - Procedures/Process						1			1				2
<b>2022</b>	<b>5</b>	<b>1</b>	<b>8</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>12</b>					<b>63</b>
Civil Rights	1		2		1	1							5
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1		1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1		1	2	2	2	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 - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	2	1	5	1	7	3	2	8					29
No Jurisdiction				1	1								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 (Not Wheelchair or Scooter)								1					1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening		1			1	1	1	1					5
Screening - Procedures/Process		1			1	1		1					4
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAK</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>73</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>21</b>
Customer Service												1	1
Customer Service - TSO												1	1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				1		1	1		1	1		2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1		1	1		2	7
Patdown							2					1	3
Patdown - Flyer							2					1	3
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling										2		2	4
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening					1			1				1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process					1			1					2
<b>2020</b>		<b>3</b>			<b>1</b>	<b>3</b>		<b>1</b>	<b>2</b>			<b>1</b>	<b>10</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service		1			1	1							3
Customer Service - TSO		1			1	1							3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1						1					2
Property - Special Handling - Missing Items - Checked		1						1					2
Screening						1							1
Screening - Crew Member or Airline Employee						1							1
<b>2021</b>	<b>2</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>16</b>
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1			1	1	2	5
Expedited Passenger Screening Program - TSA PreCheck							1			1	1	2	5
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling	1	2							1				4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked	1	1											2
Screening	1												1
Screening - Traveling with Cash	1												1
<b>2022</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>6</b>					<b>26</b>
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	2		2	5	2	4					19
Expedited Passenger Screening Program - TSA Appl		2				1							3
Expedited Passenger Screening Program	2		2		2	4	2	4					16
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CDC</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>1</b>				<b>1</b>	<b>14</b>
<b>2019</b>							<b>1</b>					<b>1</b>	<b>1</b>
Customer Service							1					1	1
Customer Service - TSO							1						1
<b>2020</b>	<b>2</b>												<b>2</b>
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
<b>2021</b>	<b>1</b>					<b>1</b>		<b>1</b>				<b>1</b>	<b>4</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>			<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>						<b>7</b>
Expedited Passenger Screening Program				1		3	1						5
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						3	1						4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening							1						1
Screening - Procedures/Process							1						1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CDV</b>	<b>1</b>				<b>1</b>			<b>2</b>				<b>1</b>	<b>5</b>
<b>2019</b>								<b>2</b>				<b>1</b>	<b>2</b>
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
<b>2020</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
<b>2021</b>												<b>1</b>	<b>1</b>
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2022</b>						<b>1</b>							<b>1</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CEC</b>		<b>3</b>	<b>1</b>		<b>2</b>		<b>3</b>		<b>1</b>				<b>10</b>
<b>2019</b>					<b>1</b>		<b>2</b>						<b>3</b>
Customer Service									1				1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Screening								1					1
Screening - Procedures/Process							1						1
<b>2020</b>					<b>1</b>								<b>1</b>
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>									<b>1</b>				<b>1</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
<b>2022</b>		<b>3</b>	<b>1</b>				<b>1</b>						<b>5</b>
Civil Rights		1											1
Civil Rights - Age		1											1
Persons w/ Disabilities (PWD)		2	1										3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CEZ</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>							<b>4</b>
<b>2019</b>					<b>1</b>								<b>1</b>
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
<b>2020</b>				<b>1</b>		<b>1</b>							<b>2</b>
Human Capital						1							1
Human Capital - Current Employee						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
<b>2022</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CGI</b>	1	1		1		2		1		1		1	8
<b>2019</b>						1		1					2
Civil Rights						1		1					2
Civil Rights - Racial Profiling or Discrimination						1		1					2
<b>2020</b>	1	1								1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checke		1											1
<b>2021</b>				1								1	2
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1									1
<b>2022</b>						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CHA</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>17</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>109</b>
<b>2019</b>				<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>23</b>
Customer Service				1		1			1	1		1	5
Customer Service - TSO				1		1			1	1		1	5
Mishandling of Passenger Property							1	2			2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1			1		3
Patdown								1	2				3
Patdown - Flyer								1	2				3
Persons w/ Disabilities (PWD)						1	1			1			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling						1	1		1				3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening				1			1				1	1	4
Screening - Procedures/Process				1								1	2
Screening - Security Breach							1				1		2
<b>2020</b>	<b>2</b>	<b>4</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>15</b>
Civil Rights	1						1			1			3
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service		1			1						1		3
Customer Service - TSO		1			1						1		3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling		1			1			1					3
Property - Special Handling - Damaged Items - Check		1						1					2
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>1</b>	<b>1</b>				<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>24</b>
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program						2		2	2	4	1	3	14
Expedited Passenger Screening Program - TSA PreCheck						2		2	2	4	1	3	14
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling		1					1	1					3
Property - Special Handling - Damaged It		1					1	1					3
Screening										1		1	2
Screening - Procedures/Process										1		1	2
<b>2022</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>10</b>	<b>5</b>					<b>47</b>
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1					5
Customer Service - TSO	1	1	2					1					5
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4					32
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	2	4	6	3	3	2	7	3					30
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling				2									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	2		1				2						5
Screening - Inconsistency	1						1						2
Screening - Procedures/Process	1		1										2
Screening - Shoe Screening							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CHO</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>121</b>
<b>2019</b>				<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>30</b>
Civil Rights					1		1				1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Customer Service				2	1					1			4
Customer Service - TSO				2	1					1			4
Mishandling of Passenger Property							1			2		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			2		1	4
Patdown				1		1		1	1				4
Patdown - Flyer				1		1		1	1				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Property - Special Handling				2				1			2		5
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked				1				1			1		3
Screening						1	2	1		1	2	2	9
Screening - Inconsistency							1						1
Screening - Procedures/Process							1	1	1		1	2	8
<b>2020</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>					<b>2</b>	<b>2</b>	<b>2</b>	<b>20</b>
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service			1			1				1			3
Customer Service - TSO			1			1				1			3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missin			1							1			2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)						1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling			1		3						2	1	7
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					3						1	1	5
Screening	1		1										3
Screening - Procedures/Process	1		1										3
<b>2021</b>	<b>4</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>25</b>
Civil Rights										1			1
Civil Rights - Transgender Screening										1			1
Customer Service			1						2		1		4
Customer Service - TCC			1										1
Customer Service - TSO											1		3
Expedited Passenger Screening Program									1	2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck									1	2	1	1	5
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Disa	1						1						2
Patdown						1				1			2
Patdown - Flyer										1			1
Patdown - General						1							1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling	2		1						1	1			5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Item	1									1			2
Screening	1						1		1		1		4
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process	1						1				1		3
<b>2022</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>7</b>					<b>46</b>
Civil Rights		1					2						3
Civil Rights - Age		1											1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							1						1
Customer Service		1		1		1	1	1					5
Customer Service - Others							1						1
Customer Service - TSO		1		1		1		1					4
Expedited Passenger Screening Program	4	1	1	3	6	4	7	6					32
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	1	1	3	6	4	7	6					31
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Screening	1			1									2
Screening - Inconsistency				1									1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CHS</b>	<b>45</b>	<b>39</b>	<b>35</b>	<b>52</b>	<b>36</b>	<b>66</b>	<b>78</b>	<b>79</b>	<b>27</b>	<b>27</b>	<b>42</b>	<b>48</b>	<b>574</b>
<b>2019</b>				<b>8</b>	<b>3</b>	<b>9</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>12</b>	<b>15</b>	<b>108</b>
Civil Rights								2			1		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening								1					1
Customer Service					1		3	1		2	2		9
Customer Service - TSO					1		3	1		2	2		9
Locks				1		1	2	1		2	1	1	9
Locks - Missing or Damaged Lock				1		1	2	1		2	1	1	9
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				1		3	4	3	3	4	4	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		3	3	3	3	4	3	4	24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				2		1	1	2		2	1	1	10
Patdown - Flyer				1		1	1	1		2	1	1	8
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling					2	2	8	2	3	2	2	3	24
Property - Special Handling - Damaged Items - Carry-On						1	1				1		3
Property - Special Handling - Damaged Items - Checked					1		1	1	1	2	1	1	8
Property - Special Handling - Missing Items - Carry-On							2	1					3
Property - Special Handling - Missing Items - Checked					1	1	4		2			2	10
Request for Assistance										1	1		2
Request for Assistance - Other										1	1		2
Screening				2		1	2	2	5	2		2	16
Screening - Inconsistency				1			1						2
Screening - Procedures/Process				1		1	1	2	4	1		2	12
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach										1			1
<b>2020</b>	<b>14</b>	<b>10</b>	<b>14</b>	<b>19</b>	<b>8</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>94</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	4	2	4	2	2	2	1	1		2		2	22
Customer Service - TSO	4	2	4	2	2	2	1	1		2		2	22
Locks	1	1		1			1						4
Locks - Missing or Damaged Lock	1	1		1			1						4
Mishandling of Passenger Property	2	3	5	1	2	3		1	1	1		2	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	3	1	2	3		1	1	1		1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	2										4
Patdown	3	1	2	2	4								12
Patdown - Flyer	3	1	2	1	4								11
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			1		1				1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1			1									2
Property - Special Handling	2		2	7		1		1	1	1	2	1	18
Property - Special Handling - Damaged Items - Carry-On				2		1							4
Property - Special Handling - Damaged Items - Checked			2	1							1		4
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	1			3				1	1	1	1		8
Screening	1	3	1	4									3
Screening - Procedures/Process	1	3	1	4									3
<b>2021</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>14</b>	<b>6</b>	<b>28</b>	<b>25</b>	<b>125</b>
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights		1					2	1					4
Civil Rights - Racial Profiling or Discrimination		1					1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Customer Service		3	2	1	2	1	3	4			7	1	24
Customer Service - Others					1								1
Customer Service - TSO		3	2	1	1	1	3	4			7	1	23
DHS TRIP											1		1
DHS TRIP - Status											1		1
Expedited Passenger Screening Program			1			3	2	5	8	3	15	17	54
Expedited Passenger Screening Program - DoD						1			1				2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck			1			2	2	5	7	3	14	17	51
Identification (ID) Requirements								1	1		1		3
Identification (ID) Requirements - Domestic								1	1		1		3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		2		1			1					1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1		1								1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1										1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1										1		2
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Lighters/Matches												1	1
Property - Special Handling							1	4	4		2	2	13
Property - Special Handling - Damaged Items - Carry-On							1	2	1		1	1	6
Property - Special Handling - Damaged Items - Checked								1	1			1	3
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked									1	1			2
Screening	1				1	3	2	2	1	2		2	14
Screening - Inconsistency										1		1	2
Screening - Procedures/Process	1				1	2	2	2	1	1		1	11
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2022</b>	<b>28</b>	<b>23</b>	<b>18</b>	<b>23</b>	<b>22</b>	<b>42</b>	<b>46</b>	<b>45</b>					<b>247</b>
Civil Rights													2
Civil Rights - Race													2
Customer Service	3	3	1	1	1		3	5					17
Customer Service - TSO	3	3	1	1	1		3	5					17
Expedited Passenger Screening Program	21	17	13	15	20	28	35	35					184
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1			1		1			1				4
Expedited Passenger Screening Program - TSA Appl		2	2		1		1	1					7
Expedited Passenger Screening Program	20	14	11	14	19	27	34	33					172
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Lost and Found						1	1						2
Lost and Found - Airport/TSA						1	1						2
Mishandling of Passenger Property		2				2	1	2					7
Mishandling of Passenger Property - Damaged/Missi		1				1	1	1					4
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)	1	1			1	3	1						7
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	1		1	5		2	2	3					14
Property - Special Handling - Damaged It	1			3		2	1	1					8
Property - Special Handling - Damaged Items - Checked			1	2				1					4
Property - Special Handling - Missing Items - Carry-On							1	1					2
Screening	1		1	2		2	2						8
Screening - Inconsistency				1			1						2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1		1	1		2							5



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CID</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>10</b>	<b>21</b>	<b>13</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>115</b>
<b>2019</b>					<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>16</b>
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service					1				2				3
Customer Service - TSO					1				2				3
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property								1		1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>						<b>1</b>	<b>15</b>
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2		2							1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--C			2		2								4
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling	1	1	1		1	1							5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items	1	1			1	1							4
<b>2021</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>23</b>
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									3	2	2	4	11
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	2	2	4	10
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missii		1					1						2
No Jurisdiction			1	1									2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other			1										1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
<b>2022</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>19</b>	<b>11</b>	<b>7</b>					<b>61</b>
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							4
Expedited Passenger Screening Program	3	6	4	3	4	15	10	5					50
Screening		1				2	1	2					6
Screening - Inconsistency								1					1
Screening - Procedures/Process		1				1	1	1					4
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CIU</b>	<b>1</b>		<b>3</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>18</b>
<b>2019</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>8</b>
Mishandling of Passenger Property						1	1	1			1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1				1	3
Property - Special Handling					1				1		1		3
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Checked											1		1
<b>2020</b>			<b>3</b>				<b>1</b>						<b>4</b>
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--C				2									2
Screening								1					1
Screening - Procedures/Process								1					1
<b>2021</b>	<b>1</b>					<b>1</b>					<b>1</b>	<b>1</b>	<b>4</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2022</b>						<b>1</b>			<b>1</b>				<b>2</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CKB</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>11</b>
<b>2019</b>					<b>1</b>		<b>1</b>			<b>1</b>		<b>1</b>	<b>4</b>
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling										1			2
Property - Special Handling - Damaged Items - Checked										1			2
<b>2020</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
<b>2021</b>						<b>2</b>		<b>1</b>					<b>3</b>
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
<b>2022</b>		<b>1</b>			<b>1</b>			<b>1</b>					<b>3</b>
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program - TSA PreC		1			1								2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CLE</b>	<b>77</b>	<b>73</b>	<b>93</b>	<b>100</b>	<b>126</b>	<b>142</b>	<b>147</b>	<b>141</b>	<b>65</b>	<b>82</b>	<b>70</b>	<b>72</b>	<b>1,188</b>
<b>2019</b>				<b>21</b>	<b>13</b>	<b>15</b>	<b>25</b>	<b>40</b>	<b>30</b>	<b>27</b>	<b>23</b>	<b>18</b>	<b>212</b>
Civil Rights				2	2		1	2	2	2			11
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear					1								1
Civil Rights - Racial Profiling or Discrimination				1			1	2	2	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening										1			1
Customer Service					3	3	6	12	2	2	5	3	36
Customer Service - TSO					3	3	6	12	2	2	5	3	36
Locks						1	2		1	1	1	3	9
Locks - Missing or Damaged Lock						1	2		1	1	1	3	9
Lost and Found							1		1				2
Lost and Found - Airport/TSA							1		1				2
Mishandling of Passenger Property				9	1	2	5	10	6	8	6	5	52
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	1	2	3	9	6	7	4	4	44
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1	1	2
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage				1						1	1		3
Patdown				1	1	2	1	3	2	2	5	1	18
Patdown - Flyer					1	1		3	2	2	4	1	14
Patdown - Non-Flyer				1		1	1				1		4
Persons w/ Disabilities (PWD)						2	1	2	7	1		2	15
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer									2				2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1	1			1	4
Property - Special Handling				6	5	1	6	7	5	9	5	1	45
Property - Special Handling - Damaged Items - Carry-On				1			1	1	2	3			8
Property - Special Handling - Damaged Items - Checked					1				1	2	2		6
Property - Special Handling - Missing Items - Carry-On					1		1	1	2				5
Property - Special Handling - Missing Items - Checked				5	3	1	4	5		4	3	1	26
Screening				3	1	4	2	4	4	2	1	3	24
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1	1	1	3	1	1		8
Screening - Procedures/Process				2	1	3		3	1	1		2	13
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach							1						1
<b>2020</b>	<b>18</b>	<b>19</b>	<b>23</b>	<b>14</b>	<b>18</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>17</b>	<b>10</b>	<b>16</b>	<b>153</b>
Civil Rights							1				1		2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	2	5	6		2	1				2	5	1	24
Customer Service - Others		1											1
Customer Service - TSO	2	4	6		2	1				2	5	1	23
Locks	1	2	1	1		1							6
Locks - Missing or Damaged Lock	1	2	1	1		1							6
Lost and Found													2
Lost and Found - Airport/TSA													2
Mishandling of Passenger Property	4	2	7	4	5	4		1		2		4	33
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1		1	2					1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	5	1	2	4		1		1		3	21
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage	1		2	2	1							1	7
Patdown		1		1	3								5
Patdown - Flyer		1		1	3								5
Persons w/ Disabilities (PWD)	1	2		1					2	1			7
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	7	4	4	6	2		2		2	8	2	9	46
Property - Special Handling - Damaged Items - Carry-On	1	1	1									1	4
Property - Special Handling - Damaged Items - Checked	3		1		1		1			3	1		10
Property - Special Handling - Missing Items - Carry-On				1			1					1	3
Property - Special Handling - Missing Items - Checked	3	3	2	5	1				2	5	1	7	29
Request for Assistance													1
Request for Assistance - Other													1
Screening	3	3	3	1	5	2		2		3	2	2	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	2	3	1	1	2	2		2		2	2	2	19
Screening - Retrieving Abandoned/Confiscated Items	1		1										2
<b>2021</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>17</b>	<b>20</b>	<b>31</b>	<b>38</b>	<b>37</b>	<b>38</b>	<b>236</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1				1	1	1	1	1	6
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination									1	1		1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		5	1	1	3	1	3	9	7	3	2	37
Customer Service - Others					1								1
Customer Service - TSO	2		5	1		3	1	3	9	7	3	2	36
Expedited Passenger Screening Program				1	3	4	9	12	11	21	25	33	119
Expedited Passenger Screening Program - TSA Application Program				1	1			1	2		1		6
Expedited Passenger Screening Program - TSA PreCheck					2	4	9	11	9	21	24	32	112
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	2	3		1	3		1		2	1	1		14
Mishandling of Passenger Property - Damaged/Missin		1			1		1		1				4
Mishandling of Passenger Property - Dam	2	2		1	2				1	1			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction				1							1		2
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other				1									1
Patdown									1	3	1	1	6
Patdown - Flyer									1	3	1	1	6
Persons w/ Disabilities (PWD)			1						1		1		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Chemical/Household Products										1			1
Property - Special Handling	4				1	3	3	4	3	2	1		21
Property - Special Handling - Damaged Items - Carry-On							1	2	1		1		5
Property - Special Handling - Damaged Items - Checked						2	1			1			4
Property - Special Handling - Missing Items - Carry-On							1	2	2	1			6
Property - Special Handling - Missing Item	4				1	1							6
Screening	1	3	1	4	2	2	2		3	2	4	1	25
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1	3		4	1	2	2		3	1	3	1	21
<b>2022</b>	<b>50</b>	<b>47</b>	<b>63</b>	<b>56</b>	<b>85</b>	<b>106</b>	<b>102</b>	<b>78</b>					<b>587</b>
Airline			1	1									2
Airline - Policy/Regulations/Service			1	1									2
Civil Rights		1	2			1							4
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Claims				1									1
Claims - General				1									1
Customer Service	4	4	4	2	2	4	5	3					28
Customer Service - TSO	4	4	4	2	2	4	5	3					28
Expedited Passenger Screening Program	34	36	51	47	77	93	88	67					493
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	1	7	3	4	2	2	2	3					24
Expedited Passenger Screening Program	33	29	47	43	75	90	86	64					467
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Identification (ID) Requirements	1						1						2
Identification (ID) Requirements - Domestic							1						1
Identification (ID) Requirements - ID Match	1												1
Locks	1												1
Locks - General	1												1
Mishandling of Passenger Property			1	1				2					4
Mishandling of Passenger Property - Damaged/Missing Items--C			1					2					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
No Jurisdiction							1	1					2
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1	1			1	2	1					8
Patdown - Children						1							1
Patdown - Flyer	2	1	1				2	1					7
Persons w/ Disabilities (PWD)	2		1	2		1		1					7
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	2	3	1		2	3	1	3					15
Property - Special Handling - Damaged It	1	1				1							3
Property - Special Handling - Missing Item	1							2					3
Property - Special Handling - Missing Items - Checke		2	1		2	2	1	1					9
Screening	4	2	1	2	4	1	5	1					20
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines					1		1	1					3
Screening - Procedures/Process	3	1			2	1	4						11

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated		1		1	1	1							4
<b>CLL</b>	<b>2</b>	<b>3</b>		<b>3</b>	<b>2</b>	<b>1</b>			<b>4</b>	<b>1</b>		<b>4</b>	<b>20</b>
<b>2019</b>									<b>2</b>				<b>2</b>
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>1</b>			<b>1</b>	<b>2</b>				<b>1</b>			<b>2</b>	<b>7</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Customer Service												1	1
Customer Service - TSO												1	1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1			1							1	3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1										1	2
<b>2021</b>		<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>2</b>	<b>7</b>
Civil Rights									1			1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Expedited Passenger Screening Program							1					1	2
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening			1		1					1			3
Screening - Procedures/Process			1		1					1			3
<b>2022</b>	<b>1</b>	<b>2</b>		<b>1</b>									<b>4</b>
Civil Rights	1												1
Civil Rights - Constitutional Rights	1												1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors			1										1
Screening					1								1
Screening - Procedures/Process					1								1
<b>CLT</b>	<b>169</b>	<b>139</b>	<b>164</b>	<b>182</b>	<b>196</b>	<b>201</b>	<b>199</b>	<b>265</b>	<b>140</b>	<b>167</b>	<b>172</b>	<b>131</b>	<b>2,125</b>
<b>2019</b>				<b>33</b>	<b>40</b>	<b>39</b>	<b>50</b>	<b>72</b>	<b>67</b>	<b>73</b>	<b>61</b>	<b>47</b>	<b>482</b>
Civil Rights				2	1	2		4	5	5	3	2	24
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin						1		1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination				2		1		1	3	3	1	1	12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				2	2	1	6
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				5	7	10	7	9	9	12	15	7	81
Customer Service - Others						1						1	2
Customer Service - TSO				5	7	9	7	9	9	12	15	6	79
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						2	1	4	3	2	2	2	16
Locks - General										1			1
Locks - Missing or Damaged Lock						2	1	4	3	1	2	2	15
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				9	8	8	13	16	15	15	12	11	107
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							3	1	1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				9	7	8	9	13	13	14	9	8	90
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2	1	1	2	3	10
Patdown				1	2	2	1	3	4	3		3	19
Patdown - Flyer				1	2	2	1	3	2	3		3	17
Patdown - Flyer as Observer									2				2
Persons w/ Disabilities (PWD)					3	2	5	5	5	3	6	1	30
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1			1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											2		2
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General								1				1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1						1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2	1	1	1		1		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1	1	2			5
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling				8	11	9	9	19	11	18	6	9	100
Property - Special Handling - Damaged Items - Carry-On				1			1	2	1	1			7
Property - Special Handling - Damaged Items - Checked				7	3	4	3	6	5	6	3	1	38
Property - Special Handling - Missing Items - Carry-On					2	1		2	3		1	2	11

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - 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		13
Screening - Procedures/Process				6	4	4	10	15	11	8	14	7	79
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach				1	1							2	4
<b>2020</b>	<b>60</b>	<b>39</b>	<b>66</b>	<b>68</b>	<b>55</b>	<b>28</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>28</b>	<b>32</b>	<b>32</b>	<b>433</b>
Civil Rights	3	4		1	1	1		1	1	2	1	3	18
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	2	1		1		1			1	2		1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2											2
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening		1										1	2
Customer Service	11	7	6	11	7	3	1	4	2	7	3	4	66
Customer Service - Others	1		1										2
Customer Service - TSO	10	7	5	11	7	3	1	4	2	7	3	4	64
Locks	6		3	2	1	3					4	1	20
Locks - Missing or Damaged Lock	6		3	2	1	3					4	1	20
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property	14	7	18	20	19	9	2	1	2	6	8	8	114
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2		1		1					1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	8	6	12	16	16	7	2		1	2	6	8	84
Mishandling of Passenger Property - Damaged/Missing Items--U.S. Mail			1										1
Mishandling of Passenger Property - Disposition	4	1	4	4	2	2		1	1	3	2		24
Patdown	3		1	2						1			7
Patdown - Flyer	2		1	2						1			6
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	2	7	6	5	2			1	1		3	31
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				3
Persons w/ Disabilities (PWD) - General	1		1	1								1	4
Persons w/ Disabilities (PWD) - Medically Necessary		1			2							1	4
Persons w/ Disabilities (PWD) - Mobility	2		3	1	1								7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1									1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	1	1								4
Property - Special Handling	9	7	13	16	9	4	2	1	4	9	16	9	99
Property - Special Handling - Damaged Items - Carry		1	1								1		3
Property - Special Handling - Damaged Items - Checked	2	3	1	5	4		1		1	2	7	4	30
Property - Special Handling - Missing Items - Checked	1	1	4	2	1	1		1		3			14
Property - Special Handling - Missing Items - Carry-on	6	2	7	9	4	3	1		3	4	8	5	52
Screening	10	12	17	9	13	6		2	1	2			76
Screening - Inconsistency													1
Screening - Lengthy Lines	4	1	5	2				1					13
Screening - Procedures/Process	5	10	11	6	11	5		1	1	2		3	55
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach	1	1	1	1	1	1							6
<b>2021</b>	<b>31</b>	<b>17</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>30</b>	<b>27</b>	<b>47</b>	<b>62</b>	<b>66</b>	<b>79</b>	<b>52</b>	<b>458</b>
Airline			1		1	1							3
Airline - Policy/Regulations/Service			1		1	1							3
Civil Rights			1		1	2			2	1	2		9
Civil Rights - Racial Profiling or Discrimination			1		1	2			2	1	2		9
Claims						1							1
Claims - General						1							1
Customer Service	2	7	6	9	6	2	9	7	7	13	11	2	81
Customer Service - CSM								1					1
Customer Service - Others								1					1
Customer Service - TSO	2	7	6	9	6	2	9	5	7	13	11	2	79
Expedited Passenger Screening Program					2	6	4	18	27	32	47	38	174
Expedited Passenger Screening Program - DoD									1	1	1		3
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program								2	4	1	1	2	10
Expedited Passenger Screening Program - TSA PreCheck					2	6	4	16	22	29	44	35	158
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1	1		2
Hazardous Materials Safety							1	1					2
Hazardous Materials Safety - General							1	1					2
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Identification (ID) Requirements								1	3	1	1		6
Identification (ID) Requirements - Domestic								1	3	1	1		6
Locks				1		1					1		3
Locks - Missing or Damaged Lock				1		1					1		3
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	7	4	3	1	2	2	3	3	2	2		1	30
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	4	2			1	2	1		2		1	21
Mishandling of Passenger Property - Disposition	1		1	1				2	1				6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction									2		1	2	5
No Jurisdiction - Refer to CBP												1	1
No Jurisdiction - Refer to Department of State												1	1
No Jurisdiction - Refer to Other									2		1		3
Patdown					1	1	1			2	3	1	9
Patdown - Flyer					1	1	1			2	3	1	9
Persons w/ Disabilities (PWD)			1	3	1	3		3	3	2	1	1	18
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General			1	1									2
Persons w/ Disabilities (PWD) - Hearing Impairment				1		1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							2		1	1			4
Persons w/ Disabilities (PWD) - Service Animals				1				1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items								1	1	1	2	1	6
Prohibited & Permitted Items - Alcohol and Tobacco											1	1	2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1	1				2
Property - Special Handling	14	2	1		1	7	4	5	5	7	4	3	53
Property - Special Handling - Damaged Items - Carry-On						1	1	2	4	1	3	1	13
Property - Special Handling - Damaged Items - Checked	4	1	1		1	2		2	1	2			14
Property - Special Handling - Missing Items - Carry-On						1	1			1	1	2	6
Property - Special Handling - Missing Items - Checked	10	1			3	2	1	1		3			20
Screening	7	4		3	2	4	5	6	9	5	5	3	53
Screening - Inconsistency					1	3	1			1	3	2	11
Screening - Lengthy Lines							1	2	3				6
Screening - Procedures/Process	7	4		3	1	1	3	4	6	4	2	1	36
TWIC								1					1
TWIC - General								1					1
<b>2022</b>	<b>78</b>	<b>83</b>	<b>85</b>	<b>64</b>	<b>84</b>	<b>104</b>	<b>117</b>	<b>137</b>					<b>752</b>
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights	2	1	2		1			1					7
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	2	1	2										5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Claims								1					1
Claims - General								1					1
Customer Service	9	12	15	4	3	8	9	10					70
Customer Service - CSM			1										1
Customer Service - TSO	9	12	14	4	3	8	9	10					69
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	44	58	48	49	68	84	80	107					538
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - Checked	2	10	2	4	5	1	4	5					33
Expedited Passenger Screening Program - TSA/DHS	42	47	46	44	63	83	76	102					503
Identification (ID) Requirements	2	1		1		2							6
Identification (ID) Requirements - Domestic	2	1		1		1							5
Identification (ID) Requirements - Real ID						1							1
Locks	1		1				1						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	2						3	3					8
Mishandling of Passenger Property - Damaged	1						1	3					5
Mishandling of Passenger Property - Damaged - Checked	1						1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction	2	2				1		2					7
No Jurisdiction - No Referral	1	1						1					3
No Jurisdiction - Refer to CBP		1				1		1					3
No Jurisdiction - Refer to Other	1												1
Patdown	1	1			1	1	2	3					9
Patdown - Flyer	1				1	1	2	3					8
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	5	4	1	1		3						19
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1									4
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		2						3
Persons w/ Disabilities (PWD) - Mobility Disability	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1										2
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Food/Beverage	1												1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	1		1	5	5	2	3	5					22
Property - Special Handling - Damaged Items - Carry-On				1	1			1					3
Property - Special Handling - Damaged Items - Checked				1	1		2						4
Property - Special Handling - Missing Items - Carry-On			1		3	1		1					6
Property - Special Handling - Missing Item	1			3		1	1	3					9
Screening	7	3	13	4	4	6	16	4					57
Screening - Crew Member or Airline Employee			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/Confiscated Items				1	1		1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMH</b>	<b>82</b>	<b>60</b>	<b>74</b>	<b>72</b>	<b>71</b>	<b>102</b>	<b>94</b>	<b>100</b>	<b>43</b>	<b>54</b>	<b>52</b>	<b>42</b>	<b>846</b>
<b>2019</b>				<b>11</b>	<b>17</b>	<b>23</b>	<b>22</b>	<b>23</b>	<b>19</b>	<b>19</b>	<b>18</b>	<b>21</b>	<b>173</b>
Civil Rights				1		1	1	1	2	2	2	1	11
Civil Rights - Age				1									1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimination								1	2	1	2	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening										1			1
Customer Service				2	2	6	4	3	3	2	3	7	32
Customer Service - Others												1	1
Customer Service - TSO				2	2	6	4	3	3	2	3	6	31
Locks					1				3				4
Locks - Missing or Damaged Lock					1				3				4
Mishandling of Passenger Property				2	3	5	2	6	3	5	6	6	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	3	4	1	4	1	3	3	5	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	2	2			1	7
Patdown					5	2	2	5	6		1	1	22
Patdown - Children						1							1
Patdown - Flyer					5	1	1	5	5		1	1	19
Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD)				1	3	2	4			3		1	14
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	1					1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1					1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				3	2	4	4	6	4	5	3	2	33
Property - Special Handling - Damaged Items - Carry-On						1			2		1		4
Property - Special Handling - Damaged Items - Checked				1		1	1	2		1	1	1	8
Property - Special Handling - Missing Items - Carry-On											1	1	2
Property - Special Handling - Missing Items - Checked				2	2	2	3	4	2	4			19
Screening				2	1	3	2	2	1	2	3	3	19
Screening - Inconsistency					1	1		1					3
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process				2		1	2	1	1	2	3	2	14
<b>2020</b>	<b>36</b>	<b>16</b>	<b>32</b>	<b>22</b>	<b>25</b>	<b>12</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>182</b>
Civil Rights	3		2			1					2		8
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1										1		2
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity	1		1										2
Civil Rights - Transgender Screening	1					1							2
Customer Service	7	2	4	3	7	2		1		3	1	1	31
Customer Service - Others			1		1								2
Customer Service - TSO	7	2	3	3	6	2		1		3	1	1	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic						1							1
Locks	3		1	2					1				7
Locks - Missing or Damaged Lock	3		1	2					1				7
Lost and Found	1									1			2
Lost and Found - Airport/TSA	1									1			2
Mishandling of Passenger Property	1	1	6	5	4	6		1	2	2	3	1	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1	2	1	1							5
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1	3	3	3	5		1	2	1	1	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2							1	2		5
Patdown	4	3	1		2			1				1	12
Patdown - Children					1								1
Patdown - Flyer	4	3	1		1			1				1	11
Persons w/ Disabilities (PWD)	1	5	3	2	3					3	2		19
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (diagnosis)	1												1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Diapers		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	2		1						2		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	8	5	8	9	5	2	1	2	1	1		2	44
Property - Special Handling - Damaged Items - Carry-On	1		1	2	1								5
Property - Special Handling - Damaged Items - Checked	2	4	3					2	1			1	13
Property - Special Handling - Missing Items - Carry-On	3		1	2	2								8
Property - Special Handling - Missing Items - Checked	2	1	3	5	2	2	1			1		1	18
Screening	7		7	1	3	1		1		1	2	2	25
Screening - Inconsistency													1
Screening - Procedures/Process	7		7	1	2			1		1	1	1	21

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach					1	1							2
<b>2021</b>	<b>18</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>21</b>	<b>20</b>	<b>24</b>	<b>24</b>	<b>14</b>	<b>151</b>
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2				1		1	1	1	2		10
Civil Rights - Racial Profiling or Discrimination	2	1				1							4
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1						1					2
Civil Rights - Transgender Screening										1	2		3
Customer Service	6	2	1		1	2	2	4	2	6	3	3	32
Customer Service - TSO	6	2	1		1	2	2	4	2	6	3	3	32
Expedited Passenger Screening Program				1			1	4	7	9	12	7	41
Expedited Passenger Screening Program - TSA Application Program								1	1	1	3	3	9
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	6	8	9	4	32
Flying Armed			1										1
Flying Armed - General			1										1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic				1							1		2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	6	1	1							1	1	1	11
Mishandling of Passenger Property - Damaged	2	1									1		4
Mishandling of Passenger Property - Damaged/Checked	3									1		1	5
Mishandling of Passenger Property - Disarrayed	1		1										2
Patdown	1						1	1	2				6
Patdown - Flyer	1						1	1	2				6
Persons w/ Disabilities (PWD)						1	1	2	1	2			7
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Prohibited & Permitted Items									1		1		2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling	1			1		1	2	5	4	2	1	1	18
Property - Special Handling - Damaged Items - Carry-On						1		2	3	1			7
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items	1						1			1			3
Property - Special Handling - Missing Items - Checked				1			1	3				1	6
Screening	2	1		1	1	1	2	4	2	3	1	1	19
Screening - Inconsistency								1	2		1	1	5
Screening - Lengthy Lines				1				1					2
Screening - Procedures/Process	2	1				1	2	2		3			12
<b>2022</b>	<b>28</b>	<b>38</b>	<b>39</b>	<b>35</b>	<b>27</b>	<b>61</b>	<b>62</b>	<b>50</b>					<b>340</b>
Civil Rights		1		1									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening		1											1
Customer Service	6	9	7	4	5	8	5	2					46
Customer Service - CSM		1											1
Customer Service - TSO	6	8	7	4	5	8	5	2					45
Expedited Passenger Screening Program	16	18	23	23	17	45	46	44					232
Expedited Passenger Screening Program - DoD			1				2						3
Expedited Passenger Screening Program	1		1		1	2	2	7					14
Expedited Passenger Screening Program	15	18	21	23	16	43	41	37					214
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		1				2	4						7
Mishandling of Passenger Property - Damaged/Missing		1				1	2						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		1	2	3	1		2	1					10
Patdown - Flyer		1	2	3	1		2	1					10
Persons w/ Disabilities (PWD)	1		1	1	1	1							5
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1					1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	4		1	2	3	3						15
Property - Special Handling - Damaged Items - Carry-On		2			1	1							4
Property - Special Handling - Damaged Items - Checked	2			1		1							4
Property - Special Handling - Missing Items - Carry-On	1					1							2
Property - Special Handling - Missing Items - Checked	1				1		3						5
Screening	2	4	4	2	1	1	2	3					19
Screening - Children				1									1
Screening - Inconsistency	1	1					1						3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		3	3	1	1	1	1	3					13
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMI</b>		<b>1</b>	<b>2</b>		<b>1</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>27</b>
<b>2019</b>						<b>2</b>	<b>1</b>	<b>2</b>				<b>3</b>	<b>8</b>
Customer Service						1		1					1
Customer Service - TSO						1		1					1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening									1				1
Screening - Lengthy Lines									1				1
<b>2020</b>					<b>1</b>	<b>3</b>	<b>1</b>				<b>1</b>		<b>6</b>
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening								2					2
Screening - Procedures/Process								2					2
<b>2021</b>			<b>1</b>			<b>1</b>				<b>2</b>		<b>2</b>	<b>6</b>
Customer Service									1		2		3
Customer Service - TSO									1		2		3
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>2</b>					<b>7</b>
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1					1	2				4
Expedited Passenger Screening Program - TSA PreC			1					1	2				4
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMX</b>			1		1	1	2			1		1	7
<b>2019</b>					1		1					1	3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2021</b>										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
<b>2022</b>			1			1	1						3
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CNY</b>	<b>1</b>	<b>2</b>					<b>3</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>14</b>
<b>2019</b>							<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>8</b>
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Checked											1	1	2
Screening							1	2					3
Screening - Procedures/Process							1	2					3
<b>2020</b>	<b>1</b>												<b>1</b>
Locks	1												1
Locks - Missing or Damaged Lock	1												1
<b>2021</b>			<b>1</b>										<b>1</b>
Screening			1										1
Screening - Procedures/Process			1										1
<b>2022</b>			<b>1</b>				<b>1</b>	<b>2</b>					<b>4</b>
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA PreCheck								2					2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>COD</b>	<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>25</b>
<b>2019</b>								<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>8</b>
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening								2			1		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process								1					1
Screening - Security Breach								1					1
<b>2020</b>					<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>	<b>1</b>							<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>8</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service										1			1
Customer Service - TSO										1			1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Carry-On											2		2
Screening								1	1		1		3
Screening - Procedures/Process								1	1		1		3
<b>2022</b>						<b>2</b>	<b>1</b>	<b>2</b>					<b>5</b>
Expedited Passenger Screening Program						1		2					3
Expedited Passenger Screening Program - TSA PreCheck						1		2					3
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>COS</b>	<b>13</b>	<b>31</b>	<b>18</b>	<b>22</b>	<b>20</b>	<b>31</b>	<b>30</b>	<b>37</b>	<b>14</b>	<b>22</b>	<b>26</b>	<b>18</b>	<b>282</b>
<b>2019</b>				<b>3</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>40</b>
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1	1	1	1	3	1		1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	1	1	2				2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1		1		3
Patdown							1		2	1	2		6
Patdown - Flyer							1		2	1	2		6
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1			4	1		1	2	2	11
Property - Special Handling - Damaged Items - Checked							1			1		1	3
Property - Special Handling - Missing Items - Carry-On							1				1		2
Property - Special Handling - Missing Items - Checked				1			2	1			1	1	6
Screening						1	1	2	1		1	1	7
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2020</b>	<b>5</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>1</b>			<b>5</b>	<b>3</b>		<b>42</b>
Civil Rights		1			1	1				1			4
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1							2
Customer Service	1	2								1			4
Customer Service - TSO	1	2								1			4
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1		1	2	2	1	1			2	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	2	1	1	1			1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medically	1			1		1							3
Property - Special Handling	2	5	2	3		1				1	2		16
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked	1	2		1							1		5
Property - Special Handling - Missing Items - Carry-On	1	3	2	2		1							10
<b>2021</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>14</b>	<b>17</b>	<b>12</b>	<b>71</b>
Civil Rights									2	2			4
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination									1	1			2
Civil Rights - Transgender Screening									1				1
Customer Service	1	1						3	4	1	3		13
Customer Service - TSO	1	1						3	4	1	3		13
Expedited Passenger Screening Program							1	1	3	5	4	3	17
Expedited Passenger Screening Program - TSA PreCheck							1	1	3	5	4	3	17
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1			2		3	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2		2	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1					1	3
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown											1	3	4
Patdown - Flyer											1	2	3
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)						1					2		3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - General											1		1
Property - Special Handling		1			1			2		2	1	1	8
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked		1			1			1					3
Property - Special Handling - Missing Items - Carry-On										1	1		2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening		1	1			1			1	2	3	2	11
Screening - Inconsistency			1								2		3
Screening - Lengthy Lines											1	1	2
Screening - Procedures/Process		1				1			1	2		1	6
<b>2022</b>	<b>7</b>	<b>18</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>21</b>	<b>19</b>	<b>24</b>					<b>129</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas		1											1
Business, Suggestions, and Ideas - General		1											1
Customer Service	1	2	2			1	1	5					12



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 - Domestic		1		1									2
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missi		1											1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown		1			1			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 Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item	1												1
Screening	1	1	2	1	1		1	1					8
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	2	1	1		1	1					7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>COU</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>50</b>	
<b>2019</b>				<b>1</b>	<b>3</b>			<b>3</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>12</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Locks					1				1				2
Locks - Missing or Damaged Lock					1				1				2
Mishandling of Passenger Property					1						2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						2		3
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening									2				2
Screening - Procedures/Process									2				2
<b>2020</b>	<b>2</b>	<b>1</b>			<b>1</b>						<b>1</b>	<b>1</b>	<b>6</b>
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening	1					1					1		3
Screening - Procedures/Process	1					1					1		3
<b>2021</b>		<b>1</b>								<b>2</b>	<b>5</b>	<b>1</b>	<b>9</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program										2	1		3
Expedited Passenger Screening Program - TSA PreCheck										2	1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening											1	1	2
Screening - Inconsistency												1	1
Screening - Procedures/Process											1		1
<b>2022</b>		<b>3</b>	<b>3</b>	<b>7</b>		<b>5</b>	<b>3</b>	<b>2</b>					<b>23</b>
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		2	1	6		5	2	2					18
Expedited Passenger Screening Program - TSA Appl		1					1						2
Expedited Passenger Screening Program - TSA PreC		1	1	6		4	2	2					16
Patdown													1
Patdown - Flyer			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CPR</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>3</b>		<b>33</b>
<b>2019</b>						<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>9</b>
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						2	1		2				5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						1	1		2				4
<b>2020</b>	<b>2</b>		<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>		<b>7</b>
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Property - Special Handling	1		1	1									3
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening											1		1
Screening - Security Breach											1		1
<b>2021</b>	<b>2</b>		<b>1</b>		<b>1</b>				<b>4</b>	<b>3</b>			<b>11</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1		1						1				3
Customer Service - TSO	1		1						1				3
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown									2				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer									1				1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2022</b>		<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>					<b>6</b>
Expedited Passenger Screening Program		1				2		1					4
Expedited Passenger Screening Program - TSA PreC		1				2		1					4
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CRP</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>78</b>
<b>2019</b>				<b>2</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>5</b>		<b>2</b>	<b>17</b>
Civil Rights									1	1			2
Civil Rights - Racial Profiling or Discrimination									1	1			2
Customer Service				1		1				1			3
Customer Service - TSO				1		1				1			3
Mishandling of Passenger Property									2	2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2				2
Patdown				1					1	1			3
Patdown - Flyer				1					1	1			3
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening						1	1		1			1	4
Screening - Procedures/Process						1	1		1				3
Screening - Security Breach												1	1
<b>2020</b>	<b>5</b>	<b>1</b>	<b>4</b>		<b>2</b>	<b>1</b>					<b>2</b>	<b>2</b>	<b>17</b>
Mishandling of Passenger Property	1		1		2						1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1				1						1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2		1			1					1	1	6
Property - Special Handling - Damaged It	1											1	2
Property - Special Handling - Missing Item	1		1			1					1		4
Screening	1	1	2									1	5
Screening - Procedures/Process	1	1	2									1	5
<b>2021</b>	<b>2</b>			<b>1</b>	<b>3</b>			<b>1</b>	<b>3</b>	<b>1</b>			<b>11</b>
Customer Service	1				2				1				4
Customer Service - TSO	1				2				1				4
Expedited Passenger Screening Program					1			1		1			3
Expedited Passenger Screening Program - TSA PreCheck					1			1		1			3
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2022</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>2</b>					<b>33</b>
Civil Rights			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		1					2	2					5
Customer Service - TSO		1					2	2					5
Expedited Passenger Screening Program	1		1	4	1	5	4						16
Expedited Passenger Screening Program - TSA Application Program				1	1	1	1						4
Expedited Passenger Screening Program	1		1	3		4	3						12
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Patdown					1	2							3
Patdown - Flyer					1	2							3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening				2			1						3
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CRW</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>4</b>		<b>5</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>41</b>
<b>2019</b>				<b>1</b>	<b>6</b>	<b>4</b>		<b>5</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>15</b>
Civil Rights				1	6	4		5	2	4	8	3	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property				1							1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							1	1	3
Patdown											1		2
Patdown - Flyer								1			1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On								1			1		2
Screening										1		2	3
Screening - Procedures/Process										1		2	3
<b>2020</b>		<b>1</b>	<b>2</b>		<b>2</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>8</b>
Customer Service		1	2		2				1	1		1	1
Customer Service - TSO			1		1								1
Mishandling of Passenger Property		1	1							1		1	4
Mishandling of Passenger Property - Damaged/Missii		1	1							1		1	4
Patdown													1
Patdown - Flyer													1
Property - Special Handling										1			2
Property - Special Handling - Missing Items - Checked										1			2
<b>2021</b>	<b>1</b>		<b>1</b>			<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
Civil Rights	1		1			2		1		1	1	1	1
Civil Rights - Racial Profiling or Discrimination										1			1
Expedited Passenger Screening Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck								1			1		2
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Dam		1							1				2
Screening				1								1	3
Screening - Inconsistency				1									1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process												1	1
<b>2022</b>	<b>1</b>		<b>2</b>		<b>4</b>	<b>1</b>		<b>2</b>					<b>10</b>
Expedited Passenger Screening Program	1		2		4	1		2					9
Expedited Passenger Screening Program	1		1		4	1		2					9
Screening				1									1
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CVG</b>	<b>64</b>	<b>51</b>	<b>61</b>	<b>67</b>	<b>55</b>	<b>80</b>	<b>72</b>	<b>103</b>	<b>49</b>	<b>50</b>	<b>53</b>	<b>39</b>	<b>744</b>
<b>2019</b>				<b>11</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>16</b>	<b>18</b>	<b>19</b>	<b>12</b>	<b>115</b>
Civil Rights							2	1	1	1		1	6
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Customer Service				1	1	3		1		2	4	1	13
Customer Service - Others						1					1		2
Customer Service - TSO				1	1	2		1		2	3	1	11
Identification (ID) Requirements									1				1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues									1				1
Locks				1	2	1	2	1	2	1	2		12
Locks - Missing or Damaged Lock				1	2	1	2	1	2	1	2		12
Mishandling of Passenger Property				2		1	2	3	1	2	6	4	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		1	1	3	1	1	2	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	2	1	4
Patdown				1					2	1	3	1	8
Patdown - Flyer				1					2		3	1	7
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1		1			2		1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1					1	2
Property - Special Handling				3	3	3	2	2	2	6	1	4	26
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				2		1						1	4
Property - Special Handling - Missing Items - Carry-On										1		3	4
Property - Special Handling - Missing Items - Checked				1	3	2	2	2	1	5	1		17
Request for Assistance					1			1			1		3
Request for Assistance - Other					1			1			1		3
Screening				3	1		1	3	7	3	2		20
Screening - Inconsistency									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				2			1	2	6	1	2		14
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach								1		1			2
<b>2020</b>	<b>8</b>	<b>15</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>7</b>		<b>3</b>	<b>3</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>89</b>
Civil Rights	1			1						3	1		6
Civil Rights - Racial Profiling or Discrimination	1			1						3			5
Civil Rights - Transgender Screening											1		1
Customer Service	1	4	4		1				1			1	12
Customer Service - Others			1										1
Customer Service - TSO	1	4	3		1				1			1	11
Locks		2		2				1		1			6
Locks - Missing or Damaged Lock		2		2				1		1			6
Mishandling of Passenger Property	2	1	2	3	2	2	2	1	1	2	1	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	2	1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	2	2	2	2				2	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)	2		1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility Device	1												1
Property - Special Handling	2	4	3	1	1	2				2	2	1	18
Property - Special Handling - Damaged Items - Carry-On			1									1	2
Property - Special Handling - Damaged Items - Checked	2		2	1	1						1		7
Property - Special Handling - Missing Items - Carry-On		2				1				2			5
Property - Special Handling - Missing Items - Checked	2					1					1		4
Screening		4	2	1	5	2		1	1	2	1	1	20
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1	2						1		4
Screening - Procedures/Process		4	2		3			1		1		1	12
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach									1				1
Screening - Traveling with Cash										1			1
<b>2021</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>30</b>	<b>22</b>	<b>28</b>	<b>20</b>	<b>158</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights	1						2		1		1	2	7
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination	1								1			1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2					1	1	3	4	5	4	1	21
Customer Service - CSM									1				1
Customer Service - TSO	2					1	1	3	3	5	4	1	20
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program						5	6	4	12	9	20	14	70
Expedited Passenger Screening Program - TSA Application Program						2			1		2	3	8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreCheck						3	6	4	11	9	18	11	62
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found				1			1						2
Lost and Found - Airport/TSA				1			1						2
Mishandling of Passenger Property	4	1			2		2	4	4			1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On Luggage	2				1			2					5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1			1		1	1	4				10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1					2
No Jurisdiction								1					1
No Jurisdiction - Refer to CBP								1					1
Patdown						1			1	1			3
Patdown - Flyer						1							1
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)									1			2	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Food/Beverages									1				1
Property - Special Handling	3	1		2		2			2	2	1		13
Property - Special Handling - Damaged Items - Carry-On				2					1				3
Property - Special Handling - Damaged Items - Checked Baggage	1	1					1			1			4
Property - Special Handling - Missing Items - Carry-On						1			1		1		3
Property - Special Handling - Missing Items - Checked Baggage	2									1			3
Screening	1	1	2	1				2	3	4	2		16
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines		1							1				2
Screening - Procedures/Process	1		2					2	2	4	1		12
<b>2022</b>	<b>45</b>	<b>33</b>	<b>47</b>	<b>43</b>	<b>35</b>	<b>56</b>	<b>50</b>	<b>73</b>					<b>382</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline				1			1						2
Airline - Policy/Regulations/Service				1			1						2
Civil Rights				1		1							2
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	7	1	2	2	1	3	1	5					22
Customer Service - Others	3												3
Customer Service - TSO	4	1	2	2	1	3	1	5					19
Expedited Passenger Screening Program	33	31	43	35	29	44	45	55					315
Expedited Passenger Screening Program - Active Duty		1											1
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA/DHS	31	26	37	34	28	43	45	50					294
Expedited Passenger Screening Program - TSA/Other	2	3	5	1	1	1		5					18
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1			1	2					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1				1					2
No Jurisdiction								2					2
No Jurisdiction - No Referral								2					2
Persons w/ Disabilities (PWD)			1	1	1		1	2					6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	3				2	3							8
Property - Special Handling - Damaged Items - Carry-On	2				1								3
Property - Special Handling - Missing Items - Carry-On						2							2
Property - Special Handling - Missing Items - Checked Baggage	1				1	1							3
Screening	2	1		1	2	5	1	6					18
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1		1		3					5
Screening - Procedures/Process	2	1				3	1	3					10
Screening - Retrieving Abandoned/Confiscated Items					2								2



TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CWA</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>38</b>
<b>2019</b>					<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>11</b>
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Mishandling of Passenger Property					1				1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling								2					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1	1			1	3
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process									1			1	2
<b>2020</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>9</b>
Civil Rights				1								1	2
Civil Rights - Age												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1										1
Customer Service - TSO			1										1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening	2						1	1					4
Screening - Lengthy Lines	1							1					2
Screening - Procedures/Process	1						1						2
<b>2021</b>				<b>1</b>			<b>1</b>		<b>1</b>			<b>1</b>	<b>4</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Prohibited & Permitted Items				1			1						2
Prohibited & Permitted Items - Food/Beverages				1			1						2
<b>2022</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>					<b>14</b>
Customer Service								2					2
Customer Service - TSO								2					2
Expedited Passenger Screening Program	2	1	1	2	2	1	1						10
Expedited Passenger Screening Program	2	1	1	2	2	1	1						10
Screening		2											2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CYS</b>	<b>1</b>		<b>1</b>		<b>3</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>14</b>
<b>2019</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Screening								1			1		2
Screening - Procedures/Process											1		1
Screening - Security Breach								1					1
<b>2020</b>	<b>1</b>				<b>1</b>	<b>1</b>							<b>3</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
<b>2021</b>			<b>1</b>		<b>1</b>								<b>2</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
<b>2022</b>								<b>2</b>					<b>2</b>
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

TSA Contact Center (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
<b>DAB</b>	<b>7</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>9</b>	<b>16</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>108</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>26</b>
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property							2	1		1	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	1		1	2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown						3	1	1	1				6
Patdown - Flyer						3	1	1	1				6
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling					1			2		1			4
Property - Special Handling - Damaged Items - Checked					1			2					3
Property - Special Handling - Missing Items - Checked										1			1
Screening				1				1				1	3
Screening - Inconsistency				1									1
Screening - Procedures/Process								1				1	2
<b>2020</b>	<b>2</b>	<b>2</b>	<b>4</b>			<b>4</b>			<b>2</b>	<b>1</b>	<b>2</b>		<b>17</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service		1	1			1					1		4
Customer Service - TSO		1	1			1					1		4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1			1					1		5
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Mishandling of Passenger Property - Dam	1		1								1		3
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						2			1				3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening										1			1
Screening - Procedures/Process										1			1
TSA Contact Information				1									1
TSA Contact Information - General				1									1
<b>2021</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>5</b>		<b>3</b>	<b>5</b>	<b>30</b>
Civil Rights								1				1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Claims			1										1
Claims - General			1										1
Customer Service				1	1	1							3
Customer Service - TSO				1	1	1							3
Expedited Passenger Screening Program								1	5		3	2	11
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA PreCheck								1	5		2	2	10
Locks					1								1
Locks - General					1								1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2		1			1					1	5
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	1	1				1							3
Screening - Procedures/Process								1					1
Screening - Security Breach	1	1											2
<b>2022</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>6</b>					<b>35</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	2	6	3	1	5	3	3	4					27
Expedited Passenger Screening Program - TSA Appl	2	2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3	3	4					24
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	1	1		1									3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		1											1
Screening								2					2
Screening - Procedures/Process								2					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DAL</b>	<b>75</b>	<b>107</b>	<b>93</b>	<b>97</b>	<b>89</b>	<b>102</b>	<b>108</b>	<b>133</b>	<b>57</b>	<b>98</b>	<b>86</b>	<b>74</b>	<b>1,119</b>
<b>2019</b>				<b>24</b>	<b>27</b>	<b>28</b>	<b>28</b>	<b>40</b>	<b>24</b>	<b>40</b>	<b>34</b>	<b>25</b>	<b>270</b>
Civil Rights				4	1	1	1		1		1	1	10
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination				3		1	1		1		1		7
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				4	7	5	2	10	5	8	3	6	50
Customer Service - Others								1				1	2
Customer Service - TSO				4	7	5	2	9	5	8	3	5	48
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks				1			1		1	2	2		7
Locks - Missing or Damaged Lock				1			1		1	2	2		7
Lost and Found				1			1		1				3
Lost and Found - Airport/TSA				1			1		1				3
Mishandling of Passenger Property				5	6	11	8	6	3	12	7	7	65
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			3	1	1	2	2		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	4	6	6	5	3	9	5	7	49
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	2	1			1			6
Patdown				2	1	4	2	2	1	4	3	1	18
Patdown - Children					1								1
Patdown - Flyer					1	1	3	1	1	4	3	1	15
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)				1	1	2	1	5		1	3	2	16
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1						1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1					1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	2					3
Property - Special Handling				6	6	6	7	11	8	8	10	4	66
Property - Special Handling - Damaged Items - Carry-On					1					2	1	1	5
Property - Special Handling - Damaged Items - Checked					3	2	3	4	3	1	4	1	21
Property - Special Handling - Missing Items - Carry-On				1	1	1	2	1	2		3	1	12
Property - Special Handling - Missing Items - Checked				5	1	3	2	6	3	5	2	1	28
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				2	4	1	3	6	4	5	5	3	33
Screening - Inconsistency								1					1
Screening - Lengthy Lines					1				1	1		2	5
Screening - Procedures/Process				2	3		3	5	3	3	5	1	25
Screening - Security Breach										1			2
<b>2020</b>	<b>29</b>	<b>42</b>	<b>47</b>	<b>39</b>	<b>19</b>	<b>21</b>	<b>3</b>	<b>2</b>	<b>11</b>	<b>18</b>	<b>16</b>	<b>17</b>	<b>264</b>
Civil Rights	1		2	2		1				1	1		8
Civil Rights - Racial Profiling or Discrimination			2	1		1					1		5
Civil Rights - Sex/Gender/Gender Identity	1									1			2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	3	6	7	4	2	5				2	4		33
Customer Service - TSO	3	6	7	4	2	5				2	4		33
Locks		1	1	1	3	1	1			1		3	12
Locks - Missing or Damaged Lock		1	1	1	3	1	1			1		3	12
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	9	16	10	8	3		1	3	4	4	3	67
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	2	2	1						1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	7	12	7	5	3		1	3	4	2	2	51
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	2	1	2						1	1	9
Patdown	4	4	5	2	1	1							17
Patdown - Children			1										1
Patdown - Flyer	4	4	4	2	1	1							16
Persons w/ Disabilities (PWD)	1	4	2	1		2			1	1	1		13
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		3	1	1					1				6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1					1				1			3
Property - Special Handling	8	8	13	13	2	4	1	1	5	7	6	9	77
Property - Special Handling - Damaged Items - Carry-On	1		3	1		1			1	1			8
Property - Special Handling - Damaged Items - Checked	2	2	4	1	1				2	2	1	3	18
Property - Special Handling - Missing Items - Carry-On	2	1	1	3	1	2							12
Property - Special Handling - Missing Items - Checked	3	5	5	8	1	1	1	1	2	4	5	4	39
Screening	6	10	1	5	3	4	1		2	2		2	36
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2	2											4
Screening - Procedures/Process	3	5	1	4	3	4	1		2	2		2	27
Screening - Security Breach		3		1									4
<b>2021</b>	<b>21</b>	<b>12</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>16</b>	<b>19</b>	<b>31</b>	<b>22</b>	<b>40</b>	<b>36</b>	<b>32</b>	<b>254</b>
Civil Rights		1	2		2		1	1	1	1	1		10
Civil Rights - Civil Rights Violation (TSA Employee)			1							1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination			1		2		1	1	1				7
Customer Service	2	2	4	2	3		3	6	3	6	3	3	37
Customer Service - TSO	2	2	4	2	3		3	6	3	6	3	3	37
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program						4	4	9	6	22	28	18	91
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program								1		1	3	1	6
Expedited Passenger Screening Program - TSA PreCheck						3	4	7	6	19	25	17	81
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1		1		1			3
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements							1	1					2
Identification (ID) Requirements - Domestic							1	1					2
Locks	1	1						1	1		1		5
Locks - Missing or Damaged Lock	1	1					1	1		1			5
Mishandling of Passenger Property	2	3	1	2		1		1	2			2	14
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Dam	2	2	1	2		1		1	1			2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1				1			1		3
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to Other											1		2
No Subject				1									1
No Subject - General				1									1
Patdown	2		1			1		1				1	6
Patdown - Children						1							1
Patdown - Flyer	2							1				1	4
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					2		3	2			2	10
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service A						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items			1				1						2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump							1						1
Prohibited & Permitted Items - Lighters/Matches			1										1
Property - Special Handling	9	3			1	4	3	6	7	5	1		39
Property - Special Handling - Damaged It	1	1				1		1	3	1			8
Property - Special Handling - Damaged It	3	2				1	2		1	1	1		11
Property - Special Handling - Missing Item	3					1		1	2	1			8
Property - Special Handling - Missing Item	2				1	1	1	4	1	2			12
Screening	4	2			3	3	5	2	1	5	1	6	32
Screening - Children						1							1
Screening - Inconsistency	1				2		2			1		2	8
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	3	1				2	3	1	1	4	1	4	20
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach		1											1
<b>2022</b>	<b>25</b>	<b>53</b>	<b>36</b>	<b>28</b>	<b>34</b>	<b>37</b>	<b>58</b>	<b>60</b>					<b>331</b>
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		3		1		1							5
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service		2		1		1							4
Civil Rights							1	2					3
Civil Rights - Race							1	1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	3	10	3	2	3	3	6	3					33
Customer Service - TSO	3	10	3	2	3	3	6	3					33
Expedited Passenger Screening Program	17	33	28	19	27	28	40	43					235
Expedited Passenger Screening Program - DoD			1			1							2
Expedited Passenger Screening Program	1		1	1	3	3	1	1					11
Expedited Passenger Screening Program	15	33	26	18	24	24	39	42					221
Expedited Passenger Screening Program	1												1
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found					1			2					3
Lost and Found - Airport/TSA					1			2					3
Mishandling of Passenger Property		2						2					4
Mishandling of Passenger Property - Damaged/Missii		1						1					2
Mishandling of Passenger Property - Damaged/Missii		1						1					2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1	1	1									3
Patdown - Flyer		1	1										2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		2			1	4	1					9
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1			1							2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Property - Special Handling	3	1	2	1	1	1		4					13
Property - Special Handling - Damaged Items	1	1	2		1	1		1					7
Property - Special Handling - Missing Items	1			1				1					3
Property - Special Handling - Missing Items	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DAY</b>	<b>16</b>	<b>12</b>	<b>8</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>21</b>	<b>17</b>	<b>9</b>	<b>15</b>	<b>7</b>	<b>5</b>	<b>155</b>
<b>2019</b>				<b>6</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>46</b>
Civil Rights				1	1		2			1			5
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1	1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening										1			1
Customer Service				2			2		2	3	1		10
Customer Service - Others							1						1
Customer Service - TSO				2			1		2	3	1		9
Locks				1									2
Locks - Missing or Damaged Lock				1									2
Mishandling of Passenger Property				1			2		3		1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1		2				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1		1	1	4
Property - Special Handling				1	2	3	1	3		1	1		12
Property - Special Handling - Damaged Items - Checked					2	1		1		1			5
Property - Special Handling - Missing Items - Checked				1		2	1	2			1		7
Screening					1	1	2	1	1	2			9
Screening - Inconsistency					1								2
Screening - Lengthy Lines							2						2
Screening - Procedures/Process						1		1		2			4
Screening - Retrieving Abandoned/Confiscated Items									1				1
<b>2020</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>				<b>2</b>	<b>2</b>	<b>2</b>	<b>24</b>
Civil Rights											1	1	2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1			1	2	1							5
Customer Service - Others	1			1									2
Customer Service - TSO					2	1							3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	2		1	1						2	1		7
Property - Special Handling - Damaged Items - Checked	1			1						1			3
Property - Special Handling - Missing Items - Checked	1		1							1	1		4
Screening		1	1		1	1							5
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process		1				1						1	3
<b>2021</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>		<b>25</b>
Civil Rights				1									1
Civil Rights - Headwear				1									1
Customer Service	1	1	1					1		1	1		6
Customer Service - TSO	1	1	1					1		1	1		6
Expedited Passenger Screening Program							2		1	4	1		8
Expedited Passenger Screening Program - TSA PreCheck							2		1	4	1		8
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1		1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening		1							1				2
Screening - Procedures/Process		1							1				2
<b>2022</b>	<b>9</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>10</b>					<b>60</b>
Civil Rights				1									1
Civil Rights - Civil Rights Violation (TSA Employee)				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 - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program				1	2								3
Expedited Passenger Screening Program - TSA PreCheck	5	3	2	4	3	6	5	9					37
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
Patdown	1						1						2
Patdown - Flyer	1						1						2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling	3	1											4
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening				1	1		1	1					4
Screening - Lengthy Lines								1					1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process				1	1			1					3
<b>DBQ</b>		2	1			2					1	1	7
<b>2019</b>													2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2020</b>						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
<b>2022</b>		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											1
Screening				1									1
Screening - Procedures/Process				1									1
<b>DCA</b>	174	197	199	163	210	280	289	284	140	125	174	146	2,381
<b>2019</b>				32	42	71	54	66	69	50	71	56	511
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				3	1	4	5	3	1	2	4	3	26
Civil Rights - Age						1	1						2
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion											2		2
Civil Rights - Racial Profiling or Discrimination				1	1	1	2	1		1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2		1	1		1				5
Civil Rights - Sexual Orientation - Not Transgender										1		1	2
Civil Rights - Transgender Screening							1	1				1	3
Customer Service				4	8	22	12	22	14	13	19	13	127
Customer Service - Others					2	1		3			2	1	9
Customer Service - TSO				4	6	21	12	19	14	13	17	12	118
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks				2	2	5	1	1	3		4	4	22
Locks - Missing or Damaged Lock				2	2	5	1	1	3		4	4	22
Lost and Found				1	3	3	1	1	1	2		1	13
Lost and Found - Airport/TSA				1	3	3	1	1	1	2		1	13
Mishandling of Passenger Property				9	9	11	10	9	15	7	12	18	100
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1	1	2	1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				9	7	9	7	6	11	4	10	15	78
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2	3	2	3	1	1	1	14
Patdown				2	2	5	2	3	3	1	1	1	20
Patdown - Flyer				1	2	5	2	3	3	1	1	1	19
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				4	6	2	5	3	8	9	10	4	51
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1	1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes					1		1			4	2		8
Persons w/ Disabilities (PWD) - General						1			1	1	1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1						1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1	3	1	1	1	3		2	3	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2	1				1	2	1		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1					2		1		4
Property - Special Handling				2	8	6	7	13	13	7	8	8	72
Property - Special Handling - Damaged Items - Carry-On					1		1	2	1	1		1	7
Property - Special Handling - Damaged Items - Checked					4	2		3	3	2	3	3	20
Property - Special Handling - Missing Items - Carry-On					2	1	1	1	4	2	1	3	15
Property - Special Handling - Missing Items - Checked				2	1	3	5	7	5	2	4	1	30
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				5	2	12	11	11	11	9	11	4	76
Screening - Children						1	1						2
Screening - Inconsistency					1		1	1	1			2	6
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process				5	1	10	8	9	8	9	10	2	62
Screening - Retrieving Abandoned/Confiscated Items						1	1		1		1		4
<b>2020</b>	58	58	75	54	46	34	1	7	13	20	11	19	396
Civil Rights	3	5	3	1		1			2	1	1	2	19
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination	3	3	1						2			2	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2	1		1				1			6
Customer Service	13	10	21	12	13	6	1	3	7	4	2	5	97
Customer Service - Others	1				1							1	3
Customer Service - TSO	12	10	21	12	12	6	1	3	7	4	2	4	94
Human Capital											1		1
Human Capital - Current Employee											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	4	3	3	2	1	2				2		1	18
Locks - General						1							1
Locks - Missing or Damaged Lock	4	3	3	2	1	1				2		1	17
Lost and Found	1	2	1	1									5
Lost and Found - Airport/TSA	1	2	1	1									5
Mishandling of Passenger Property	14	11	14	6	5	2			2	5	3	3	65
Mishandling of Passenger Property - Damaged/Missin		1		1							1		3
Mishandling of Passenger Property - Dam	13	9	12	5	3	2			2	4	1	3	54
Mishandling of Passenger Property - Disa	1	1	2		2					1	1		8
Patdown		3	2	7	3	5							20
Patdown - Flyer		2	2	7	3	5							19
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	8	4	4	6	4				1	2		35
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2						1		3
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				1							2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Imp	2	1		1			1						5
Persons w/ Disabilities (PWD) - Mobility D	2	1	1							1	1		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1	2	1	2	1								7
Property - Special Handling	10	10	13	11	10	7		1	2		2	7	73
Property - Special Handling - Damaged It	2	2			1								5
Property - Special Handling - Damaged It	3	1	5	2	1	1			1		1	1	16
Property - Special Handling - Missing Item	3	2	4	5	4	2						1	21
Property - Special Handling - Missing Item	2	5	4	4	4	4		1	1		1	5	31
Request for Assistance		2	1										3
Request for Assistance - Other		1	1										2
Request for Assistance - Wounded Warrior (MSIJSO)		1											1
Screening	7	4	13	10	8	7		3		7		1	60
Screening - Inconsistency	1			1		1				1			4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	4	12	9	6	5		3		6		1	50
Screening - Retrieving Abandoned/Confis	1					1							2
Screening - Security Breach	1		1		1								3
<b>2021</b>	<b>23</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>11</b>	<b>17</b>	<b>31</b>	<b>41</b>	<b>58</b>	<b>55</b>	<b>92</b>	<b>71</b>	<b>440</b>
Civil Rights	1	3	4		1	1	1	1	2	5	5	2	26
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights		1								1	1		3
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimin	1	1	1					1	2	1	3	1	11
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1			1				2			5
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening											1	1	2
Customer Service	4	5	6	5	3	4	6	9	18	5	18	4	87
Customer Service - Others		1											1
Customer Service - TCC			1										1
Customer Service - TSO	4	4	5	5	3	4	6	9	18	5	18	4	85
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program			1		1	2		18	31	36	53	51	202
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1		1		1	3
Expedited Passenger Screening Program - TSA Application Program							2	2	1	6	4	4	19
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	6	15	30	27	49	45	176
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										2		1	3
Identification (ID) Requirements								1	3	1	2		7
Identification (ID) Requirements - Domestic									3	1	2		6
Identification (ID) Requirements - Real ID								1					1
Locks	1				1						1		3
Locks - Missing or Damaged Lock	1				1						1		3
Lost and Found		1	1	1							1		4
Lost and Found - Airport/TSA		1	1	1							1		4
Mishandling of Passenger Property	5	1			1	2	2	1					12
Mishandling of Passenger Property - Dam	2				1	2	2	1					8
Mishandling of Passenger Property - Disa	3	1											4
No Jurisdiction				1							1		2
No Jurisdiction - Refer to CBP				1							1		2
No Subject							1						1
No Subject - General							1						1
Patdown	1				2	1	1			3	2		10
Patdown - Flyer	1				2	1	1			3	1		8
Patdown - Flyer as Observer							1						1
Patdown - General											1		1
Persons w/ Disabilities (PWD)	1		1	1			1	2	2	1	1	4	14
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	1											2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Service Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Prohibited & Permitted Items				2		1	1					1	5
Prohibited & Permitted Items - Beauty & Grooming Items						1							1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Prohibited & Permitted Items - Food/Beverages				1			1						2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Property - Special Handling	3	2		1	1	2	5	4	2	1	4	5	30
Property - Special Handling - Damaged Items	1	1							1				5
Property - Special Handling - Damaged Items - Checked				1		1	2	1					5
Property - Special Handling - Missing Items - Carry-On					1		1	3			3		8
Property - Special Handling - Missing Items	2	1				1	2		1	1	1	3	12
Screening	7	4			1	4	4	5		3	4	4	36
Screening - Inconsistency								1					1
Screening - International Screening					1								1
Screening - Lengthy Lines	1										1		2
Screening - Procedures/Process	5	4				4	3	4		3	3	4	30
Screening - Retrieving Abandoned/Confiscated	1						1						2
<b>2022</b>	<b>93</b>	<b>123</b>	<b>110</b>	<b>66</b>	<b>111</b>	<b>158</b>	<b>203</b>	<b>170</b>					<b>1,034</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Other		1											1
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 Employee)								1					1
Civil Rights - National Origin	1												1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	4	2		1	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Claims								1					1
Claims - Status								1					1
Customer Service	13	13	9	7	14	13	13	13					95
Customer Service - CSM						1							1
Customer Service - Others				1		1							2
Customer Service - TSO	13	13	9	6	14	11	13	13					92
Expedited Passenger Screening Program	59	83	83	45	82	124	162	134					772
Expedited Passenger Screening Program - Checked	3	6	6	1		6	2	1					25
Expedited Passenger Screening Program - Damaged	4	6	5	2	1	2	6	4					30
Expedited Passenger Screening Program - Missing	50	69	68	40	79	111	149	127					693
Expedited Passenger Screening Program - Other	2	2	4	2	2	5	5	2					24
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic			1										1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks			2			1							3
Locks - Missing or Damaged Lock			2			1							3
Lost and Found		1				2	1						4
Lost and Found - Airport/TSA		1				2	1						4
Mishandling of Passenger Property		3	1			1	2	3					10
Mishandling of Passenger Property - Damaged/Missing		3					1	1					5
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	2					5
No Jurisdiction	1		2			1							4
No Jurisdiction - Refer to Other	1		2			1							4
Patdown		3	2		1	2	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 Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically	1						1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1				1	1	1					4
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1	1				1	1						4
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Arms	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	6	5	2	7	4	2	4	3					33
Property - Special Handling - Damaged Items	3	3		3	1	1		1					12
Property - Special Handling - Damaged Items - Checked	2	2	2	2	2		2						10
Property - Special Handling - Missing Items	2				1	1	1	2					7
Property - Special Handling - Missing Items - Carry-On	1			2			1						4
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
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

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DDC</b>			1			1	1	1					4
<b>2021</b>								1					1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>			1			1	1						3
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Expedited Passenger Screening Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck							1	1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DEC</b>			1	1				1					<b>3</b>
<b>2022</b>			1	1				1					<b>3</b>
Expedited Passenger Screening Program			1					1					2
Expedited Passenger Screening Program - TSA PreCheck			1					1					2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DEN</b>	<b>421</b>	<b>362</b>	<b>392</b>	<b>378</b>	<b>487</b>	<b>656</b>	<b>627</b>	<b>653</b>	<b>304</b>	<b>320</b>	<b>395</b>	<b>420</b>	<b>5,415</b>
<b>2019</b>				<b>75</b>	<b>89</b>	<b>99</b>	<b>91</b>	<b>107</b>	<b>140</b>	<b>123</b>	<b>126</b>	<b>114</b>	<b>964</b>
Advanced Imaging Technology (AIT)						1					2		3
Advanced Imaging Technology (AIT) - Flyer						1					2		3
Civil Rights				4	5	5	3	4	2	6	3	4	36
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns					1			1					2
Civil Rights - Racial Profiling or Discrimination				2	2	1		2	1	2	2	2	14
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	2	3	1		1	4		1	13
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening						1	1					1	3
Customer Service				12	18	18	17	23	39	26	30	25	208
Customer Service - Others						1	1	2	12	7	4	2	29
Customer Service - TSO				12	18	17	16	21	27	19	26	23	179
Identification (ID) Requirements							1				2		3
Identification (ID) Requirements - Domestic							1				2		3
Locks				3	5	3	2	4	5	5	4	4	35
Locks - General												1	1
Locks - Missing or Damaged Lock				3	5	3	2	4	5	5	4	3	34
Lost and Found						1						1	2
Lost and Found - Airport/TSA						1						1	2
Mishandling of Passenger Property				17	22	14	19	20	19	24	22	18	175
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1					4	1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				16	18	9	13	18	15	15	17	11	132
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					3	5	6	2	4	5	4	4	33
Patdown				1	6	4	4	4	9	7	10	6	51
Patdown - Children								1					1
Patdown - Flyer				1	5	3	4	3	8	7	8	6	45
Patdown - Flyer as Observer					1						1		2
Patdown - General						1							1
Patdown - Non-Flyer									1		1		2
Persons w/ Disabilities (PWD)				7	3	8	3	6	8	8	6	10	59
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer						1		1		1	1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			2
Persons w/ Disabilities (PWD) - Diabetes				1	1		1	1	1	2			7
Persons w/ Disabilities (PWD) - General				1		3					1		5
Persons w/ Disabilities (PWD) - Internal Medical Devices							1		1	1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2		2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												2	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				3		2		2	2	1	1	2	13
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2			1	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1							2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1		1	1	1	3	9
Property - Special Handling				24	13	21	21	20	25	17	18	20	179
Property - Special Handling - Damaged Items - Carry-On						1	3	1	3	2	3	1	17
Property - Special Handling - Damaged Items - Checked				11	5	6	6	7	5	6	3	4	53
Property - Special Handling - Missing Items - Carry-On				2	1	3	6	5	5		6	3	31
Property - Special Handling - Missing Items - Checked				11	6	9	8	5	13	8	8	10	78
Request for Assistance							1		2	2			5
Request for Assistance - Other							1		2	2			5
Screening				7	17	24	20	26	31	28	29	26	208
Screening - Children									1				1
Screening - Crew Member or Airline Employee												2	2
Screening - Inconsistency				1	1			2	1		2	1	8
Screening - Lengthy Lines					3	2	5	6	5	4	10	5	40
Screening - Procedures/Process				6	13	20	11	18	23	24	16	18	149
Screening - Retrieving Abandoned/Confiscated Items						1	2						3
Screening - Security Breach						1	2		1		1		5
<b>2020</b>	<b>127</b>	<b>82</b>	<b>131</b>	<b>113</b>	<b>113</b>	<b>58</b>	<b>8</b>	<b>15</b>	<b>22</b>	<b>33</b>	<b>54</b>	<b>43</b>	<b>799</b>
Civil Rights	6	2	10	3	4	4		1	2	1		3	36
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin	1		1										2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination	2		4	2	3	2		1	1			2	17
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2	2	3			1				1		1	10
Civil Rights - Transgender Screening						1			1				2
Customer Service	25	11	32	21	19	10	1	1	3	6	12	5	146
Customer Service - Others	2	1	1	3	1	2				1			11
Customer Service - TSO	23	10	31	18	18	8	1	1	3	5	12	5	135
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	3	3	5	6	6	2					2	2	29
Locks - Missing or Damaged Lock	3	3	5	6	6	2					2	2	29
Lost and Found	1			2									3
Lost and Found - Airport/TSA	1			2									3
Mishandling of Passenger Property	29	16	26	26	19	6	3	6	4	6	10	7	158

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	5	1	2	3	6	1		1	1	1	1		22
Mishandling of Passenger Property - Dam	18	14	17	19	11	5	3	4	3	5	6	6	111
Mishandling of Passenger Property - Disa	6	1	7	4	2			1				1	25
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	6	7	5	5	3	4				1		2	33
Patdown - Children												1	1
Patdown - Flyer	5	7	5	5	3	3				1		1	30
Patdown - Flyer as Observer	1					1							2
Persons w/ Disabilities (PWD)	10	5	8	6	15	10		1		5	3	2	65
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1									1	1		3
Persons w/ Disabilities (PWD) - Diabetes			1	3	1	1					1		7
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General	2					2							4
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal M	1					2	1			1			5
Persons w/ Disabilities (PWD) - Medically Necessary		2	1			3					1	1	8
Persons w/ Disabilities (PWD) - Metal Imp	2		1										3
Persons w/ Disabilities (PWD) - Mobility I	2	2	1		3	1				1			10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm		1			2					1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1		3			1				1	6
Persons w/ Disabilities (PWD) - Wheelcha	1		1	3	2	2							9
Property - Special Handling	19	15	22	27	21	5	1	3		8	10	17	160
Property - Special Handling - Damaged It	2		2	3	4	3			1	1	3	1	20
Property - Special Handling - Damaged It	6	4	7	8	9	1			5	3	5	2	50
Property - Special Handling - Missing Item	4	1	7	2	1		1	1		1	5	2	25
Property - Special Handling - Missing Item	7	10	6	14	7	1		2	2	5	4	7	65
Screening	28	23	23	17	26	17	3	3	5	5	8	9	167
Screening - Inconsistency					2				1		2	1	6
Screening - Lengthy Lines	9	7	5	3	12	6					1		43
Screening - Procedures/Process	16	16	18	14	11	11	3	2	4	5	5	8	113
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	2				1			1					4
<b>2021</b>	<b>60</b>	<b>33</b>	<b>31</b>	<b>41</b>	<b>44</b>	<b>65</b>	<b>88</b>	<b>125</b>	<b>142</b>	<b>164</b>	<b>215</b>	<b>263</b>	<b>1,271</b>
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Airline			1							1			2
Airline - Policy/Regulations/Service			1							1			2
Civil Rights	5	1	2		4	2	5	3	1	5	6		34
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Constitutional Rights	1						1		1		2		5
Civil Rights - National Origin								3					3
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimin	2		1	1		1		1	1		3	4	14
Civil Rights - Sex/Gender/Gender Identity	1		1		2	1	1	1		1		1	8
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening												1	1
Claims			1	1					1				3
Claims - General			1	1					1				3
CSM/Stakeholder Follow-up				1									1
CSM/Stakeholder Follow-up - General				1									1
Customer Service	13	6	12	15	7	9	7	26	28	28	47	29	227
Customer Service - CSM										1			1
Customer Service - Others		1		1						1	1	1	5
Customer Service - TCC				1									1
Customer Service - TSO	13	5	12	13	7	9	7	26	28	26	46	28	220
Duplicate E-mail						1					2		3
Duplicate E-mail - General						1					2		3
Expedited Passenger Screening Program			2	5	7	15	27	48	68	83	98	145	498
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD					1		1		1		2		5
Expedited Passenger Screening Program - TSA Application Program					1	1	2	14	7	2	10	8	45
Expedited Passenger Screening Program - TSA PreCheck		2	5	5	5	14	23	34	60	81	86	135	445
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
General Aviation							1						1
General Aviation - General							1						1
Identification (ID) Requirements								1				1	2
Identification (ID) Requirements - Domestic								1					1
Identification (ID) Requirements - International Travel												1	1
Locks		3		1		2	1	1		1	3	2	14
Locks - General											1	1	2
Locks - Missing or Damaged Lock		3		1		2	1	1		1	2	1	12
Lost and Found	1					1	2	1					5
Lost and Found - Airport/TSA	1					1	2	1					5
Mishandling of Passenger Property	8	7	3	8	9	10	6	9	3	4	2	4	73
Mishandling of Passenger Property - Dam	2	1	2			1	2	2	1	1			12
Mishandling of Passenger Property - Dam	4	6	1	8	9	6	3	7	2	3	2	1	52
Mishandling of Passenger Property - Disa	2					3	1						9
No Jurisdiction			1		1					1	2	2	7
No Jurisdiction - Refer to Other			1		1					1	2	2	7
Patdown	2	4			2	1	3		2	6	7	7	34
Patdown - Children											2		2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	2	4			2	1	3		2	4	1	7	26
Patdown - Flyer as Observer										2	3		5
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		2	3	2	1	5	9	4	5	3	5	42
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes								1	2				3
Persons w/ Disabilities (PWD) - General							2	2					4
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1			1						3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medically	1									3	1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1	1	1				2	6
Persons w/ Disabilities (PWD) - Mobility [	1								1		1	1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch A	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1			1	3		1			7
Prohibited & Permitted Items			1			1	1	1	4	2	6	2	18
Prohibited & Permitted Items - Alcohol and Tobacco							1		1				2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Electronic Devices								1					1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages			1								2		3
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1					2		3
Prohibited & Permitted Items - Lighters/Matches									1				1
Prohibited & Permitted Items - Remains										1			1
Prohibited & Permitted Items - Sporting Goods									2			1	3
Property - Special Handling	12	9	1	3	6	8	18	12	13	16	11	8	117
Property - Special Handling - Damaged It	1	2				1	2	1	6	6	3	3	25
Property - Special Handling - Damaged It	1	2	1	1	3	1	7	2		1	3		22
Property - Special Handling - Missing Item	4				2	2	5	7	3	4	3	3	33
Property - Special Handling - Missing Item	6	5		2	1	4	4	2	4	5	2	2	37
Screening	16	4	6	2	10	12	14	12	15	16	29	51	187
Screening - Children	1						1						2
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency			1	1	5	2	1	2	2	2	4	6	26
Screening - Lengthy Lines	1							1	1		9	14	26
Screening - Procedures/Process	14	3	5	1	5	9	11	9	12	13	16	30	128
Screening - Retrieving Abandoned/Confiscated Items		1					1			1			3
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
Transfer to Security Specialist							1						1
Transfer to Security Specialist - Reportable Communication							1						1
<b>2022</b>	<b>234</b>	<b>247</b>	<b>230</b>	<b>149</b>	<b>241</b>	<b>434</b>	<b>440</b>	<b>406</b>					<b>2,381</b>
Additional Information Required/Insufficient Information				1		1							2
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1							2
Advanced Imaging Technology (AIT)						1		1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Airline	1		1	2	1		1						6
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service	1		1	2	1								5
Animals							1						1
Animals - Carry-On							1						1
Civil Rights	4	3	5	3	3	8	1	5					32
Civil Rights - Constitutional Rights						1		1					2
Civil Rights - Hair Patdowns						1							1
Civil Rights - Headwear		1	1										2
Civil Rights - National Origin							1	1					2
Civil Rights - Race						2		4					6
Civil Rights - Racial Profiling or Discrimin	3	1	3	1	2								10
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	1		1	1		3							6
Civil Rights - Transgender Screening		1				1							2
Claims		3		1									4
Claims - General		3											3
Claims - Status				1									1
Customer Service	41	26	26	16	22	19	23	21					194
Customer Service - CSM	1												1
Customer Service - Others	1		1										2
Customer Service - TSO	39	26	25	16	22	19	23	21					191
Expedited Passenger Screening Program	122	160	163	93	182	361	364	313					1,758
Expedited Passenger Screening Program - Active Duty Military			1			1		1					3
Expedited Passenger Screening Program	1	1	3		3	4	3	4					19
Expedited Passenger Screening Program	10	23	15	5	13	13	10	11					100
Expedited Passenger Screening Program	111	135	142	88	165	343	351	292					1,627
Expedited Passenger Screening Program - TSA/DHS		1	2		1			5					9
Federal Flight Deck Officer (FFDO) Program		1											1
Federal Flight Deck Officer (FFDO) Program - Gener		1											1
Locks		1					1						2
Locks - General							1						1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1		2				1					4
Lost and Found - Airport/TSA		1		2				1					4
Mishandling of Passenger Property	1	2	3	4	4		7	5					26
Mishandling of Passenger Property - Dam	1		2	1			1	3					8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missin			1	1	1	3		6	2				14
Mishandling of Passenger Property - Disarrayed Item			1		2	1							4
No Jurisdiction		2	1		1	1		1	3				9
No Jurisdiction - No Referral									2				2
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other		1		1	1			1	1				6
No Subject			1										1
No Subject - General			1										1
Patdown		3	3	2		5	5	8	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 Spectrum			2	1									3
Persons w/ Disabilities (PWD) - Cognitive /Developm			1				1						2
Persons w/ Disabilities (PWD) - Diabetes		1				1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General			1			1		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 Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N			2		1		1	2					6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						2	2		1				5
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Wheelcha		1		1	2			2					6
Prohibited & Permitted Items		2		1									3
Prohibited & Permitted Items - Alcohol and Tobacco				1									1
Prohibited & Permitted Items - General		1											1
Prohibited & Permitted Items - Knives/Toc		1											1
Property - Special Handling		19	8	8	7	5	13	5	9				74
Property - Special Handling - Damaged It		8	3	4	2	3	3	1	4				28
Property - Special Handling - Damaged It		3	1	2	1	1	4	1	1				14
Property - Special Handling - Missing Item		3			3		5	1	1				13
Property - Special Handling - Missing Item		5	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 Employee			1										1
Screening - Inconsistency		5	2	2	1	1	3	2	5				21
Screening - International Screening							1						1
Screening - Lengthy Lines		8	2	1	1	3	5	6	10				36
Screening - Military				1									1
Screening - Procedures/Process		20	24	13	12	7	12	11	17				116
Screening - Retrieving Abandoned/Confis		1					1	2	2				6
TSA Contact Information					1								1
TSA Contact Information - General					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DFW</b>	<b>338</b>	<b>363</b>	<b>333</b>	<b>419</b>	<b>409</b>	<b>514</b>	<b>477</b>	<b>544</b>	<b>311</b>	<b>355</b>	<b>335</b>	<b>304</b>	<b>4,702</b>
<b>2019</b>				<b>96</b>	<b>105</b>	<b>123</b>	<b>143</b>	<b>152</b>	<b>133</b>	<b>148</b>	<b>132</b>	<b>113</b>	<b>1,145</b>
Civil Rights				5	5	4	8	8	5	11	8	4	58
Civil Rights - Constitutional Rights						1		1					2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1	1		2
Civil Rights - Racial Profiling or Discrimination				3	2	1	5	6	3	8	6	3	37
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	3	1	3	1		2		1	12
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
Customer Service				29	24	34	30	33	40	36	31	32	289
Customer Service - CSM									1				1
Customer Service - Others				4		1	2	2	2	1	1	2	15
Customer Service - TSO				25	24	33	28	31	37	35	30	30	273
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks				2	7	8	5	7	1	3	2	4	39
Locks - Missing or Damaged Lock				2	7	8	5	7	1	3	2	4	39
Lost and Found				1	3	2		1					7
Lost and Found - Airport/TSA				1	3	2		1					7
Mishandling of Passenger Property				20	12	18	34	38	27	24	35	25	233
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	1	3	4	1	6	1	5	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	11	13	24	31	17	23	21	21	172
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4		1	6	6	4		9	3	33
Patdown				1	2	4	5	5	5	1	4	5	32
Patdown - Children													1
Patdown - Flyer				1	2	4	5	5	4	1	4	4	30
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				9	4	8	12	9	6	11	8	10	77
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1			1	1		4
Persons w/ Disabilities (PWD) - Diabetes					1	1	2	2	1	1	2	2	12
Persons w/ Disabilities (PWD) - General								1	2	2			5
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	1				1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2			1	1	1	1	1	1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1		3		1	1	1		1	8
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2	3	1	1	2	1	3	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Service Animals				1	1		1			1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3	1					1	2	1	8
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling				23	23	25	25	21	22	30	23	17	209
Property - Special Handling - Damaged Items - Carry-On					3	2	8	1	1	6	2	2	25
Property - Special Handling - Damaged Items - Checked				4	3	7	3	5	6	6	7	5	46
Property - Special Handling - Missing Items - Carry-On				2	6	3	4	4	4	4	2	1	30
Property - Special Handling - Missing Items - Checked				17	11	13	10	11	11	14	12	9	108
Request for Assistance						1			1		2		4
Request for Assistance - Other									1		2		3
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				6	25	19	24	29	26	32	19	15	195
Screening - Children							1				1		2
Screening - Inconsistency				1	2	1				1	1	1	7
Screening - Lengthy Lines				1	5	5	5	1	6	4	2	2	31
Screening - Procedures/Process				3	17	12	15	27	18	24	14	8	138
Screening - Retrieving Abandoned/Confiscated Items				1		1	2		1	2		1	8
Screening - Security Breach					1		1	1	1	1	1	3	9
<b>2020</b>	<b>138</b>	<b>121</b>	<b>109</b>	<b>112</b>	<b>98</b>	<b>61</b>	<b>16</b>	<b>18</b>	<b>36</b>	<b>51</b>	<b>46</b>	<b>57</b>	<b>863</b>
Advanced Imaging Technology (AIT)						1						1	2
Advanced Imaging Technology (AIT) - Flyer						1						1	2
Civil Rights	8	2	6	7	8	5	1	2	4	5	2	2	52
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	5	1	6	4	6	4	1	1	3	5	1	2	39
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	2			2	1	1		1					7
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1											1
Customer Service	38	38	32	30	26	17	6	7	7	13	9	12	235
Customer Service - CSM	1												1
Customer Service - Others			1		1			1			1		4
Customer Service - TSO	37	38	31	30	25	17	6	6	7	13	8	12	230
Human Capital								1					1
Human Capital - Current Employee								1					1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	12	6	8	7	3	2	1	1		2	2	1	45
Locks - Missing or Damaged Lock	12	6	8	7	3	2	1	1		2	2	1	45
Lost and Found	1	2	1							2			6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA		1	2	1						2			6
Mishandling of Passenger Property	22	21	22	17	16	12	1	2	8	7	6	8	142
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	3	2	1	3	2			1				13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	15	16	18	15	10	9	1	2	7	5	6	7	111
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1										1
Mishandling of Passenger Property - Disassembly	6	2	1	1	3	1				2		1	17
Patdown	7	1	3	2	1	3					4	2	23
Patdown - Children											1	1	2
Patdown - Flyer	6	1	3	2		3					1	1	17
Patdown - Flyer as Observer	1				1								2
Patdown - Non-Flyer											2		2
Persons w/ Disabilities (PWD)	9	7	1	8	7	1			2	2	2	2	41
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1			1					1				3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - General	2					1							3
Persons w/ Disabilities (PWD) - Hearing Impaired	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Assistive		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	3	2				1				7
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												2	2
Persons w/ Disabilities (PWD) - Mobility Impaired	1	2		2									5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1					1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	3	1			2								6
Property - Special Handling	22	23	16	21	21	9	4	2	8	12	18	17	173
Property - Special Handling - Damaged Items	1	3	1	4	6					3		4	22
Property - Special Handling - Damaged Items	7	4	4	4	3	5	1		6	4	6	5	49
Property - Special Handling - Missing Items	4	2	2	4	5	3			1		3	2	26
Property - Special Handling - Missing Items	10	14	9	9	7	1	3	2	1	5	9	6	76
Screening	19	21	20	20	16	11	3	3	7	8	3	11	142
Screening - Crew Member or Airline Employee		1					1		1				3
Screening - Inconsistency	1			1		1				2		1	6
Screening - Lengthy Lines	4	1	2	1								1	9
Screening - Procedures/Process	13	18	16	17	16	9	2	3	6	5	3	9	117
Screening - Retrieving Abandoned/Confiscated	1			1		1				1			4
Screening - Security Breach		1	2										3
<b>2021</b>	<b>69</b>	<b>48</b>	<b>37</b>	<b>77</b>	<b>41</b>	<b>88</b>	<b>90</b>	<b>98</b>	<b>142</b>	<b>156</b>	<b>157</b>	<b>134</b>	<b>1,137</b>
Airline								1	1	2			4
Airline - Policy/Regulations/Service									1	2			3
Airline - Wheelchair Assistance								1					1
Civil Rights	3	2	2	3	1	5	5	2	1	5	4	3	36
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination	3	1		1		5	5	1	1	3	2	2	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1				1		1	2		6
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening												1	1
Claims						1							1
Claims - General						1							1
Customer Service	21	15	20	29	14	21	20	28	49	37	37	19	310
Customer Service - Others	2	2		3	2			1	1	1			12
Customer Service - TSO	19	13	20	26	12	21	20	27	48	36	37	19	298
Duplicate E-mail				2							1		3
Duplicate E-mail - General				2							1		3
Expedited Passenger Screening Program			2	5		16	34	31	45	68	82	89	372
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program				1		1	4	1	6	2	3	5	23
Expedited Passenger Screening Program - TSA PreCheck			2	4		15	30	30	39	65	79	83	347
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Hazardous Materials Safety									1			1	2
Hazardous Materials Safety - General									1			1	2
Human Capital						1							1
Human Capital - Current Employee						1							1
Identification (ID) Requirements				1							1		5
Identification (ID) Requirements - Domestic				1						1	1		5
Locks	2	3	1			1			1	1		1	10
Locks - General			1							1		1	3
Locks - Missing or Damaged Lock	2	3				1			1				7
Lost and Found				1	3	1			1				6
Lost and Found - Airport/TSA				1	3	1			1				6
Mishandling of Passenger Property	10	3	2	16	8	6	6	4	4	5	3		67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	2			3	3			2	1	2			13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	7	3	2	11	4	3	4	2		2	3		41
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disassembly	1			1	1	3	2		3	1			12
No Jurisdiction				2	1	1		2					6
No Jurisdiction - Refer to CBP				1		1		2					4
No Jurisdiction - Refer to Other				1	1								2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	1	1	1	1	1		2	3	2	2	4	3	21
Patdown - Flyer	1	1	1	1	1		1	3	2	1	3	2	17

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - General								1			1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	2		3	1	3	5	5	5	5		3	33
Persons w/ Disabilities (PWD) - Cognitive	1											1	2
Persons w/ Disabilities (PWD) - Diabetes			1							1			2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General						1	1						2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Attached to the Body				1						3		1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2	2					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				2				1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1	1				3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1			2				4
Prohibited & Permitted Items			3		2	4	1			2	3		15
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump						1							1
Prohibited & Permitted Items - Electronic Devices						1							1
Prohibited & Permitted Items - Food/Beverages			1				1			1			3
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1						1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1		1	1					1		4
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling	17	9		8	2	12	9	10	19	18	9	9	122
Property - Special Handling - Damaged Items	2	2		2		1	2	2	4	4	4	2	25
Property - Special Handling - Damaged Items - Broken	4	2				4	4	2	5	7	2	1	31
Property - Special Handling - Missing Items	5	1				1	2	4	2	2	2	2	19
Property - Special Handling - Missing Items - Damaged	6	4		6	2	7	2	4	6	5	1	4	47
Screening	14	13	6	6	7	16	6	10	13	11	13	6	121
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1		2	6	3	1	3	1		3		21
Screening - Lengthy Lines			2	2					3	2	1	1	11
Screening - Procedures/Process	11	12	4	2	1	10	5	7	9	9	7	5	82
Screening - Retrieving Abandoned/Confiscated	1					3					1		5
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1
<b>2022</b>	<b>131</b>	<b>194</b>	<b>187</b>	<b>134</b>	<b>165</b>	<b>242</b>	<b>228</b>	<b>276</b>					<b>1,557</b>
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						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
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear			1										1
Civil Rights - Not Specified						1							1
Civil Rights - Profiling							1						1
Civil Rights - Race					2		1	5					8
Civil Rights - Racial Profiling or Discrimination	7	7	2	2	1								19
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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
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 - TSA/DHS	4	10	4	6	5	5	4	10					48
Expedited Passenger Screening Program - TSA/DHS	59	104	102	87	107	157	156	180					952
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General		1											1
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
Locks	1	2	2		2		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 - Damaged/Missing Items		1					1	1					3
Mishandling of Passenger Property - Damaged/Missing Items - Checked			2		2		3	5					12
Mishandling of Passenger Property - Disposition	1	1	1		1		1						5
No Jurisdiction	2	2	2	1		2	1	1					11
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1	1				1	1	1					5
No Jurisdiction - Refer to Other		1	2	1		1							5
Patdown	1	1				3	2	6					13
Patdown - Flyer	1					3	2	6					12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	6	4	7	3	4	5	1	4					34
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			2										2
Persons w/ Disabilities (PWD) - General	1	1				1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary		2	1			1		1					5
Persons w/ Disabilities (PWD) - Metal Imp	1		1		1								3
Persons w/ Disabilities (PWD) - Mobility D	2		1	1	1		1	1					7
Persons w/ Disabilities (PWD) - Prosthesi	1	1			1								3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1		1					3
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol any	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/€			1										1
Property - Special Handling	9	8	8	8	5	10	8	12					68
Property - Special Handling - Damaged It	2	5	5	3	2	2	5	4					28
Property - Special Handling - Damaged It	3	2		1	2	4		5					17
Property - Special Handling - Missing Item	4		1	2	1	1	3	3					15
Property - Special Handling - Missing Items - Checke		1	2	2		3							8
Screening	11	11	16	10	9	19	16	13					105
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	3	1	2	2	2	3	3	4					20
Screening - Lengthy Lines	1	1	2		1	1	4	3					13
Screening - Procedures/Process	6	9	11	8	5	15	8	6					68
Screening - Retrieving Abandoned/Confiscated Items			1		1		1						3
TWIC			1										1
TWIC - General			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DHN</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>30</b>
<b>2019</b>					<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>7</b>
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Property - Special Handling					1		1	1	1		1	1	6
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1	1		1	1	4
<b>2020</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>1</b>			<b>9</b>
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	1	1		1	1							6
Mishandling of Passenger Property - Dam	2	1	1		1	1							6
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>	<b>1</b>					<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling							1			1	1		3
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Checked										1			1
Screening													1
Screening - Procedures/Process													1
<b>2022</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>					<b>8</b>
Expedited Passenger Screening Program		1			1	1		2					5
Expedited Passenger Screening Program - TSA PreC		1			1	1		2					5
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening						1							1
Screening - Inconsistency						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DIK</b>		1					1			1	5	1	9
<b>2019</b>							1				2		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1						1
<b>2020</b>		1									2		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missi			1								1		2
<b>2021</b>										1	1	1	3
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DLG</b>							1		4	1	2	3	11
<b>2019</b>									1	1		3	2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>									3		2	3	8
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>							1						1
Customer Service							1						1
Customer Service - TSO							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DLH</b>		2	3	3	2	1	3	3		3	5	3	28
<b>2019</b>								1		1	1	1	4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>			1	2	1						1		5
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1	1									2
Screening - Procedures/Process			1	1									2
<b>2021</b>			1					2		2	3	2	10
Civil Rights								1			1		2
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - General											1		1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>		2	1	1	1	1	3						9
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Expedited Passenger Screening Program		1	1	1	1	1	2						7
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	1	2						6
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DRO</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>43</b>
<b>2019</b>								<b>2</b>	<b>1</b>				<b>3</b>
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
<b>2020</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>						<b>1</b>	<b>2</b>	<b>9</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown											1		1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>					<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>11</b>
Civil Rights							1			1			2
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1		1	1		3
Expedited Passenger Screening Program - TSA PreCheck								1		1	1		3
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2022</b>	<b>1</b>	<b>5</b>	<b>2</b>		<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>					<b>20</b>
Expedited Passenger Screening Program	1	4	2		4	2	1	2					16
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	1	4	2		2	2	1	2					14
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Checked					1		1						2
Screening		1											1
Screening - Inconsistency		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DRT</b>				1	1	2	1	1	4	4		2	16
<b>2019</b>							1	1	4	3		1	10
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1		2	2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	2			4
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked									1	1			2
<b>2020</b>				1		2					1		4
Customer Service										1			1
Customer Service - TSO										1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
<b>2021</b>												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - DoD												1	1
<b>2022</b>						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DSM</b>	<b>18</b>	<b>35</b>	<b>10</b>	<b>20</b>	<b>25</b>	<b>42</b>	<b>35</b>	<b>39</b>	<b>7</b>	<b>16</b>	<b>10</b>	<b>11</b>	<b>268</b>
<b>2019</b>				<b>5</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>39</b>
Civil Rights					1			1	3				5
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination								1	2				3
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property				3	3		1	2		2	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2		1	1		2	1	1	11
Patdown								2					2
Patdown - Flyer								2					2
Property - Special Handling				1			2	2	1	2	1		9
Property - Special Handling - Damaged Items - Checked							1			1	1		3
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Checked							1	2		1			4
Screening					1	1	1	1			3		6
Screening - Procedures/Process					1	1	1				3		6
<b>2020</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>6</b>		<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>37</b>
Customer Service		1	1			3		1		1			7
Customer Service - TSO		1	1			3		1		1			7
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	3			1	2	1				1			8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2			1	2	1				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Persons w/ Disabilities (PWD)				1					1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling	1	3			1	2				2	1	2	12
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1							2
Property - Special Handling - Missing Items - Checked	1	3			1					1	1	2	9
Screening					2			1		2	1	1	7
Screening - Procedures/Process					1			1		2	1	1	6
Screening - Security Breach					1								1
<b>2021</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>47</b>
Civil Rights								2	1	1			4
Civil Rights - Racial Profiling or Discrimination								2		1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		2		1	1		1	1			2		8
Customer Service - TSO		2		1	1		1	1			2		8
Expedited Passenger Screening Program			1		1		2	1	1	4	1	5	16
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA PreCheck					1		2	1	1	4	1	5	15
Mishandling of Passenger Property	4	1						1					6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	1						1					4
Mishandling of Passenger Property - Disposition	1												1
Patdown	1					1							2
Patdown - Flyer	1												1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling	1	1						1		1		1	5
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On	1	1						1					3
Screening		2			2		1						5
Screening - Inconsistency					1								1
Screening - Procedures/Process		2			1		1						4
<b>2022</b>	<b>8</b>	<b>25</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>33</b>	<b>26</b>	<b>23</b>					<b>145</b>
Civil Rights	1					2	3						6
Civil Rights - Hair Patdowns							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race						2	1						3
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1	1				1		2					5
Customer Service - TSO	1	1				1		2					5
Expedited Passenger Screening Program	5	17	8	12	10	28	19	21					120
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck	2	3	1				1	1					8
Expedited Passenger Screening Program - TSA PreCheck	3	13	7	11	10	28	18	20					110
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	2											3
Property - Special Handling		2				1	2						5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked		1				1							2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DTW</b>	<b>182</b>	<b>225</b>	<b>212</b>	<b>233</b>	<b>233</b>	<b>267</b>	<b>265</b>	<b>275</b>	<b>139</b>	<b>146</b>	<b>174</b>	<b>168</b>	<b>2,519</b>
<b>2019</b>				<b>33</b>	<b>44</b>	<b>51</b>	<b>61</b>	<b>56</b>	<b>60</b>	<b>60</b>	<b>72</b>	<b>60</b>	<b>497</b>
Civil Rights				1		2	1	7	5	5	3	3	27
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Hair Patdowns									1			2	3
Civil Rights - Headwear										1			1
Civil Rights - National Origin									1			1	2
Civil Rights - Perceived Religion									1	1			2
Civil Rights - Racial Profiling or Discrimination				1		2	1	2	1	2	2		11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2			1		3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening								2					2
Customer Service				4	5	13	19	8	10	16	14	12	101
Customer Service - Others						1	1						2
Customer Service - TSO				4	5	12	18	8	10	16	14	12	99
Locks				1	2	2	3	4	3	8	4	2	29
Locks - Missing or Damaged Lock				1	2	2	3	4	3	8	4	2	29
Lost and Found					1		1			1	4		7
Lost and Found - Airport/TSA					1		1			1	4		7
Mishandling of Passenger Property				11	10	15	16	11	16	6	10	12	107
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1			1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	7	12	13	9	13	5	7	11	86
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2	3	3		2	1	3	1	16
Patdown				1	2	1	4	5	3	4	5	3	28
Patdown - Flyer				1			3	4	2	4	5	3	22
Patdown - Flyer as Observer						1			1				2
Patdown - General					1								1
Patdown - Non-Flyer					1		1	1					3
Persons w/ Disabilities (PWD)					6	3	5	1	4	3	5	6	33
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1		1				3
Persons w/ Disabilities (PWD) - Diabetes							1			1	1	1	4
Persons w/ Disabilities (PWD) - General					1	1						1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					2			1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1			1		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			2			1	4
Property - Special Handling				14	15	11	9	12	11	11	18	15	116
Property - Special Handling - Damaged Items - Carry-On				1	1	1		3			2		8
Property - Special Handling - Damaged Items - Checked				5	4	2	2	5	2	4	2	6	32
Property - Special Handling - Missing Items - Carry-On				3	4	2	3	1	4	2	4	3	26
Property - Special Handling - Missing Items - Checked				5	6	6	4	3	5	5	10	6	50
Screening				1	3	4	3	8	8	6	9	7	49
Screening - Children											1		1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency										1	1	2	4
Screening - Lengthy Lines						1		2	1		1		5
Screening - Procedures/Process				1	3	3	3	6	6	4	4	5	35
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach									1		1		2
<b>2020</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>54</b>	<b>34</b>	<b>20</b>	<b>9</b>	<b>9</b>	<b>13</b>	<b>20</b>	<b>31</b>	<b>24</b>	<b>421</b>
Civil Rights	4	3	1	4	2	1		1	1	1			17
Civil Rights - Age			1										1
Civil Rights - National Origin		1				1							3
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Racial Profiling or Discrimination	1	2		3	1			1					8
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening										1			1
Customer Service	13	14	14	13	6	1	3	1	3	4	8	3	83
Customer Service - Others		1	1										2
Customer Service - TSO	13	13	13	13	6	1	3	1	3	4	8	3	81
Locks	2	2	3	4	2	2	1		1				17
Locks - Missing or Damaged Lock	2	2	3	4	2	2	1		1				17
Lost and Found	1	1	1		1	1	1				1		7
Lost and Found - Airport/TSA	1	1	1		1	1	1				1		7
Mishandling of Passenger Property	15	18	21	7	6	3	2	3	3	5	7	8	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	14	17	16	4	3	3	2	3	2	5	7	7	83
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	4	3	3							1	13
Patdown	8	3	1		2								14
Patdown - Flyer	8	3	1		2								14
Persons w/ Disabilities (PWD)	7	6	2	7	2				1	1		2	28
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1										1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1			1								1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1								1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically	1	1		2									4
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Persons w/ Disabilities (PWD) - Mobility D	1	1			1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1	1								3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Av	1	1											2
Persons w/ Disabilities (PWD) - Wheelcha	2	1											3
Property - Special Handling	10	13	18	13	8	7	1	1	2	8	7	7	95
Property - Special Handling - Damaged It	2				2				1				5
Property - Special Handling - Damaged It	3	1	5	3	3	2			1	2	1	2	23
Property - Special Handling - Missing Item	1	4	3	1	2				1	1	3		16
Property - Special Handling - Missing Item	4	8	10	9	3	3	1	1		4	3	5	51
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	8	8	9	6	5	5	1	3	3	1	8	4	61
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	1	1							1		4
Screening - Lengthy Lines		3	1	1	1					1			7
Screening - Procedures/Process	7	4	5	3	4	4	1	3	2		7	3	43
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach	1		2			1						1	5
<b>2021</b>	<b>33</b>	<b>19</b>	<b>21</b>	<b>16</b>	<b>18</b>	<b>23</b>	<b>37</b>	<b>39</b>	<b>66</b>	<b>66</b>	<b>71</b>	<b>84</b>	<b>493</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	1	2	2	1	2	2	3		6	5	2	3	29
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - National Origin							2					1	3
Civil Rights - Perceived Religion		1					1		1				3
Civil Rights - Racial Profiling or Discrimin	1	1	1		1				4	3	2	2	15
Civil Rights - Screening of Religious Cultural and Ceremonial It			1										1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening										1			1
Claims								1					1
Claims - General								1					1
Customer Service	6	4	6	6	2	6	4	10	10	7	10	11	82
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TSO	6	3	6	5	2	6	4	10	10	7	10	11	80
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			3	3	1	11	17	14	30	31	43	57	210
Expedited Passenger Screening Program - DoD							2			1			3
Expedited Passenger Screening Program - TSA Application Program						1	2	2	2		1	6	14
Expedited Passenger Screening Program - TSA PreCheck			3	3	1	10	13	12	28	30	42	51	193
Identification (ID) Requirements							1		1				2
Identification (ID) Requirements - Domestic							1		1				2
Locks		1					2			1	1	1	6
Locks - General											1		1
Locks - Missing or Damaged Lock							2			1		1	5
Lost and Found	1	2			1								4
Lost and Found - Airport/TSA	1	2			1								4
Mishandling of Passenger Property	10	1	7	2	5		1	4	3	1	2		36
Mishandling of Passenger Property - Damaged/Missing Items--C			4							1			5
Mishandling of Passenger Property - Dam	10	1	3	2	5		1	3	3		2		30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction					2					1			3
No Jurisdiction - Refer to CBP										1			1
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other					1								1
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown								2	4	4		1	11
Patdown - Flyer								2	4	4		1	11
Persons w/ Disabilities (PWD)	1			1			2	1	4	2		3	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes				1						1		1	3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1						1	1	1			1	5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2			1	3
Prohibited & Permitted Items				1					2		2		5
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling	11	5		2	2		5	5	2	5	5	3	45
Property - Special Handling - Damaged Items - Carry-On								2		1	1		4
Property - Special Handling - Damaged It	4	2		1	1			1	1		2		12



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	1	1						2	1		1	2	2
Property - Special Handling - Missing Item	6	2		1	1		3	1	1	3			1
Screening	3	3	3		3	3	2	2	4	6	5	5	39
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					2	1		1	1		1	1	7
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process	3	3	2		1	1	1		3	6	4	3	27
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
Transfer to Security Specialist										1			1
Transfer to Security Specialist - Reportable Communication										1			1
<b>2022</b>	<b>81</b>	<b>137</b>	<b>121</b>	<b>130</b>	<b>137</b>	<b>173</b>	<b>158</b>	<b>171</b>					<b>1,108</b>
Airline			2		1								3
Airline - Policy/Regulations/Service			2		1								3
Civil Rights	3	4	1	1	1	2	2	2					16
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1					3
Civil Rights - Racial Profiling or Discrimination	3	4	1		1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Claims	1												1
Claims - General	1												1
Customer Service	8	5	8	7	6	7	6	7					54
Customer Service - Others			1										1
Customer Service - TCC									1				1
Customer Service - TSO	8	5	7	7	6	7	6	6					52
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139					919
Expedited Passenger Screening Program - DoD		2	1				1	2					6
Expedited Passenger Screening Program - Known Crew Member					1								1
Expedited Passenger Screening Program	2	14	11	6	6	6	9	6					60
Expedited Passenger Screening Program	53	96	84	101	112	145	129	131					851
Expedited Passenger Screening Program - TSA/DHS		1											1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domestic	1			1									2
Locks	1				1		1	1					4
Locks - Missing or Damaged Lock	1				1		1	1					4
Lost and Found		1		1				1					3
Lost and Found - Airport/TSA		1		1				1					3
Mishandling of Passenger Property	1		3			2		2					8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1							3
Mishandling of Passenger Property - Disa	1		1			1							3
No Jurisdiction	1		1			1							3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1					1							2
Patdown	3	4	1	3	1		2	5					19
Patdown - Children				1									1
Patdown - Flyer	3	2	1	2	1		2	5					16
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	1	1	1	3		1	7					16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal M	1			1									2
Persons w/ Disabilities (PWD) - Medically	1						1	2					4
Persons w/ Disabilities (PWD) - Service Animals			1					1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						3					4
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2	6	5	4	2	7	2	3					31
Property - Special Handling - Damaged It	1	3		3		5	1	1					14
Property - Special Handling - Damaged Items - Checked			1	1				1					3
Property - Special Handling - Missing Items - Carry-C	2	1			1	2	1	1					8
Property - Special Handling - Missing Item	1	1	3		1								6
Screening	2	3	2	5	3	3	5	4					27
Screening - Inconsistency				1			2						3
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process	1	2	2	4	3	3	3	4					22

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EAR</b>			1	2	1	4	1		1		1		11
<b>2019</b>						1			1				2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>				2	1	1							4
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
<b>2021</b>						2					1		3
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage											1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
<b>2022</b>			1					1					2
Expedited Passenger Screening Program			1					1					2
Expedited Passenger Screening Program - TSA PreCheck			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EAT</b>	<b>1</b>		<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>27</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>9</b>
Civil Rights					1								1
Civil Rights - Sexual Orientation - Not Transgender						1							1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked													1
Screening								1	1		1		3
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							1				1		2
<b>2020</b>	<b>1</b>		<b>1</b>	<b>2</b>									<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown				1									1
Patdown - Flyer				1									1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>			<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>3</b>		<b>1</b>	<b>8</b>
Claims			1										1
Claims - General			1										1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Mishandling of Passenger Property							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2022</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>					<b>6</b>
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 - Checked			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ECP</b>	<b>17</b>	<b>12</b>	<b>4</b>	<b>9</b>	<b>10</b>	<b>18</b>	<b>16</b>	<b>27</b>	<b>17</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>179</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>41</b>
Civil Rights									1	2			3
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination										2			2
Customer Service						2		1	1	3			7
Customer Service - Others									1				1
Customer Service - TSO						2		1		3			6
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1	1		2	1	1	3	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown					1		2	1	1				5
Patdown - Flyer					1		2		1				4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								1	1	1			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				1			1	2		1	1		6
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1			1			1			3
Screening					1	1	1	4					7
Screening - Lengthy Lines					1		1	1					3
Screening - Procedures/Process						1		3					4
<b>2020</b>	<b>2</b>	<b>6</b>		<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>28</b>
Civil Rights		1						1					2
Civil Rights - Racial Profiling or Discrimination		1						1					2
Customer Service		1					1		1				3
Customer Service - Others		1											1
Customer Service - TSO							1		1				2
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property	1	1		1			1			1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1			1			1				1	1	5
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling	1	1							2			2	6
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Missing Items - Carry-On	1								2			2	5
Screening		2		1						1	1	1	6
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1						1	1	1	5
<b>2021</b>	<b>4</b>				<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>51</b>
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service	1										1	2	4
Customer Service - TSO	1										1	2	4
Expedited Passenger Screening Program					1	1	2	1	2	4	6	3	20
Expedited Passenger Screening Program - TSA Application Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck					1	1	2		2	4	5	3	18
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property					1				1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown	1							2					3
Patdown - Flyer	1							2					3
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	1					1			2	1	1	2	8
Property - Special Handling - Damaged Items - Carry-On										1	1	1	3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On									2				2
Property - Special Handling - Missing Items - Checked	1												1
Screening					1				1	1	1	1	5
Screening - Procedures/Process					1				1	1	1	1	5
<b>2022</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>12</b>					<b>59</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination	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 Application Program							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 - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Knives/Tools/Razors/€		1											1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	3	1		1		1		1					7
Screening - Inconsistency	1			1				1					3
Screening - Procedures/Process	2	1											3
Screening - Retrieving Abandoned/Confiscated Items							1						1
TWIC							1						1
TWIC - General							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EGE</b>			7	6	8	18	1	5	3	2	5	3	58
<b>2019</b>				2	2	1			1		2	3	8
Mishandling of Passenger Property				1	2				1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1							1		2
Property - Special Handling - Missing Items - Carry-On				1							1		2
Screening											1		1
Screening - Security Breach											1		1
<b>2020</b>			1			3							4
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown			1										1
Patdown - Children			1										1
<b>2021</b>					3	3	1	1	2	2	3	3	18
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Expedited Passenger Screening Program						1		1	1	1	3	2	9
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1		1	1	1	2	2	8
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening					2	1	1						5
Screening - Inconsistency												1	1
Screening - Procedures/Process					2	1	1						4
<b>2022</b>			6	4	3	11		4					28
Civil Rights						1							1
Civil Rights - Race						1							1
Expedited Passenger Screening Program			4	3	2	9		3					21
Expedited Passenger Screening Program - TSA PreCheck			4	3	2	9		3					21
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening			1		1	1							3
Screening - Procedures/Process			1		1	1							3



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EKO</b>	<b>1</b>			<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>15</b>
<b>2019</b>					<b>1</b>		<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
Mishandling of Passenger Property					1		2		1	2	1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>1</b>			<b>1</b>	<b>1</b>								<b>3</b>
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>					<b>1</b>			<b>1</b>				<b>1</b>	<b>3</b>
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling					1							1	2
Property - Special Handling - Missing Items - Checked					1							1	2
<b>2022</b>							<b>1</b>						<b>1</b>
Screening							1						1
Screening - Inconsistency							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ELM</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>2</b>	<b>27</b>
<b>2019</b>				<b>1</b>				<b>3</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>11</b>
Customer Service								1		1		1	3
Customer Service - TSO								1		1		1	3
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1			1	2
Patdown - Flyer									1			1	2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked										1			1
Screening									1	1			2
Screening - Inconsistency									1				1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>3</b>					<b>1</b>			<b>10</b>
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
<b>2021</b>								<b>1</b>		<b>1</b>			<b>2</b>
Customer Service								1					1
Customer Service - TSO								1					1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2022</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>							<b>4</b>
Expedited Passenger Screening Program				1	1	1							3
Expedited Passenger Screening Program - TSA PreCheck				1	1	1							3
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ELP</b>	<b>44</b>	<b>16</b>	<b>19</b>	<b>24</b>	<b>20</b>	<b>37</b>	<b>35</b>	<b>34</b>	<b>25</b>	<b>13</b>	<b>6</b>	<b>39</b>	<b>312</b>
<b>2019</b>				<b>4</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>55</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service					1			3	1	2		1	8
Customer Service - TSO					1			3	1	2		1	8
Locks					1	1						1	3
Locks - Missing or Damaged Lock					1	1						1	3
Mishandling of Passenger Property				1	2	2	3	2	3			1	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	1	2			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	1	1	1						4
Patdown				1	2		1			1			5
Patdown - Flyer				1	2		1			1			5
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Marijuana							1						1
Property - Special Handling				2		4	2		2	1	1	3	15
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked						1	1				1		3
Property - Special Handling - Missing Items - Carry-On									2	1		1	4
Property - Special Handling - Missing Items - Checked				2		3						2	7
Screening					1	2	1		3	1			8
Screening - Procedures/Process					1	1	1		2	1			6
Screening - Security Breach						1			1				2
<b>2020</b>	<b>11</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>28</b>	<b>63</b>
Customer Service	2				1					1			4
Customer Service - TSO	2				1					1			4
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found		1										23	24
Lost and Found - Airport/TSA		1										23	24
Mishandling of Passenger Property	3	1	3	1	1		1		2			1	13
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Dam	2			1	1				2				6
Mishandling of Passenger Property - Disa	1	1	2									1	5
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling	2		3	1	1				1	1		1	10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1		3	1	1				1	1		1	9
Screening				1	1						1	3	6
Screening - Procedures/Process				1	1						1	3	6
<b>2021</b>	<b>24</b>	<b>4</b>	<b>3</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>5</b>	<b>13</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>70</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
CSM/Stakeholder Follow-up	1												1
CSM/Stakeholder Follow-up - General	1												1
Customer Service	1	1	2	3				1		1			9
Customer Service - TCC				1									1
Customer Service - TSO	1	1	2	2				1		1			8
Expedited Passenger Screening Program						1	3	3	7	1	2	3	20
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	2	2	6	1	2	3	17
Lost and Found	16	1											17
Lost and Found - Airport/TSA	16	1											17
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown									4				4
Patdown - Flyer									4				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Property - Special Handling	2	1						1	2	1			7
Property - Special Handling - Damaged Items - Carry		1							2				3
Property - Special Handling - Missing Item	2							1		1			4
Screening	3	1								2	1	1	8
Screening - Procedures/Process	3	1								2	1	1	8
<b>2022</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>26</b>	<b>23</b>	<b>24</b>					<b>124</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Customer Service	1				1	1	1	1					5
Customer Service - TSO	1				1	1	1	1					5
DHS TRIP	1			1									2
DHS TRIP - Status	1			1									2
Expedited Passenger Screening Program	6	7	6	10	4	23	15	20					91
Expedited Passenger Screening Program - DoD		1	1			2							4
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	6	5	5	10	4	21	15	18					84
Expedited Passenger Screening Program - TSA/DHS		1						1					2
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Disarrayed Item		1						1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown			1		1		3						5
Patdown - Flyer			1		1		3						5
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developm			1										1
Property - Special Handling		1	1	2	1			1					6
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Check			1			1							2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items		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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ENV</b>			2	1	2	1			1				7
<b>2019</b>					1				1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back					1								1
<b>2020</b>			2	1	1	1							5
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			2		1								3
Mishandling of Passenger Property - Damaged/Missing			2		1								3
Patdown								1					1
Patdown - Flyer								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ERI</b>	<b>4</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>17</b>
<b>2019</b>				<b>1</b>			<b>3</b>				<b>1</b>		<b>5</b>
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Current Topic				1									1
Current Topic - Current Topic				1									1
Patdown							2				1		3
Patdown - Flyer							1				1		2
Patdown - Flyer as Observer							1						1
<b>2020</b>	<b>2</b>							<b>1</b>					<b>3</b>
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
<b>2021</b>		<b>1</b>					<b>1</b>		<b>1</b>				<b>3</b>
Customer Service		1					1		1				3
Customer Service - TSO		1					1		1				3
<b>2022</b>	<b>2</b>					<b>2</b>	<b>1</b>	<b>1</b>					<b>6</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service							1						1
Customer Service - Others							1						1
Expedited Passenger Screening Program	1						1	1	1				4
Expedited Passenger Screening Program	1						1	1	1				4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ESC</b>			1	2	1		1	1					6
<b>2019</b>								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2020</b>				1	1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2022</b>			1	1			1						3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Property - Special Handling			1					1					2
Property - Special Handling - Missing Items - Checke			1					1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EUG</b>	<b>11</b>	<b>3</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>19</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>112</b>
<b>2019</b>				<b>1</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>19</b>
Mishandling of Passenger Property							1		2	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling							2	1	1	2	3	1	10
Property - Special Handling - Damaged Items - Carry-On							1				2		3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1	1		1	1		4
Screening				1				1					2
Screening - Procedures/Process				1				1					2
<b>2020</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>		<b>1</b>			<b>1</b>	<b>3</b>	<b>24</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service									1				1
Customer Service - TSO									1				1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	2	3	1	1						1	10
Mishandling of Passenger Property - Damaged/Missii		1		3	1	1						1	7
Mishandling of Passenger Property - Disa	1		2										3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2		1	1	2	1						1	8
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On			1	1									2
Property - Special Handling - Missing Item	2				1	1						1	5
Screening											1	1	2
Screening - Procedures/Process											1	1	2
<b>2021</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>26</b>
Expedited Passenger Screening Program							2	2	1	1	1	5	12
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	1	5	10
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks							1	1					2
Locks - Missing or Damaged Lock							1	1					2
Mishandling of Passenger Property	1	1		2			2						6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	1					2						4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1							1
Property - Special Handling							1	1		1			3
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Checked							1						1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2022</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>10</b>	<b>9</b>					<b>43</b>
Expedited Passenger Screening Program	4		7			2	4	8	7				32
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	4		7			2	4	8	6				31
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling				1	1		1	1					4
Property - Special Handling - Damaged Items - Carry-On				1				1					2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1			1	1					3
Screening - Procedures/Process				1			1	1					3



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EVV</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>38</b>
<b>2019</b>						<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>9</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1	1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling								1	2	1			4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2020</b>	<b>2</b>			<b>2</b>	<b>3</b>								<b>7</b>
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1				2								3
Screening - Procedures/Process	1				1								2
Screening - Security Breach					1								1
<b>2021</b>					<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>8</b>
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 PreCheck					1		1		1	2	1	1	7
<b>2022</b>		<b>1</b>			<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>					<b>14</b>
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 Medical Supplies					1								1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EWN</b>													
<b>2019</b>		2	2	2		1	5	3	2		2	3	22
Property - Special Handling							1				1	1	3
Property - Special Handling - Damaged Items - Checked							1				1	1	3
Property - Special Handling - Missing Items - Checked							1				1	1	2
<b>2020</b>			1	1				1	1				6
Mishandling of Passenger Property								1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling									1				2
Property - Special Handling - Missing Items - Checked			1						1				2
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>							3	1	1		1		6
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								2	1				3
Screening - Procedures/Process								2	1				3
<b>2022</b>		2	1	1		1	1	1					7
Airline				1									1
Airline - Policy/Regulations/Service			1										1
Expedited Passenger Screening Program			2		1		1	1					6
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreC		1		1		1	1	1					5

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EWR</b>	<b>416</b>	<b>435</b>	<b>537</b>	<b>464</b>	<b>566</b>	<b>927</b>	<b>852</b>	<b>875</b>	<b>283</b>	<b>351</b>	<b>390</b>	<b>353</b>	<b>6,449</b>
<b>2019</b>				<b>109</b>	<b>120</b>	<b>150</b>	<b>140</b>	<b>170</b>	<b>152</b>	<b>181</b>	<b>176</b>	<b>146</b>	<b>1,344</b>
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Flyer										1		1	2
Civil Rights				9	5	6	4	4	5	10	6	6	55
Civil Rights - Age				1	1	1	1		1	1			6
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns											1	1	2
Civil Rights - Headwear							1						1
Civil Rights - National Origin				2				1				1	4
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination				2	3	3	1	1	3	6	3	1	23
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1				1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1	1	3	1	3	10
Civil Rights - Sexual Orientation - Not Transgender				1	1								2
Civil Rights - Transgender Screening				1		1					1		3
Customer Service				14	28	42	44	42	46	38	51	32	337
Customer Service - CSM												1	1
Customer Service - Others				1	2	11	6	6	7	9	11	4	57
Customer Service - TSO				13	26	31	38	36	39	29	40	27	279
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks				7	8	8	8	13	8	12	9	9	82
Locks - General													1
Locks - Missing or Damaged Lock				7	8	8	7	13	8	12	9	9	81
Lost and Found				6	7	4	7	2	1	2	5	9	43
Lost and Found - Airport/TSA				6	7	4	7	2	1	2	5	9	43
Mishandling of Passenger Property				23	25	32	20	27	26	31	32	22	238
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4		3	1	4	2	3	2	4	23
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				18	19	21	16	19	21	22	26	18	180
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1		1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	5	8	2	4	2	6	4		32
Patdown				1	6	6	3	5	7	6	1	3	38
Patdown - Children										1			1
Patdown - Flyer					6	5	2	5	7	5	1	3	34
Patdown - Flyer as Observer				1									1
Patdown - General						1							1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				3	4	5	4	11	8	14	13	8	70
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1	1	2
Persons w/ Disabilities (PWD) - Diabetes				1		1			2	1	1		6
Persons w/ Disabilities (PWD) - General					1					2		2	5
Persons w/ Disabilities (PWD) - Hearing Impairment								2				1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	2		2	3	1	5	2	16
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2		3	3	1	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1	1		2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1	1	1			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1	1	3	2	3	1	1	15
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Alcohol and Tobacco								1					1
Property - Special Handling				28	23	18	34	38	31	41	27	34	274
Property - Special Handling - Damaged Items - Carry-On				5	1	2	5	3	2	1	4	3	26
Property - Special Handling - Damaged Items - Checked				5	2	7	7	14	8	12	5	11	71
Property - Special Handling - Missing Items - Carry-On				6	7	1	9	7	5	8	7	6	56
Property - Special Handling - Missing Items - Checked				12	13	8	13	14	16	20	11	14	121
Request for Assistance				1			2				1		4
Request for Assistance - Other				1			2				1		4
Screening				17	14	29	14	27	20	26	31	21	199
Screening - Children										1			1
Screening - Crew Member or Airline Employee								1		1	1		3
Screening - Inconsistency						2		1					3
Screening - Lengthy Lines				5	5	8	2	3	3	3	7	3	39
Screening - Procedures/Process				11	8	17	11	20	16	16	19	16	134
Screening - Retrieving Abandoned/Confiscated Items						1	1	1	1	2	1	1	8
Screening - Security Breach				1	1	1	1	1	1	3	3	1	11
<b>2020</b>	<b>171</b>	<b>138</b>	<b>201</b>	<b>146</b>	<b>131</b>	<b>72</b>	<b>8</b>	<b>13</b>	<b>18</b>	<b>32</b>	<b>38</b>	<b>39</b>	<b>1,007</b>
Civil Rights	5	3	8	4	4	3	1		1			2	31
Civil Rights - Age	1	1			1	1							4
Civil Rights - Headwear					1								1
Civil Rights - National Origin	1	1			1								3
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination	1		5	2		1	1		1			1	12
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Screening of Religious or Cultural Garm		1											1
Civil Rights - Sex/Gender/Gender Identity	2		3	1	1								7
Civil Rights - Transgender Screening						1							1
Customer Service	47	41	59	31	38	16	2	3	4	5	6	3	255
Customer Service - CSM		1											1
Customer Service - Others	13	13	10	6	8			1	2				53
Customer Service - TSO	34	27	49	25	30	16	2	2	2	5	6	3	201

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements						1						1	2
Identification (ID) Requirements - Domestic						1						1	2
Locks	10	4	17	8	4	4			1	4	1	3	56
Locks - General				1									1
Locks - Missing or Damaged Lock	10	4	17	7	4	4			1	4	1	3	55
Lost and Found	4	3	9	9	10	3	1	1	1	1	2	3	47
Lost and Found - Airport/TSA	4	3	9	9	10	3	1	1	1	1	2	3	47
Mishandling of Passenger Property	30	19	39	36	26	10	3	3	4	5	6	13	194
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Damaged/Missing Items	4	3	6	2	5	1	1					2	25
Mishandling of Passenger Property - Damaged/Missing Items - Private Screening Contractor	20	12	27	30	21	6	2	3	4	3	5	8	141
Mishandling of Passenger Property - Disposition	6	4	6	4		3					1	3	27
Patdown	2	6	2	1	1	3							15
Patdown - Children				1									1
Patdown - Flyer	2	5	2		1	3							13
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	11	7	11	1	5	2				1	2		40
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical	1				1								2
Persons w/ Disabilities (PWD) - Medically	2	1								1			4
Persons w/ Disabilities (PWD) - Metal Impairment	1				1								2
Persons w/ Disabilities (PWD) - Mobility Impairment	1	2	2	1									6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals			2								1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2								2
Persons w/ Disabilities (PWD) - Wheelchair	4	2	3			1							10
Property - Special Handling	32	26	30	34	19	17		3	7	11	18	13	210
Property - Special Handling - Damaged Items	4	2	1	2	1					1	1		12
Property - Special Handling - Damaged Items - Private Screening Contractor	7	2	8	4	3	2		2	4	4	5	5	46
Property - Special Handling - Missing Items	6	6	10	13	4	5				3	1	4	52
Property - Special Handling - Missing Items - Private Screening Contractor	15	16	11	15	11	10		1	3	3	11	4	100
Request for Assistance	1					1							2
Request for Assistance - Other	1					1							2
Screening	29	29	26	22	22	14	1	3		5	3	1	155
Screening - Inconsistency		3		1	1								5
Screening - Lengthy Lines	9	9	6	4	7	1							36
Screening - Procedures/Process	15	16	19	15	13	13	1	3		5	2	1	103
Screening - Retrieving Abandoned/Confiscated Items		1	1	1							1		4
Screening - Security Breach	5			1	1								7
<b>2021</b>	<b>47</b>	<b>42</b>	<b>34</b>	<b>34</b>	<b>41</b>	<b>42</b>	<b>72</b>	<b>97</b>	<b>113</b>	<b>138</b>	<b>176</b>	<b>168</b>	<b>1,004</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline			1			1				1	1	1	5
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service			1			1						1	3
Animals								1					1
Animals - Carry-On								1					1
Civil Rights	3	1		2	3	3	5	1	6	3	8	1	36
Civil Rights - Age									2				2
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	2	1			2		3	1	3		7	1	20
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	2	1		1	1	1		8
Civil Rights - Transgender Screening						1							1
Claims			1	1									2
Claims - General			1										1
Claims - Status				1									1
Customer Service	11	7	9	11	16	5	14	20	17	25	22	22	179
Customer Service - CSM			1										1
Customer Service - Others	1			2						1			4
Customer Service - TCC												1	1
Customer Service - TSO	10	7	8	9	16	5	14	20	17	24	22	21	173
Duplicate E-mail										1			1
Duplicate E-mail - General										1			1
Expedited Passenger Screening Program			7	3	3	16	22	38	42	59	86	98	374
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - TSA Application Program				1		1	1	6	2	2	4	6	23
Expedited Passenger Screening Program - TSA PreCheck			7	2	3	15	20	31	39	57	80	91	345
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1			1	3
General Aviation						1							1
General Aviation - General						1							1
Hazardous Materials Safety						1	1			1	2	3	8
Hazardous Materials Safety - General						1	1			1	2	3	8
Identification (ID) Requirements										3	1		4
Identification (ID) Requirements - Domestic										2	1		3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	2	2		1				1		2		1	9
Locks - General									1				1
Locks - Missing or Damaged Lock	2	2		1				1		1		1	8
Lost and Found	5	3	1	1			3	1	1		2	1	18
Lost and Found - Airport/TSA	5	3	1	1			3	1	1		2	1	18
Mishandling of Passenger Property	6	9	8	7	5		4	4	2	7	4	1	57
Mishandling of Passenger Property - Damaged	1	2	1	2	1		1	2		3			13
Mishandling of Passenger Property - Damaged	4	7	6	4	4		2	2	2	4	3		38
Mishandling of Passenger Property - Disposition	1		1	1			1				1	1	6
No Jurisdiction							1		1	1	1	1	5
No Jurisdiction - Refer to CBP							1		1		1	1	4
No Jurisdiction - Refer to Other										1			1
Patdown	3	2					2	1	2	1	4	3	18
Patdown - Children									1				1
Patdown - Flyer	3	2					2	1	1	1	4	1	15
Patdown - Flyer as Observer												1	1
Patdown - General												1	1
Persons w/ Disabilities (PWD)	1	2	1			3	2	9	4	8	9	5	44
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes			1			1			1	1	1	1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General								2	1			1	4
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1			2	1	2		6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1		1			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								3		1	1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2		1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					1			1		2	5
Persons w/ Disabilities (PWD) - Service Animals		1								1	3		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1	1		2
Prohibited & Permitted Items	1		1		1	1	1	1	4	2	5		17
Prohibited & Permitted Items - Alcohol and Tobacco									1	1			2
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - Food/Beverages						1			1		1		3
Prohibited & Permitted Items - General			1						1	1	1		4
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Lighters/Matches	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1	1		2		4
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items											1		1
Property - Special Handling	8	7	3	6	9	6	10	7	17	8	18	14	113
Property - Special Handling - Damaged Items - Carry On		1			4	1	1	1	5	2	8	2	25
Property - Special Handling - Damaged Items - Checked	1			1	2	1	2	1	3	2	1	4	18
Property - Special Handling - Missing Items - Carry On	2	2	2	3	1	3	5	4	4	4	4	5	39
Property - Special Handling - Missing Items - Checked	5	4	1	2	2	1	2	1	5		5	3	31
Screening	7	9	2	2	3	6	7	13	17	15	13	17	111
Screening - Children										1			1
Screening - Inconsistency		1			3		1	1	2		1	3	12
Screening - Lengthy Lines	2					4	1	2	1	1	2	1	14
Screening - Opposite Gender												1	1
Screening - Procedures/Process	5	8	1	2		1	4	10	14	12	10	12	79
Screening - Retrieving Abandoned/Confiscated Items						1	1			1			3
Screening - Security Breach			1										1
<b>2022</b>	<b>198</b>	<b>255</b>	<b>302</b>	<b>175</b>	<b>274</b>	<b>663</b>	<b>632</b>	<b>595</b>					<b>3,094</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	1					1	1					4
Airline - Policy/Regulations/Service	1	1					1	1					4
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	6	4	4	2	3	7	3	5					34
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)			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
Civil Rights - Racial Profiling or Discrimination	6	2	3	1	3								15
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1		1					3
Civil Rights - Transgender Screening				1									1
Claims		1											1
Claims - Status		1											1
Customer Service	25	29	32	24	20	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	23	20	25	17	27					198
Expedited Passenger Screening Program	125	177	198	122	217	581	567	495					2,482
Expedited Passenger Screening Program - Active Duty Military					1			1					2
Expedited Passenger Screening Program - Checked	1	2				1	3	4					11
Expedited Passenger Screening Program - Carry On	1												1
Expedited Passenger Screening Program - Checked	10	25	20	4	13	11	16	19					118
Expedited Passenger Screening Program - Carry On	113	149	178	118	203	568	548	469					2,346

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA/DHS			1				1		2				4
Hazardous Materials Safety			3	1				1					5
Hazardous Materials Safety - General			3	1				1					5
Identification (ID) Requirements			2										2
Identification (ID) Requirements - Domestic			2										2
Locks	2	1	1		1				2				7
Locks - Missing or Damaged Lock	2	1	1		1				2				7
Lost and Found		1	2	3	2	3	1	4					16
Lost and Found - Airport/TSA		1	2	3	2	3	1	4					16
Mishandling of Passenger Property	2	3	4	2	1		3	7					22
Mishandling of Passenger Property - Damaged	1	1	3					4					9
Mishandling of Passenger Property - Damaged	1	2	1	2	1		2	2					11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1				2
No Jurisdiction	2	1	3	2	1	1	1	1	4				15
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP		1		2		1	1	1					6
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	2		3		1								6
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	3	2	1		4	4	4	7					25
Patdown - Flyer	1	1	1		4	4	4	6					21
Patdown - Flyer as Observer	2	1											3
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	10	6	6	2	2	7	7	5					45
Persons w/ Disabilities (PWD) - Cancer (g)	1												1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes						1	2						3
Persons w/ Disabilities (PWD) - Diapers/C	1					1	1						3
Persons w/ Disabilities (PWD) - General	1		1		1	1		1					5
Persons w/ Disabilities (PWD) - Hearing Impairment								2					2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1					1					3
Persons w/ Disabilities (PWD) - Medical D	2					1	1						4
Persons w/ Disabilities (PWD) - Medically	1					1		2					4
Persons w/ Disabilities (PWD) - Mobility D	1	2	1		1			1					6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1						1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2				1							3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1	2									3
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		2			1							4
Prohibited & Permitted Items	4	3	5										12
Prohibited & Permitted Items - Alcohol an	2												2
Prohibited & Permitted Items - Beauty & C	1												1
Prohibited & Permitted Items - Food/Beve	1	1	2										4
Prohibited & Permitted Items - General			3										3
Prohibited & Permitted Items - Knives/Tools/Razors/€		1											1
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	4	10	18	6	9	15	10	7					79
Property - Special Handling - Damaged It	2	3	9	4	1	4	5						28
Property - Special Handling - Damaged Items - Checked			5	1	2	2							10
Property - Special Handling - Missing Item	1	5	2	1	2	7	5	7					30
Property - Special Handling - Missing Item	1	2	2		4	2							11
Screening	14	11	26	11	13	20	16	30					141
Screening - Children								1					1
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6		2	1	1	7					20
Screening - International Screening					1								1
Screening - Lengthy Lines	4	1	6	1	2	3	1	5					23
Screening - Procedures/Process	8	8	14	9	5	15	11	15					85
Screening - Retrieving Abandoned/Confiscated Items				1	3	1	3	2					10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EYW</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>17</b>	<b>13</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>117</b>
<b>2019</b>					<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>			<b>1</b>	<b>7</b>
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2020</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>11</b>
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Mishandling of Passenger Property			1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						2							2
Patdown - Flyer						2							2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>		<b>1</b>			<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>35</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service		1							1		1		3
Customer Service - TSO		1							1		1		3
Expedited Passenger Screening Program						1	3	3	1	2	3	4	17
Expedited Passenger Screening Program - TSA Application Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck						1	3	2	1	2	3	3	15
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1	1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening					1		1					3	5
Screening - Inconsistency					1							3	4
Screening - Procedures/Process								1					1
<b>2022</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>6</b>					<b>64</b>
Customer Service			2										2
Customer Service - TSO			2										2
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5					56
Expedited Passenger Screening Program - TSA Appl		1		1			1						3
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5					53
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1						1						2
Screening - Procedures/Process	1						1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FAI</b>	<b>14</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>18</b>	<b>13</b>	<b>5</b>	<b>9</b>	<b>18</b>	<b>13</b>	<b>10</b>	<b>138</b>
<b>2019</b>				<b>3</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>13</b>	<b>5</b>	<b>6</b>	<b>52</b>
Civil Rights				2					1				3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination				1					1				2
Customer Service					1	3	3				1		8
Customer Service - TSO					1	3	3				1		8
Locks										1			1
Locks - Missing or Damaged Lock									1				1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1	1	4	1			5	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown									2	3			5
Patdown - Flyer									2	3			5
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Items - Checked								1		3		1	5
Screening					5		1		2	1	1	4	14
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					4	4	1		2	1	1	3	12
<b>2020</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>		<b>35</b>
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening							1						1
Customer Service		1		1		2							4
Customer Service - TSO		1		1		2							4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1		1	2		1					1		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Dam	1	1				1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2									2
Patdown	3			1	1								5
Patdown - Flyer	3			1	1								5
Persons w/ Disabilities (PWD)		2	2						1		1		6
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	1		1		1	1		1					5
Property - Special Handling - Damaged Items - Checked						1		1					2
Property - Special Handling - Missing Items	1		1		1								3
Screening	1		1		1						2		5
Screening - Children			1										1
Screening - Procedures/Process	1										2		3
Screening - Security Breach					1								1
<b>2021</b>	<b>4</b>	<b>1</b>				<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>25</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1			1	1	1	1	5
Customer Service - TSO						1			1	1	1	1	5
Expedited Passenger Screening Program									1	1		1	3
Expedited Passenger Screening Program - TSA PreCheck									1	1		1	3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1						1			1	1		4
Mishandling of Passenger Property - Dam	1						1			1	1		4
Property - Special Handling	1	1						1	1	1	1	2	8
Property - Special Handling - Damaged It	1										1	2	4
Property - Special Handling - Missing Items - Checke		1						1	1	1			4
Screening	2						1						3
Screening - Procedures/Process	2						1						3
<b>2022</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>2</b>					<b>26</b>
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service					1		2						3
Customer Service - TSO					1		2						3
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 - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	2	1		4	1	2					11
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items	1												1
Screening				1		1	1						3
Screening - Inconsistency						1							1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process					1			1					2
<b>FAR</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>13</b>	<b>5</b>	<b>7</b>	<b>13</b>	<b>7</b>	<b>109</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>29</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service								1					1
Customer Service - TSO								1					1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property										1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown							1	1	1	1	2		6
Patdown - Flyer							1	1	1	1	2		6
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling						1		2	2	1			6
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Checked						1		1	2				4
Screening				1	1				1	1	1	1	6
Screening - Inconsistency													1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1	1				1		1		4
<b>2020</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>					<b>1</b>	<b>2</b>		<b>13</b>
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1	1	1							1		4
Mishandling of Passenger Property - Damaged/Missin		1	1	1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	2					1					1		4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1				1								2
Screening	1									1			2
Screening - Procedures/Process	1									1			2
<b>2021</b>	<b>2</b>	<b>2</b>	<b>2</b>				<b>1</b>	<b>3</b>		<b>2</b>	<b>6</b>	<b>1</b>	<b>19</b>
Civil Rights											2		2
Civil Rights - Racial Profiling or Discrimination											2		2
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								2		1	3	1	7
Expedited Passenger Screening Program - TSA PreCheck								2		1	3	1	7
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--C				1			1						2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Property - Special Handling		2								1			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening	2										1		3
Screening - Procedures/Process	2										1		3
<b>2022</b>	<b>3</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>4</b>	<b>6</b>					<b>48</b>
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 - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	3	4	9	5	1	7	3	5					37
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening			1		1								2
Screening - Procedures/Process			1		1								2
<b>FAT</b>	<b>16</b>	<b>17</b>	<b>13</b>	<b>19</b>	<b>14</b>	<b>28</b>	<b>25</b>	<b>26</b>	<b>13</b>	<b>10</b>	<b>15</b>	<b>17</b>	<b>213</b>
<b>2019</b>				<b>6</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>46</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1	1		2	1		1	2	2	10
Customer Service - Others				1	1		1			1			5
Customer Service - TSO							1	1			2	1	5
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1	1	2		1				6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	1		1				5
Patdown													1
Patdown - Flyer							1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)						1		1		1		1	4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				3	2	2				2	2		11
Property - Special Handling - Damaged Items - Checked				1	2	1				1	2		7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				1		1				1			3
Screening						2	3	1	1		1	1	9
Screening - Inconsistency						1							1
Screening - Procedures/Process						1	3	1	1		1	1	8
<b>2020</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>40</b>
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		2	1			1	1	1			1	1	9
Customer Service - Others		1				1						1	3
Customer Service - TSO		1	1			1	1	1			1		6
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	3	1		3	1		1	2		1	1	1	14
Mishandling of Passenger Property - Dam	3	1		2			1	2		1	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1	1								2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling		1	1	2			1		1			2	8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checke		1	1	2		1						1	6
Screening	1	1	2				1						5
Screening - Procedures/Process	1	1	1				1						4
Screening - Shoe Screening			1										1
<b>2021</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>54</b>
Civil Rights									1	1			2
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	2	1		1	1	3	1		2	2	3	1	17
Customer Service - Others										1			1
Customer Service - TCC											1		1
Customer Service - TSO	2	1		1	1	3	1		2	1	2	1	15
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1			1		1	2		3	3	11
Expedited Passenger Screening Program - Over 75						1							1
Expedited Passenger Screening Program - TSA PreCheck			1					1	2		3	3	10
Mishandling of Passenger Property		1		1		1						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missii		1										1	2
Patdown				1							1		2
Patdown - Flyer				1									1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling	2					1		2	1				6
Property - Special Handling - Damaged Items - Carry-On								1	1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1					1		1					3
Screening	1		2			1			4			1	9
Screening - Children									1				1
Screening - Inconsistency			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1			3			1	6
<b>2022</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>12</b>	<b>13</b>	<b>18</b>					<b>73</b>
Civil Rights		1						1					2
Civil Rights - Perceived Religion		1											1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service		1				1	1	2					5
Customer Service - TSO		1				1	1	2					5
Expedited Passenger Screening Program	5	5	4	2	3	6	11	13					49
Expedited Passenger Screening Program - TSA Appl	1	1				1							3
Expedited Passenger Screening Program	5	4	3	2	3	6	10	12					45
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling				1		2							3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	2		1		1	3	1	1					9

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FAY</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>14</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>86</b>
<b>2019</b>				<b>2</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>25</b>
Customer Service				1	2								3
Customer Service - TSO				1	2								3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					1	2	1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling						1	1	3		1			6
Property - Special Handling - Damaged Items - Checked						1		2					3
Property - Special Handling - Missing Items - Checked							1	1		1			3
Screening						1	2	2			2		7
Screening - Gate Pass							1						1
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process						1		1			2		4
<b>2020</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>23</b>
Customer Service		1		1								1	3
Customer Service - TSO		1		1								1	3
Mishandling of Passenger Property						1		1		2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1		1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			2									1	3
Patdown - Children												1	1
Patdown - Flyer			1										1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Property - Special Handling		2	1		1			1			1		6
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Carry-On			1		1								2
Property - Special Handling - Missing Items - Checke		1											1
Screening	2		3						1				6
Screening - Inconsistency	1												1
Screening - Procedures/Process			3						1				4
Screening - Retrieving Abandoned/Confis	1												1
<b>2021</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>23</b>
Customer Service	1			1					1	1			4
Customer Service - TSO	1			1					1	1			4
Expedited Passenger Screening Program									1		1	2	4
Expedited Passenger Screening Program - TSA PreCheck									1		1	2	4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Food/Beverages										1			1
Property - Special Handling		1		1			1	1	2				6
Property - Special Handling - Damaged Items - Checked				1					1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checke		1					1	1					3
Screening	1					2				1		1	5
Screening - Procedures/Process	1					2				1		1	5
<b>2022</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>					<b>15</b>
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1			1	1	2	2	1					8
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1			1		1	2	1					6
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Screening	1					1		1					3
Screening - Inconsistency								1					1
Screening - Procedures/Process	1					1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FLG</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>24</b>
<b>2019</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>6</b>
Customer Service								1	1			1	3
Customer Service - TSO								1	1		1		3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
<b>2020</b>	<b>1</b>	<b>1</b>		<b>1</b>									<b>3</b>
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
<b>2021</b>		<b>1</b>				<b>1</b>	<b>1</b>			<b>2</b>		<b>1</b>	<b>6</b>
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program										2		1	3
Expedited Passenger Screening Program - TSA PreCheck										2		1	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
<b>2022</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>2</b>					<b>9</b>
Expedited Passenger Screening Program	1		1	1		1	2	2					8
Expedited Passenger Screening Program	1		1	1		1	2	2					8
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FLL</b>	<b>215</b>	<b>227</b>	<b>266</b>	<b>325</b>	<b>344</b>	<b>392</b>	<b>353</b>	<b>403</b>	<b>193</b>	<b>236</b>	<b>214</b>	<b>187</b>	<b>3,355</b>
<b>2019</b>				<b>89</b>	<b>89</b>	<b>94</b>	<b>102</b>	<b>107</b>	<b>90</b>	<b>117</b>	<b>94</b>	<b>69</b>	<b>851</b>
Civil Rights				4	2	2		6	4	10	3	1	34
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				2									2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin				1		1			1				3
Civil Rights - Racial Profiling or Discrimination				1	1			4	2	4	1		13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1		3		1	7
Civil Rights - Sexual Orientation - Not Transgender					1					1	1		3
Civil Rights - Transgender Screening								1		1			2
Customer Service				8	8	11	13	12	13	23	17	6	111
Customer Service - Others									1	2	1		4
Customer Service - TSO				8	8	11	13	12	12	21	16	6	107
Identification (ID) Requirements											1		1
Identification (ID) Requirements - International Travel											1		1
Locks				4	5	3	7	4	5	4	5	2	39
Locks - General									1				1
Locks - Missing or Damaged Lock				4	5	3	7	4	4	4	5	2	38
Lost and Found					1	1	2	1					5
Lost and Found - Airport/TSA					1	1	2	1					5
Mishandling of Passenger Property				27	23	29	30	23	24	40	25	20	241
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	2	4	4		3			3	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	17	22	22	22	16	39	23	16	197
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	4	3	3	1	5	1	1	1	21
Patdown				2	6	3	3	3	2	4	2	4	29
Patdown - Children						1							1
Patdown - Flyer					6	2	3	3	2	4	2	4	26
Patdown - Flyer as Observer				2									2
Persons w/ Disabilities (PWD)				6	7	4	7	4	9	2	4	5	48
Persons w/ Disabilities (PWD) - Autism Spectrum									1		1		2
Persons w/ Disabilities (PWD) - Breast Cancer					1				1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes										1		1	2
Persons w/ Disabilities (PWD) - General					1				1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1				1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1			2						3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											2		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				3	2	1	1	1	2			2	12
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1						1			2
Persons w/ Disabilities (PWD) - Service Animals					1		1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							3						3
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	3		2		3	1		11
Property - Special Handling				32	26	32	31	40	23	25	29	23	261
Property - Special Handling - Damaged Items - Carry-On				6	3	7	3	4	4	2	1	4	34
Property - Special Handling - Damaged Items - Checked				5	8	6	7	13	3	4	5	9	60
Property - Special Handling - Missing Items - Carry-On				7	4	2	11	8	2	6	5	4	49
Property - Special Handling - Missing Items - Checked				14	11	17	10	15	14	13	18	6	118
Screening				6	11	9	7	14	10	9	8	8	82
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency				1									1
Screening - Lengthy Lines										2			2
Screening - Procedures/Process				5	10	8	5	13	10	7	8	5	71
Screening - Retrieving Abandoned/Confiscated Items					1	1						1	3
Screening - Security Breach							2	1				1	4
<b>2020</b>	<b>87</b>	<b>90</b>	<b>95</b>	<b>102</b>	<b>92</b>	<b>68</b>	<b>6</b>	<b>9</b>	<b>24</b>	<b>33</b>	<b>31</b>	<b>37</b>	<b>674</b>
Advanced Imaging Technology (AIT)	1					1							2
Advanced Imaging Technology (AIT) - Flyer	1					1							2
Civil Rights	3	3	1	4	4	1			2	3	1	2	24
Civil Rights - Age	1	1			1								3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination			1	1	3				1	1		2	9
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			2					2			5
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening					1						1		2
Customer Service	7	13	12	12	16	12			3	2	3	4	84
Customer Service - CSM					1								1
Customer Service - Others	1			1	2								4
Customer Service - TSO	6	13	12	11	13	12			3	2	3	4	79
Locks	7	7	4	5	4	4		1		1	1		34
Locks - General	1												1
Locks - Missing or Damaged Lock	6	7	4	5	4	4		1		1	1		33
Lost and Found			1	3						1		4	9
Lost and Found - Airport/TSA			1	3						1		4	9
Mishandling of Passenger Property	24	30	29	32	27	16	2	3	7	6	5	8	189
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	2	3	4	1		1		2	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	22	23	22	26	21	11	1	1	7	4	4	7	149
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1		1		2							5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	5	5	2	2	2	1	1				1	20
Patdown	1	2	1		4	1		2		2			13
Patdown - Flyer	1	2	1		3	1		2		1			11

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer						1					1		2
Persons w/ Disabilities (PWD)	2	4	5	10	5					2	3		31
Persons w/ Disabilities (PWD) - Breast Cancer		1	1										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes						2							2
Persons w/ Disabilities (PWD) - General			1								1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1						1			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1						1			2
Persons w/ Disabilities (PWD) - Touch Aversion	1										1		2
Persons w/ Disabilities (PWD) - Wheelchair	1		1	5	3						1		11
Property - Special Handling	34	22	35	28	26	21	2	2	11	11	16	14	222
Property - Special Handling - Damaged Items	3	3	6	5	4	4							27
Property - Special Handling - Damaged Items	7	8	7	1	2	3			4	4	4	4	44
Property - Special Handling - Missing Items	9		7	2	10	3		2	1	3	4		41
Property - Special Handling - Missing Items	15	11	15	20	10	11	2		6	4	8	8	110
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2
Screening	8	8	6	8	6	12	2	1	1	5	2	5	64
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines				1		1							3
Screening - Procedures/Process	8	8	4	5	6	10	2	1	1	4	1	3	53
Screening - Retrieving Abandoned/Confiscated Items			1	1		1							3
Screening - Security Breach			1	1									2
<b>2021</b>	<b>44</b>	<b>34</b>	<b>26</b>	<b>16</b>	<b>39</b>	<b>45</b>	<b>61</b>	<b>76</b>	<b>79</b>	<b>86</b>	<b>89</b>	<b>81</b>	<b>676</b>
Airline			1	1					2	1	2		7
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1	1					2		2		6
Civil Rights	1	2	1	3	1	1	5	3	1	2	4	3	27
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns					1								1
Civil Rights - National Origin				1							1		2
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	1	1	1			1	2	1	1	2	2	2	14
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1	1				1	4
Civil Rights - Sexual Orientation - Not Transgender							1				1		2
Claims			1										1
Claims - General			1										1
Customer Service	7	5	7	3	15	9	7	9	12	11	7	8	100
Customer Service - CSM			1						1	1			3
Customer Service - Others	1				1					1			3
Customer Service - TSO	6	5	6	3	14	9	7	9	11	9	7	8	94
Expedited Passenger Screening Program			5	1	5	10	20	35	30	39	40	53	238
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program							4	4		2		2	12
Expedited Passenger Screening Program - TSA PreCheck			5	1	5	10	16	29	30	37	38	51	222
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety				2	1								3
Hazardous Materials Safety - General				2	1								3
Identification (ID) Requirements			1	1							2		4
Identification (ID) Requirements - Domestic			1	1							1		3
Identification (ID) Requirements - Real ID											1		1
Locks	1	1	2								1		5
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1	1								1		4
Lost and Found	1	1	1						1				4
Lost and Found - Airport/TSA	1	1	1						1				4
Mishandling of Passenger Property	6	10	3	3	5	3	5	5	4	4		2	50
Mishandling of Passenger Property - Damaged/Missing Items--C			2	3	2	1		2		1			11
Mishandling of Passenger Property - Damaged/Missing Items--D	5	9	1		2	2	3	2	3	2		2	31
Mishandling of Passenger Property - Disposition	1	1			1		2	1	1	1			8
No Jurisdiction			1				1			1	1	1	5
No Jurisdiction - Refer to CBP			1				1			1			3
No Jurisdiction - Refer to Other											1	1	2
No Subject					1								1
No Subject - General					1								1
Patdown					2	2			3	4	4		15
Patdown - Children										1			1
Patdown - Flyer					1	2			3	4	3		13
Patdown - General					1								1
Persons w/ Disabilities (PWD)	4	2	1			1	1	2	2	2	3	2	20
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		1							1	1			3
Persons w/ Disabilities (PWD) - General						1		1		1		1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1										2		3
Persons w/ Disabilities (PWD) - Mobility Disability (N	1	1	1										3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair	1						1						2
Prohibited & Permitted Items					1				1	2	3	1	8
Prohibited & Permitted Items - Alcohol and Tobacco										2		1	3
Prohibited & Permitted Items - Food/Beverages											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1				1		1		3
Property - Special Handling	13	10	2		2	7	13	16	16	14	15	5	113
Property - Special Handling - Damaged Items	3	2	2			3	4	3	7	2	11	2	39
Property - Special Handling - Damaged Items - Carry-On	1	1				1	1	1	2	2			10
Property - Special Handling - Missing Items	3	1				3		7	5	4	2	1	26
Property - Special Handling - Missing Items - Carry-On	6	6			2		8	5	2	6	2	1	38
Request for Assistance										1			1
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1			1
Screening	11	3		2	6	12	9	6	7	5	7	6	74
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			5		2	1	3	1	1		14
Screening - Lengthy Lines	1					1	3	1					7
Screening - Opposite Gender				1									1
Screening - Procedures/Process	10	2		1	1	10	4	4	4	4	5	6	51
<b>2022</b>	<b>84</b>	<b>103</b>	<b>145</b>	<b>118</b>	<b>124</b>	<b>185</b>	<b>184</b>	<b>211</b>					<b>1,154</b>
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					1								1
Civil Rights - Civil Rights Violation (TSA Employee)			1						1				2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1			1					3
Civil Rights - Not Specified							1						1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination	3		2	2	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims	1												1
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	44	70	108	80	96	139	139	156					832
Expedited Passenger Screening Program - DoD						2	2						4
Expedited Passenger Screening Program - TSA Appl		6	3	5	7	4	6	4					35
Expedited Passenger Screening Program - TSA/DHS	44	62	105	75	88	133	130	152					789
Expedited Passenger Screening Program - TSA/DHS	2				1	1	1						4
Hazardous Materials Safety					1		1						2
Hazardous Materials Safety - General					1		1						2
Identification (ID) Requirements			1		2								3
Identification (ID) Requirements - Domestic					2								2
Identification (ID) Requirements - International Travel			1										1
Locks	1						1		1				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 - Damaged	1	1	2		1		2	4					11
Mishandling of Passenger Property - Damaged - Carry-On	2	2	2	1			1	3					11
Mishandling of Passenger Property - Disarrayed Item	1												1
No Jurisdiction	1	1			1			1					4
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
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								2					2
Persons w/ Disabilities (PWD) - General		1	1										2
Persons w/ Disabilities (PWD) - Medically	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1			1							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1				1	2					4
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Packs	1												1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	8	8	8	11	2	7	8	6					58
Property - Special Handling - Damaged Items	4	2	4	5	1	2	3	4					25
Property - Special Handling - Damaged Items - Carry-On	2	3	1	1		1	2						10
Property - Special Handling - Missing Items - Carry-On		1		4	1	2	3	1					12
Property - Special Handling - Missing Items - Carry-On	2	2	3	1		2		1					11
Request for Assistance								1					1
Request for Assistance - Other								1					1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	7	4	4	9	5	13	10	9					61
Screening - Crew Member or Airline Employee					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/Confiscated Items							2	1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FLO</b>		<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>1</b>		<b>15</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>6</b>
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1					2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening					1								1
Screening - Lengthy Lines					1								1
<b>2020</b>		<b>2</b>					<b>1</b>						<b>3</b>
Customer Service		1											1
Customer Service - TSO		1											1
Screening			1					1					2
Screening - Procedures/Process			1					1					2
<b>2021</b>							<b>1</b>	<b>1</b>	<b>1</b>				<b>3</b>
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
<b>2022</b>		<b>1</b>		<b>1</b>				<b>1</b>					<b>3</b>
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

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FNT</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>68</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>13</b>
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service							1	1	1		1		4
Customer Service - TSO							1	1	1		1		4
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Property - Special Handling					1				1		2		4
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked					1					1			2
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>			<b>1</b>	<b>3</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>11</b>
Civil Rights				1									1
Civil Rights - Hair Patdowns				1									1
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1					1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1					1			3
Patdown			1	1	1								3
Patdown - Flyer			1	1	1								3
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2021</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>		<b>1</b>	<b>2</b>			<b>1</b>	<b>9</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening	1							1					2
Screening - Procedures/Process	1							1					2
<b>2022</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>					<b>35</b>
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO		1			1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2					22
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2					22
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		1											1
Screening		1	1			2							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	1			1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FOD</b>	<b>2</b>							<b>1</b>		<b>1</b>			<b>4</b>
<b>2020</b>	<b>2</b>												<b>2</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1												1
Customer Service - TSO	1												1
<b>2021</b>													<b>1</b>
Property - Special Handling												<b>1</b>	1
Property - Special Handling - Missing Items - Checked											<b>1</b>		1
<b>2022</b>								<b>1</b>					<b>1</b>
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FSD</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>15</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>111</b>
<b>2019</b>					<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>15</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - General													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Property - Special Handling										1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
Screening						2			1	1			5
Screening - Procedures/Process						1			1	1			4
Screening - Security Breach						1							1
<b>2020</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>					<b>2</b>			<b>18</b>
Civil Rights										2			2
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Damaged	1			1									2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Property - Special Handling	3					1							4
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	2					1							3
Screening			3										3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process			1										1
<b>2021</b>	<b>2</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>24</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1							1		1			3
Customer Service - TSO	1							1		1			3
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program						2	1			1	3	5	12
Expedited Passenger Screening Program - TSA PreCheck						2	1			1	3	5	12
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1				1				1				3
Screening - Procedures/Process	1				1					1			3
<b>2022</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>					<b>54</b>
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7					45
Expedited Passenger Screening Program - TSA Application Program	6	2	3	7	6	5	5	6					40
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Screening		2		1	1	1	1						6
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1				1	1						3
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FSM</b>			2	1	3	1	3	3	1	4			18
<b>2019</b>				3	1		1			2			7
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown				1						1			2
Patdown - Flyer				1						1			2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1	1			1					3
Screening - Procedures/Process				1	1			1					3
<b>2021</b>		1				1	1		2				5
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA PreCheck								1		1			2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening		1											1
Screening - Inconsistency		1											1
<b>2022</b>		1	1			2	1	1					6
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening									1				1
Screening - Inconsistency									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FWA</b>	<b>7</b>	<b>10</b>	<b>8</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>84</b>
<b>2019</b>													<b>13</b>
Mishandling of Passenger Property						1	1	1	3	1	3	3	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									2		2		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		2	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling							1		1	1	1		4
Property - Special Handling - Damaged Items - Checked									1	1	1		3
Property - Special Handling - Missing Items - Checked							1						1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>				<b>2</b>		<b>2</b>	<b>1</b>	<b>14</b>
Customer Service									1				1
Customer Service - TSO									1				1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1	1		1			1		2			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1		1			1		2			6
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown				1									1
Patdown - Non-Flyer				1									1
Property - Special Handling	1		1										2
Property - Special Handling - Missing Items - Checked	1		1										2
Screening			1										1
Screening - Procedures/Process			1										1
<b>2021</b>	<b>5</b>	<b>2</b>	<b>1</b>				<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>25</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Customer Service	1	1	1				1	1					5
Customer Service - TSO	1	1	1				1	1					5
Expedited Passenger Screening Program							1	1				3	5
Expedited Passenger Screening Program - TSA PreCheck							1	1				3	5
Mishandling of Passenger Property	1					1			1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1					1			1	1			4
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling	2	1				2							5
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Damaged Items - Missing	1	1											2
Property - Special Handling - Missing Items - Checked						2							2
Screening	1							1		2			4
Screening - Inconsistency										2			2
Screening - Procedures/Process	1							1					2
<b>2022</b>		<b>7</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>9</b>					<b>32</b>
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		5	3	1	3	3	5	8					28
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	3	3	4	8					27
Screening		1						1					2
Screening - Inconsistency		1											1
Screening - Procedures/Process								1					1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GCC</b>	<b>2</b>					<b>2</b>		<b>1</b>			<b>1</b>		<b>6</b>
<b>2020</b>	<b>2</b>					<b>1</b>							<b>3</b>
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>								<b>1</b>			<b>1</b>		<b>2</b>
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
<b>2022</b>						<b>1</b>							<b>1</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GCK</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>2</b>		<b>14</b>
<b>2019</b>						<b>1</b>					<b>2</b>		<b>3</b>
Mishandling of Passenger Property											<b>2</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Procedures/Process						<b>1</b>							<b>1</b>
<b>2020</b>		<b>1</b>		<b>1</b>					<b>1</b>	<b>2</b>			<b>5</b>
Mishandling of Passenger Property				<b>1</b>						<b>1</b>			<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				<b>1</b>						<b>1</b>			<b>2</b>
Property - Special Handling		<b>1</b>							<b>1</b>	<b>1</b>			<b>3</b>
Property - Special Handling - Damaged Items - Check		<b>1</b>							<b>1</b>	<b>1</b>			<b>3</b>
<b>2021</b>				<b>1</b>	<b>1</b>				<b>1</b>				<b>3</b>
Civil Rights					<b>1</b>								<b>1</b>
Civil Rights - Racial Profiling or Discrimination					<b>1</b>								<b>1</b>
Mishandling of Passenger Property									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									<b>1</b>				<b>1</b>
Screening				<b>1</b>									<b>1</b>
Screening - Procedures/Process				<b>1</b>									<b>1</b>
<b>2022</b>	<b>1</b>			<b>1</b>	<b>1</b>								<b>3</b>
Customer Service					<b>1</b>								<b>1</b>
Customer Service - TCC						<b>1</b>							<b>1</b>
Expedited Passenger Screening Program	<b>1</b>												<b>1</b>
Expedited Passenger Screening Program	<b>1</b>												<b>1</b>
Property - Special Handling				<b>1</b>									<b>1</b>
Property - Special Handling - Damaged Items - Checked				<b>1</b>									<b>1</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GDV</b>				1									1
<b>2019</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GEG</b>	<b>44</b>	<b>31</b>	<b>28</b>	<b>39</b>	<b>44</b>	<b>45</b>	<b>48</b>	<b>35</b>	<b>24</b>	<b>36</b>	<b>39</b>	<b>30</b>	<b>443</b>
<b>2019</b>				<b>12</b>	<b>13</b>	<b>13</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>23</b>	<b>13</b>	<b>116</b>
Civil Rights						1		1					2
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				2	3	5	1	1	2	1	3	3	21
Customer Service - Others						1					1		2
Customer Service - TSO				2	3	4	1	1	2	1	2	3	19
Locks				2	1								5
Locks - Missing or Damaged Lock				2	1								5
Mishandling of Passenger Property				3	4	2	2	4	2	7	6	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	4	1	1	2	2	3	5	5	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1	2		3	1		9
Patdown							1		2		4		7
Patdown - Flyer							1		2		4		7
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling				2	2	2	1	1	3	4	5	2	22
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked					1			1	1	1		1	5
Property - Special Handling - Missing Items - Carry-On				1					1		1		3
Property - Special Handling - Missing Items - Checked				1	1	2			1	3	4	1	13
Screening				3	2	3	1	1	2	2	2	1	17
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines				1							1		2
Screening - Procedures/Process				1	2	2	1	1	2	1	1	1	12
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2020</b>	<b>13</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>1</b>		<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>77</b>
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	1		1	1					1	1	7
Customer Service - Others	1												1
Customer Service - TSO		1	1		1	1					1	1	6
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property	3		2	1	2	1				2		1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3		2		2	1				2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown	4	4	1	2	3				1				15
Patdown - Flyer	4	4	1	2	1				1				13
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)	2	2	1	1								1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	2	1	2	2		1		1	2	1	3	17
Property - Special Handling - Damaged Items - Checked			1		1					1		1	4
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	1	2		1	1		1		1	1	1	2	11
Screening	1	3	2	1	1	4			1		1		14
Screening - Lengthy Lines		2											2
Screening - Procedures/Process	1	1	2	1		4			1		1		11
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2021</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>17</b>	<b>13</b>	<b>11</b>	<b>100</b>
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service			2	6	3	2	2	2	2			2	21
Customer Service - Others			1										1
Customer Service - TSO			1	6	3	2	2	2	2			2	20
Expedited Passenger Screening Program				1	1		2	2	1	8	6	5	26
Expedited Passenger Screening Program - TSA Application Program				1							1		2
Expedited Passenger Screening Program - TSA PreCheck					1		2	2	1	8	5	5	24
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4	1	2					1	1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	1	2										6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1							1	1		1	1	5
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1	1	1	1	1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1			1	1	2	2	2	4	3	2		18
Property - Special Handling - Damaged Items - Carry-On					1	1				2			4
Property - Special Handling - Damaged Items - Checked	1						1		3				5
Property - Special Handling - Missing Items - Carry-On						1		1	1				3
Property - Special Handling - Missing Items - Checked				1			1	1		1	2		6
Screening		1	1			2	1	2		4	3	3	17
Screening - Inconsistency						1	1				2	1	5
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process		1	1					1		3	1	2	9
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2022</b>	<b>25</b>	<b>17</b>	<b>14</b>	<b>12</b>	<b>15</b>	<b>19</b>	<b>33</b>	<b>15</b>					<b>150</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1	1											2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3	1	2	3	1	1	1	3					15
Customer Service - Others					1								1
Customer Service - TSO	3	1	2	3		1	1	3					14
Expedited Passenger Screening Program	15	12	10	8	9	12	23	7					96
Expedited Passenger Screening Program - Checked	1												1
Expedited Passenger Screening Program - Damaged/Checked	1	1				1	1						4
Expedited Passenger Screening Program - Missing/Checked	13	10	10	8	9	11	22	7					90
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks	1				2			1					4
Locks - Missing or Damaged Lock	1				2			1					4
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property					1	2							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown							2	1					3
Patdown - Children							1	1					2
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	2	3					2	1					8
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked	2							1					3
Property - Special Handling - Missing Items - Checked		2					2						4
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2	1	1	1	1	2	5	2					14
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines	2				1			1					4
Screening - Procedures/Process			1	1		1	3	1					7
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GFK</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>22</b>
<b>2019</b>						<b>1</b>	<b>3</b>		<b>1</b>				<b>5</b>
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening							1		1				2
Screening - Inconsistency									1				1
Screening - Procedures/Process							1						1
<b>2020</b>		<b>1</b>	<b>1</b>			<b>1</b>			<b>1</b>				<b>4</b>
Civil Rights									1				1
Civil Rights - Perceived Religion									1				1
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
<b>2021</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening		1				1							2
Screening - Procedures/Process		1				1							2
<b>2022</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>	<b>1</b>					<b>6</b>
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GGG</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>21</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>8</b>
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property				1				1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1	1				3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>	<b>1</b>	<b>1</b>					<b>1</b>				<b>2</b>	<b>1</b>	<b>6</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2021</b>	<b>1</b>					<b>1</b>		<b>2</b>				<b>2</b>	<b>6</b>
Civil Rights								1					1
Civil Rights - National Origin								1					1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disassembly	1												1
Property - Special Handling								1				1	2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening							1						1
Screening - Procedures/Process							1						1
<b>2022</b>					<b>1</b>								<b>1</b>
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1

TSA Contact Center (TCC) Data Tool - FOIA

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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GJT</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>9</b>	<b>72</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>13</b>
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling					1		1	1	1				5
Property - Special Handling - Missing Items - Carry-On					1				1				2
Property - Special Handling - Missing Items - Checked							1	1				1	3
Screening						1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						1						1	2
<b>2020</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>1</b>	<b>1</b>			<b>1</b>	<b>9</b>
Mishandling of Passenger Property	1	1	1						1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown													1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening			1										2
Screening - Procedures/Process			1										2
<b>2021</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>25</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program						1			1	1	3	3	9
Expedited Passenger Screening Program - TSA PreCheck						1			1	1	3	3	9
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)				1					1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Property - Special Handling	1		1			1			1		2	1	7
Property - Special Handling - Damaged Items - Carry-On	1					1					1	1	4
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked									1		1		2
Screening			1										2
Screening - Inconsistency													1
Screening - Procedures/Process			1										1
<b>2022</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>					<b>25</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Customer Service			1	2									3
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	1	2	2	1	3		5	2					16
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	1	2	2		3		5	2					15
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GLH</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>2</b>						<b>7</b>
<b>2022</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>2</b>						<b>7</b>
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item		1											1
Screening		1	1										3
Screening - Procedures/Process		1	1										3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GNV</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>61</b>
<b>2019</b>							<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>12</b>
Civil Rights											1	2	3
Civil Rights - Racial Profiling or Discrimination											1	2	3
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>14</b>
Customer Service					1			1		1			3
Customer Service - TSO					1			1		1			3
Locks			1						1				2
Locks - Missing or Damaged Lock			1						1				2
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1				1								2
Property - Special Handling						1				1	1	1	4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening						1		2					3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process						1		1					2
<b>2021</b>	<b>1</b>	<b>1</b>			<b>2</b>		<b>4</b>			<b>6</b>			<b>14</b>
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program							1			2			3
Expedited Passenger Screening Program - TSA PreCheck							1			2			3
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening		1			1		2			1			5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1			1		1			1			4
<b>2022</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>					<b>21</b>
Customer Service					1		1						2
Customer Service - TSO					1		1						2
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1					13
Expedited Passenger Screening Program - TSA PreCheck	2												2
Expedited Passenger Screening Program - Damaged/Missing Items--Checked Baggage	1	1	1	1	2	2	2	1					11
Patdown		1			1		1						3
Patdown - Flyer					1		1						2
Patdown - General		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening					2								2
Screening - Procedures/Process					2								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GPI</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>53</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									1				1
Customer Service - Others									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown								2				1	3
Patdown - Flyer								2				1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1			1	2
Screening - Inconsistency									1				1
Screening - Procedures/Process												1	1
<b>2020</b>	<b>1</b>					<b>2</b>	<b>1</b>			<b>1</b>			<b>5</b>
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
<b>2021</b>	<b>1</b>					<b>2</b>			<b>1</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>16</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1									1	1		3
Customer Service - TSO	1									1	1		3
Expedited Passenger Screening Program											4	3	7
Expedited Passenger Screening Program - TSA PreCheck											4	3	7
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening								1				1	2
Screening - Procedures/Process								1				1	2
<b>2022</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>					<b>21</b>
Customer Service		2											2
Customer Service - TSO		2											2
Expedited Passenger Screening Program	3		1	5	2	3	1	3					18
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	3			4	2	3	1	3					16
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GPT</b>	<b>11</b>	<b>21</b>	<b>15</b>	<b>13</b>	<b>13</b>	<b>23</b>	<b>12</b>	<b>11</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>10</b>	<b>149</b>
<b>2019</b>				<b>3</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>4</b>		<b>4</b>	<b>4</b>	<b>2</b>	<b>28</b>
Civil Rights								1			1		2
Civil Rights - Age								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service						2	1				1		4
Customer Service - TSO						2	1				1		4
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property				1		3		1			2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2		1			2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1						2		1	4
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1						1		1	3
Screening				1	1	2							5
Screening - Inconsistency						1							2
Screening - Procedures/Process					1	1							2
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2020</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>30</b>
Civil Rights			1		1					1			3
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination					1					1			2
Customer Service	2	1	2			1					2		8
Customer Service - TSO	2	1	2			1					2		8
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	1			1	1							2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1	1							1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2	1	1	2	1				1				8
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1		1						1				3
Property - Special Handling - Missing Items - Carry-On		1			1								2
Screening	1	1							1				3
Screening - Procedures/Process	1	1							1				3
<b>2021</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>6</b>		<b>2</b>	<b>5</b>		<b>6</b>	<b>28</b>
Civil Rights							1					1	2
Civil Rights - Racial Profiling or Discrimination							1					1	2
Customer Service							2					1	3
Customer Service - TSO							2					1	3
Expedited Passenger Screening Program				1					2	3		3	9
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck				1					2	2		2	7
Mishandling of Passenger Property						1	2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)			1				1						2
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to			1										1
Property - Special Handling				1		2				1			4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked						1				1			2
Screening		1			1					1		1	4
Screening - Procedures/Process		1			1					1		1	4
<b>2022</b>	<b>5</b>	<b>15</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>3</b>	<b>7</b>					<b>63</b>
Civil Rights				2				1					3
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1									1
Civil Rights - Race								1					1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	3	11	6		4	12	2	3					41
Expedited Passenger Screening Program - DoD		1				3							4
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck	3	9	6		4	9	2	3					36
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown								1					1
Patdown - Flyer								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)				1	2			1					4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening		2		2		1		1					6
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		2		1		1					5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRB</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>78</b>
<b>2019</b>				<b>1</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>17</b>
Civil Rights							1				2		3
Civil Rights - Racial Profiling or Discrimination							1				2		3
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Patdown								1			1	1	3
Patdown - Flyer								1					2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening								1			1	1	3
Screening - Procedures/Process								1			1	1	3
<b>2020</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>			<b>1</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>18</b>
Customer Service	1												2
Customer Service - TSO	1												2
Mishandling of Passenger Property			1	2						1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2						1			4
Patdown	1	1	1	1	1								5
Patdown - Flyer	1	1	1	1	1								5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Property - Special Handling								1		2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked								1		1			2
Screening			1								1	1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1									1	2
<b>2021</b>	<b>1</b>							<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>14</b>
Customer Service	1							1					3
Customer Service - TSO	1							1					3
Expedited Passenger Screening Program									3		4	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									3		3	1	7
Identification (ID) Requirements									1			1	2
Identification (ID) Requirements - Domestic												1	1
Identification (ID) Requirements - Real ID									1				1
Patdown										1			1
Patdown - Flyer										1			1
<b>2022</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>4</b>					<b>29</b>
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service	1				1		2	1					5
Customer Service - TSO	1				1		2	1					5
Expedited Passenger Screening Program	2	1	2	2	3	2	4	3					19
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program			1				1						2
Expedited Passenger Screening Program - TSA PreCheck	2	1	1	2	3	2	3	2					16
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRI</b>				<b>3</b>		<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>				<b>14</b>
<b>2019</b>								<b>1</b>	<b>1</b>				<b>2</b>
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
<b>2020</b>				<b>2</b>									<b>2</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>							<b>1</b>	<b>3</b>					<b>4</b>
Customer Service							1						1
Customer Service - TSO							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
<b>2022</b>				<b>1</b>		<b>4</b>	<b>1</b>						<b>6</b>
Expedited Passenger Screening Program				1		4	1						6
Expedited Passenger Screening Program - TSA PreCheck				1		4	1						6



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRK</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>55</b>
<b>2019</b>				<b>3</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>14</b>
Customer Service										1			1
Customer Service - TSO										1			1
Locks				1			1						2
Locks - Missing or Damaged Lock				1			1						2
Mishandling of Passenger Property				1				1	1			2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1	1			2	5
Property - Special Handling				1					1	2	1		5
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Items - Checked				1					1	1			3
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>2</b>	<b>10</b>
Civil Rights											1		1
Civil Rights - Constitutional Rights											1		1
Mishandling of Passenger Property	1	1				1						1	4
Mishandling of Passenger Property - Damaged/Missing Items - Checked		1				1						1	3
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1												1
Property - Special Handling		1		1								1	3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked		1										1	2
Screening			1			1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1										1
<b>2021</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>		<b>3</b>	<b>22</b>
Claims			1										1
Claims - General			1										1
Customer Service	1			1	1		1	1		1		1	7
Customer Service - TSO	1			1	1		1	1		1		1	7
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck									1	1			2
Mishandling of Passenger Property	1			1				1				1	4
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1			1				1				1	4
Patdown								1					1
Patdown - Flyer as Observer								1					1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling					1		1						2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1				1	1		1	4
Screening - Procedures/Process					1				1	1		1	4
<b>2022</b>			<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>					<b>9</b>
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Expedited Passenger Screening Program			2		2			2					6
Expedited Passenger Screening Program - TSA PreCheck			2		2			2					6
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRR</b>	<b>17</b>	<b>21</b>	<b>25</b>	<b>29</b>	<b>28</b>	<b>46</b>	<b>52</b>	<b>32</b>	<b>15</b>	<b>31</b>	<b>19</b>	<b>32</b>	<b>347</b>
<b>2019</b>				<b>5</b>	<b>1</b>	<b>7</b>	<b>12</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>6</b>	<b>13</b>	<b>77</b>
Civil Rights									1	1		1	3
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	2
Customer Service							3	2			1	1	7
Customer Service - TSO							3	2			1	1	7
Locks				1							1		2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property				3		1	4	3	4	1	1	5	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		1	4	3	3		1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1						1		3	5
Patdown							1	1	1	3	1	2	9
Patdown - Flyer							1	1	1	3	1	2	9
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Property - Special Handling				1	1	2	2	5		1	1	3	16
Property - Special Handling - Damaged Items - Checked					1			2			1	3	7
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1		2	2	2		1			8
Screening						2	2		3	3	1		11
Screening - Inconsistency							1		1	1			3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process						1	1		2	1	1		6
<b>2020</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>79</b>
Civil Rights	1				1			1					3
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service	1	2		2	2					2		1	10
Customer Service - TSO	1	2		2	2					2		1	10
Locks			1			1				1			3
Locks - Missing or Damaged Lock			1			1				1			3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	4	5	6	1		1			2	2	1	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	2	5	6	1		1			2	2	1	24
Mishandling of Passenger Property - Disarrayed Item		2											2
Patdown			1	1									2
Patdown - Children				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)						2		1	1		1		5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1					1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling	3	2	3	3	2		1		1	2		2	19
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged Items - Checked	1	1	1										3
Property - Special Handling - Missing Items - Carry-On	1									1			2
Property - Special Handling - Missing Items - Checked	1	1	1	2	2		1		1	1		2	12
Screening			1	1		3			1			4	10
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process						3			1			4	8
<b>2021</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>60</b>
Civil Rights										1	1	2	4
Civil Rights - Racial Profiling or Discrimination											1	2	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	1
Customer Service	1	1	1		1				1	4	1		9
Customer Service - TSO		1	1		1				1	4	1		9
Expedited Passenger Screening Program							3	1	2	3	7	6	22
Expedited Passenger Screening Program - TSA Application Program							1				1		2
Expedited Passenger Screening Program - TSA PreCheck							2	1	2	3	6	6	20
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1				2		3		1			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1				1		2		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown										1		1	2
Patdown - Flyer as Observer												1	1
Patdown - Non-Flyer										1			1
Property - Special Handling		1				2	1	2	1	1		1	8
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked		1						1				1	3
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening					1	1	1				1	1	5
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency												1	1
Screening - Procedures/Process						1	1				1		3
<b>2022</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>18</b>	<b>27</b>	<b>33</b>	<b>13</b>					<b>131</b>
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination			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 - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	1												1
Patdown	1												3
Patdown - Flyer	1												3
Persons w/ Disabilities (PWD)			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GSN</b>	1		1			2	1					2	7
<b>2019</b>												2	2
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2020</b>	1		1										2
Property - Special Handling	1		1										2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item		1											1
<b>2021</b>							1						1
Screening							1						1
Screening - Inconsistency							1						1
<b>2022</b>						2							2
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GSO</b>	<b>16</b>	<b>21</b>	<b>22</b>	<b>13</b>	<b>21</b>	<b>40</b>	<b>26</b>	<b>17</b>	<b>24</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>233</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>44</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1	1	1	3		2	2	2	2	14
Customer Service - Others										1	2		3
Customer Service - TSO				1	1	1	3		2	1		2	11
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1	1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1	1				4
Patdown							1	1	1	1			5
Patdown - Flyer							1	1	1	1			5
Persons w/ Disabilities (PWD)									1		2	1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling						1		3			1	2	7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked						1		2					4
Property - Special Handling - Missing Items - Checked											1	1	2
Screening									3	1	2	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									3		1		4
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2020</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>2</b>		<b>5</b>	<b>2</b>			<b>49</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	1	1			1	1							4
Civil Rights - Racial Profiling or Discrimination	1	1			1	1							4
Customer Service		1	1	1	2		1			1			7
Customer Service - TSO		1	1	1	2		1			1			7
Locks	1	1		1		1			1	1			6
Locks - Missing or Damaged Lock	1	1		1		1			1	1			6
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		2		1	1	1			1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2		1	1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
Patdown	1	1			1								3
Patdown - Children		1											1
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)		2				2							4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1				1							2
Property - Special Handling		2	1		1	1	1		2				8
Property - Special Handling - Damaged Items - Checked						1	1		1				3
Property - Special Handling - Missing Items - Carry-On		1			1								2
Property - Special Handling - Missing Items - Checked		1	1						1				3
Screening	2		4	1	1				1				9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2		3	1	1				1				8
<b>2021</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>5</b>	<b>3</b>	<b>1</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>39</b>
Customer Service		1		1		1			1	3			7
Customer Service - TSO		1		1		1			1	3			7
Expedited Passenger Screening Program								1	2		4	1	8
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1	2		3		6
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1		3			1	1		1			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		3			1	1		1			1	8
Patdown										1			3
Patdown - Flyer							2						2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)									1	1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1	1			2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling							2		2				4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked							1		2				3
Screening	1					1			1	1			4
Screening - Inconsistency						1							1
Screening - Procedures/Process									1	1			2
Screening - Security Breach	1												1
<b>2022</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>7</b>	<b>12</b>	<b>25</b>	<b>16</b>	<b>10</b>					<b>101</b>
Civil Rights					1	2	2						5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total			
Civil Rights - Age													1			
Civil Rights - Profiling													1			
Civil Rights - Race													2			
Civil Rights - Racial Profiling or Discrimination													1			
Customer Service		2		1									5			
Customer Service - TSO		2		1									5			
Expedited Passenger Screening Program		5		7		6		8		19		11	8	71		
Expedited Passenger Screening Program		1		2									2	5		
Expedited Passenger Screening Program		4		5		7		6		8		17	11	8	66	
Identification (ID) Requirements													1	1		
Identification (ID) Requirements - Domestic													1	1		
Mishandling of Passenger Property				1									1	1	3	
Mishandling of Passenger Property - Damaged/Missii				1									1	1	2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1	1	1	
Patdown													1	1	1	
Patdown - Children													1	1	1	
Persons w/ Disabilities (PWD)													1	1	2	
Persons w/ Disabilities (PWD) - General													1	1	1	
Persons w/ Disabilities (PWD) - Internal Medical Devices													1	1	1	
Property - Special Handling				1		2		3		1			2	1	10	
Property - Special Handling - Damaged It				1		1		1		1			2	1	6	
Property - Special Handling - Damaged Items - Checked													2	1	2	
Property - Special Handling - Missing Items - Checke													1	1	2	
Screening													1	1	1	3
Screening - Inconsistency													1	1	1	1
Screening - Lengthy Lines													1	1	1	1
Screening - Procedures/Process													1	1	1	1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GSP</b>	<b>23</b>	<b>21</b>	<b>26</b>	<b>28</b>	<b>29</b>	<b>26</b>	<b>26</b>	<b>29</b>	<b>23</b>	<b>11</b>	<b>18</b>	<b>23</b>	<b>283</b>
<b>2019</b>				<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>58</b>
Civil Rights											1	1	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Transgender Screening											1		1
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Locks				1	1		2		1		1		6
Locks - Missing or Damaged Lock				1	1		2		1		1		6
Mishandling of Passenger Property				1	1	2	4	3	1	1	1	3	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	4	2	1	1	1	2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1				1	3
Patdown					1	1		1		1	1	2	7
Patdown - Flyer					1	1		1		1	1	1	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)					1			1	2				4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling				3	4	1		1	3	1	1	3	17
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked				2	1								3
Property - Special Handling - Missing Items - Carry-On								1	1		1		3
Property - Special Handling - Missing Items - Checked				1	3	1			1	1			10
Screening				1									2
Screening - Procedures/Process				1									2
<b>2020</b>	<b>6</b>	<b>3</b>	<b>15</b>	<b>5</b>	<b>4</b>	<b>1</b>			<b>6</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>54</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights		1										1	2
Civil Rights - National Origin												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	1		2						2		1		6
Customer Service - TSO	1		2						2		1		6
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			2	2	1				1		2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--C			2	2	1				1		1	2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	3		3	1	2								9
Patdown - Flyer	3		3	1	2								9
Persons w/ Disabilities (PWD)			3				1						4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		3						1	1	1	1	8
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked				1					1		1	1	4
Property - Special Handling - Missing Items - Checked			2							1			3
Screening	1	2	2	1	1				2	1	1	2	13
Screening - Procedures/Process	1	2	2	1	1				2	1	1	2	13
<b>2021</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>43</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Customer Service		1							2	1	1	1	6
Customer Service - Others												1	1
Customer Service - TSO		1							2	1	1		5
Expedited Passenger Screening Program						1	2	1	2	2	2		10
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	1	2	2		8
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks						1							1
Locks - Missing or Damaged Lock						1							2
Mishandling of Passenger Property	1			1			1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1									2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1	1		2		4
Patdown - Flyer								1	1		2		4
Property - Special Handling	1	2						1	1		2	1	8
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked		1											2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1	1							1		1		4
Screening					2				1	1			6
Screening - Procedures/Process					2				1	1			6
<b>2022</b>	<b>15</b>	<b>15</b>	<b>11</b>	<b>16</b>	<b>14</b>	<b>19</b>	<b>18</b>	<b>20</b>					<b>128</b>
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			2		3							6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - 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 - Damaged/Missing Items--C			1										1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling	1			1				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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GST</b>				1						1	1		3
<b>2019</b>										1	1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
<b>2022</b>				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GTF</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>48</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>9</b>
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling				1				2					3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening						1				1	1		3
Screening - Procedures/Process						1				1	1		3
<b>2020</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>								<b>1</b>	<b>9</b>
Customer Service				1									1
Customer Service - TSO				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1	2								3
Mishandling of Passenger Property - Damaged/Missing Items--C				1	2								3
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked												1	1
Screening		1		1									2
Screening - Inconsistency		1											1
Screening - Procedures/Process				1									1
<b>2021</b>			<b>1</b>				<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>8</b>
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Screening								1	1	1			3
Screening - Inconsistency									1				1
Screening - Procedures/Process								1		1			2
<b>2022</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>					<b>22</b>
Expedited Passenger Screening Program	1	1		3	1	3	5	3					17
Expedited Passenger Screening Program	1	1		3	1	3	5	3					17
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GTR</b>													<b>38</b>
<b>2019</b>													<b>12</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Screening													3
Screening - Procedures/Process													3
<b>2020</b>													<b>6</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling													2
Property - Special Handling - Missing Items - Checked													2
<b>2021</b>													<b>13</b>
Claims													1
Claims - General													1
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Carry-On													2
Screening													2
Screening - Lengthy Lines													1
Screening - Procedures/Process													1
<b>2022</b>													<b>7</b>
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Patdown													1
Patdown - Flyer as Observer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Procedures/Process													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GUC</b>				1	2	1	1	2	2	1	1		11
<b>2019</b>									1	1	1		3
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
<b>2021</b>				1	1				1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Screening					1								1
Screening - Lengthy Lines					1								1
<b>2022</b>					1	1	1	2					5
Expedited Passenger Screening Program							1	2					3
Expedited Passenger Screening Program - TSA PreCheck							1	1					2
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GUM</b>		<b>2</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>15</b>	<b>9</b>	<b>11</b>	<b>3</b>		<b>1</b>	<b>5</b>	<b>57</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>4</b>	<b>15</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service											1	1	2
Customer Service - TSO											1	1	2
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property									2				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling				1	1	2	1						5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked													1
Screening									1				1
Screening - Lengthy Lines									1				1
<b>2020</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>				<b>8</b>
Mishandling of Passenger Property		1	1			2	1						5
Mishandling of Passenger Property - Damaged/Missii		1					1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			2							3
Property - Special Handling				1	1				1				3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1					1			2
<b>2021</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>5</b>
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>				<b>3</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>10</b>					<b>29</b>
Expedited Passenger Screening Program				3	2	8	6	10					29
Expedited Passenger Screening Program - DoD						3		1					4
Expedited Passenger Screening Program - TSA PreCheck				3	2	5	6	8					24
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HDN</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>1</b>					<b>30</b>
<b>2019</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
<b>2020</b>		<b>1</b>		<b>2</b>									<b>3</b>
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>1</b>				<b>2</b>	<b>1</b>							<b>4</b>
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility D		1											1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2022</b>		<b>5</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>					<b>22</b>
Expedited Passenger Screening Program		2	1	3	1	4	2	1					14
Expedited Passenger Screening Program - TSA Application Program						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 - Damaged/Missin		2											2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening					1	1							2
Screening - Inconsistency					1								1
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HGR</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>4</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>7</b>		<b>2</b>	<b>24</b>
<b>2019</b>				<b>1</b>					<b>1</b>	<b>2</b>		<b>2</b>	<b>4</b>
Customer Service										1			1
Customer Service - TSO										1			1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>	<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>			<b>1</b>			<b>6</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
<b>2021</b>					<b>1</b>			<b>1</b>	<b>1</b>	<b>4</b>		<b>2</b>	<b>9</b>
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Property - Special Handling									1	1		1	3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										1			1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>	<b>1</b>			<b>1</b>	<b>2</b>		<b>1</b>						<b>5</b>
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program - TSA PreCheck					2		1						3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HIB</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>14</b>
<b>2019</b>							<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>8</b>
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property							1	1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling										2		1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										2			2
<b>2020</b>		<b>1</b>	<b>1</b>										<b>2</b>
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missii		1	1										2
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>									<b>4</b>
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Screening				1									1
Screening - Procedures/Process				1									1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HLN</b>		<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>43</b>
<b>2019</b>					<b>2</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>
Customer Service						1					2		3
Customer Service - TSO						1					2		3
Mishandling of Passenger Property					2				1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2					1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1					1		2
Screening - Inconsistency						1							1
Screening - Procedures/Process											1		1
<b>2020</b>			<b>3</b>	<b>2</b>	<b>2</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>10</b>
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown				1	1								2
Patdown - Children				1									1
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)			1	1								1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Screening			1					1			1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1					1					2
<b>2021</b>							<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>10</b>
Expedited Passenger Screening Program									1		2	2	5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck											2	2	4
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown											1		1
Patdown - Flyer											1		1
Screening								1			1	1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process								1			1		2
<b>2022</b>		<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>					<b>12</b>
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1						6
Expedited Passenger Screening Program - TSA PreC		1	2	1	1		1						6
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening		1		1									2
Screening - Procedures/Process		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HNL</b>	<b>95</b>	<b>124</b>	<b>129</b>	<b>173</b>	<b>182</b>	<b>183</b>	<b>143</b>	<b>183</b>	<b>91</b>	<b>101</b>	<b>110</b>	<b>91</b>	<b>1,605</b>
<b>2019</b>				<b>42</b>	<b>45</b>	<b>45</b>	<b>36</b>	<b>62</b>	<b>48</b>	<b>40</b>	<b>53</b>	<b>46</b>	<b>417</b>
Civil Rights				1	1	1		1	1	1	1	2	9
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination			1	1					1	1		1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1				1	2
Customer Service				9	6	6	3	13	10	6	8	6	67
Customer Service - Others								2	1	2			5
Customer Service - TSO				9	6	6	3	11	9	4	8	6	62
Locks				2	6	2	2	4	2	5	1	2	26
Locks - Missing or Damaged Lock				2	6	2	2	4	2	5	1	2	26
Lost and Found				1		1	3	1		1	3	2	12
Lost and Found - Airport/TSA				1		1	3	1		1	3	2	12
Mishandling of Passenger Property				10	17	9	12	15	10	12	16	13	114
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			9	10	9	8	11	8	12	13	13	11	91
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1					2
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage			1	6		2	3	2			3	1	18
Patdown					1	1	3	4		1	1	1	12
Patdown - Flyer					1	1	2	3		1	1	1	10
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				2	1	3	1		3	1	2	6	19
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						2					1		3
Persons w/ Disabilities (PWD) - General						1					1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1				1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1					2				3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												2	2
Persons w/ Disabilities (PWD) - Wounded Warrior												1	1
Property - Special Handling				15	8	12	3	14	13	6	11	9	91
Property - Special Handling - Damaged Items - Carry-On					1		1	1	1			1	5
Property - Special Handling - Damaged Items - Checked				3	2	1	1	3	2	2	5	4	23
Property - Special Handling - Missing Items - Carry-On				2	1	5	1	3	3	1	1		17
Property - Special Handling - Missing Items - Checked				10	4	6		7	7	3	5	4	46
Request for Assistance					1				1				2
Request for Assistance - Other					1				1				2
Screening				2	4	10	9	10	8	7	10	5	65
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines				1			3	5	3	3	2	3	20
Screening - Procedures/Process				1	3	10	5	4	5	4	7	2	41
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2020</b>	<b>47</b>	<b>53</b>	<b>37</b>	<b>53</b>	<b>36</b>	<b>24</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>4</b>	<b>292</b>
Civil Rights	2	1	2	3									8
Civil Rights - Racial Profiling or Discrimination	2	1	2	2									7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	10	5	6	7	7	4	3	1	2	2	1	1	49
Customer Service - Others				1	1					1	1		4
Customer Service - TSO	10	5	6	6	6	4	3	1	2	1		1	45
Locks	7	7	3	9	5	4							35
Locks - Missing or Damaged Lock	7	7	3	9	5	4							35
Lost and Found	4			1									5
Lost and Found - Airport/TSA	4			1									5
Mishandling of Passenger Property	13	19	10	16	10	8	1		2	3	2	2	86
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3	2	1	1									7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	9	14	7	13	8	7	1		2	1	2	2	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1											1
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage	1	2	2	2	2	1			2				12
Patdown		2			2		1						5
Patdown - Flyer		2			2		1						5
Persons w/ Disabilities (PWD)		2	2	2	2					1			9
Persons w/ Disabilities (PWD) - Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1									3
Property - Special Handling	7	10	9	10	7	3	2		2	3	5	1	59
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked	5	2	3	1			1		1	2	2	1	18
Property - Special Handling - Missing Items - Carry-On	1			1	2	1							5
Property - Special Handling - Missing Items - Checked	2	7	6	9	3	2	1		1	1	3		35
Request for Assistance			1										2
Request for Assistance - Other			1										2
Screening	4	7	4	5	3	4		2	1	2	2		34
Screening - Inconsistency											1		1
Screening - Lengthy Lines	2	3		2									7
Screening - Procedures/Process	2	4	2	4	1	4		2	1	2	1		23
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach			1	1									2
<b>2021</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>21</b>	<b>36</b>	<b>50</b>	<b>47</b>	<b>41</b>	<b>277</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights						1		3	1	1	1		7
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2		1			3
Civil Rights - Transgender Screening									1				1
Customer Service	1	2	5	1	2	3	1	4	1	9	2	8	39
Customer Service - TSO	1	2	5	1	2	3	1	4	1	9	2	8	39
Duplicate E-mail				1	1								3
Duplicate E-mail - General				1	1								3
Expedited Passenger Screening Program			2	2	4	2	3	8	18	28	35	24	126
Expedited Passenger Screening Program - TSA Application Program					1		2	1			2	3	9
Expedited Passenger Screening Program - TSA PreCheck			2	2	3	2	1	7	18	28	33	21	117
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks	1								1				2
Locks - General									1				1
Locks - Missing or Damaged Lock	1												1
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	3	4	1	4	3	2	2	1		1	1		22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	1	4	3	1							15
Mishandling of Passenger Property - Disarrayed Item		1					1	1		1	1		5
No Jurisdiction						1							1
No Jurisdiction - Refer to FAA						1							1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)			1								2	1	4
Persons w/ Disabilities (PWD) - Diabetes			1									1	2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items			1						3				4
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1						1				2
Property - Special Handling	2	3		2	2	3	5	3	5	5	2	6	38
Property - Special Handling - Damaged Items - Carry-On						1	1	1	2				7
Property - Special Handling - Damaged Items - Checked Baggage		1			2	1	2	1		3	1	1	12
Property - Special Handling - Missing Items - Carry-On		1		1		1		1	2		1	1	8
Property - Special Handling - Missing Items - Checked Baggage	2	1		1			2		1	2		2	11
Screening	1		1	1	3	2	1	1	5	5	3	2	25
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines					1		1		2	1			5
Screening - Procedures/Process	1		1		2	1		1	3	4	3	2	18
<b>2022</b>	<b>39</b>	<b>62</b>	<b>80</b>	<b>67</b>	<b>86</b>	<b>100</b>	<b>88</b>	<b>97</b>					<b>619</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2								9
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination	1		2	1	2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims				1									1
Claims - General				1									1
Customer Service	9	10	4	7	9	6	13	6					64
Customer Service - Others		1											1
Customer Service - TSO	9	9	4	7	9	6	13	6					63
Expedited Passenger Screening Program	22	41	57	46	65	75	63	74					443
Expedited Passenger Screening Program - Active Duty		1		1									2
Expedited Passenger Screening Program - DoD				1	1	2	3	1	1				9
Expedited Passenger Screening Program - TSA/PreCheck	4	5	2	1	3	7	3	2					27
Expedited Passenger Screening Program - TSA/DHS	18	34	54	43	60	65	58	71					403
Identification (ID) Requirements				1									2
Identification (ID) Requirements - Domestic				1									2
Locks	1		1				1	1					4
Locks - General	1												1
Locks - Missing or Damaged Lock			1				1	1					3
Mishandling of Passenger Property	1		2	1	2	2	2	2					12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1		1			1					3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1	1	1	2	1					7
Mishandling of Passenger Property - Disarrayed Items--Carry-on Luggage			1				1						2
No Jurisdiction				1			1						2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other							1						1
Patdown		2	3				1	3					9
Patdown - Flyer			3				1	3					7
Patdown - General		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	2		2		2	1	1					9
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General				2				1					3
Persons w/ Disabilities (PWD) - Medically Necessary		2				1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	3	4	2	1	3	2	3					19
Property - Special Handling - Damaged Items - Carry-On			1	1	1	2		2					7
Property - Special Handling - Damaged Items - Check		3	3			1	1						8
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HOB</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>			<b>20</b>
<b>2019</b>							<b>1</b>		<b>2</b>	<b>2</b>			<b>5</b>
Locks							1						1
Locks - General							1						1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown									1				1
Patdown - Flyer									1				1
Screening									1	1			2
Screening - Procedures/Process									1	1			2
<b>2020</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>								<b>8</b>
Customer Service	1												1
Customer Service - TSO	1												1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
Screening	1				1								2
Screening - Procedures/Process	1				1								2
<b>2021</b>								<b>2</b>					<b>2</b>
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2022</b>		<b>1</b>	<b>2</b>					<b>2</b>					<b>5</b>
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening			1										1
Screening - Inconsistency			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HOU</b>	<b>87</b>	<b>101</b>	<b>83</b>	<b>107</b>	<b>94</b>	<b>133</b>	<b>106</b>	<b>105</b>	<b>75</b>	<b>86</b>	<b>58</b>	<b>97</b>	<b>1,132</b>
<b>2019</b>				<b>30</b>	<b>26</b>	<b>28</b>	<b>29</b>	<b>31</b>	<b>35</b>	<b>34</b>	<b>20</b>	<b>37</b>	<b>270</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				1	2		1	1				3	8
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination				1	1		1					1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Customer Service				4	3	7	6	5	4	5	4	6	44
Customer Service - Others										1			1
Customer Service - TSO				4	3	7	6	5	4	4	4	6	43
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks				1	1			1		1	1	3	8
Locks - Missing or Damaged Lock				1	1			1		1	1	3	8
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				10	9	6	7	8	12	11	4	8	75
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	3	1	1	2	1			2	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	4	5	5	3	8	10	4	4	50
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1		1	3	3	1		2	12
Patdown				1	3	2	4	4	2		1	1	18
Patdown - Flyer				1	3	2	3	4	2		1	1	17
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				3		3	1	1	8	3	2	4	25
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1					1		1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2				1		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		2			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			2	3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling				8	6	10	6	8	8	9	6	10	71
Property - Special Handling - Damaged Items - Carry-On				1	2		1	2		4	2	2	14
Property - Special Handling - Damaged Items - Checked				3	1	3	1	1	2	2	1		14
Property - Special Handling - Missing Items - Carry-On				1		1	3	3		1		1	10
Property - Special Handling - Missing Items - Checked				3	3	6	1	2	6	2	3	7	33
Screening				2	2		3	3	1	4	1	2	18
Screening - Inconsistency										1			1
Screening - Procedures/Process				1	2		3	3	1	3	1		14
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach				1								1	2
<b>2020</b>	<b>33</b>	<b>39</b>	<b>33</b>	<b>30</b>	<b>26</b>	<b>19</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>19</b>	<b>12</b>	<b>15</b>	<b>244</b>
Civil Rights	1		1	1		1				1		1	6
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	6	7	7	2	6	2		2	3	6	2	5	48
Customer Service - Others	1	2		1					2	2			8
Customer Service - TSO	5	5	7	2	5	2		2	1	4	2	5	40
Locks	4	2	1	1	1	1		1	1				11
Locks - General					1								1
Locks - Missing or Damaged Lock	4	2	1			1		1	1				10
Lost and Found	2			3									5
Lost and Found - Airport/TSA	2			3									5
Mishandling of Passenger Property	7	13	11	10	4	5	1	3	3	4	5	3	69
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		1		2						1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	6	10	8	9	2	5	1	3	1	3	4	2	54
Mishandling of Passenger Property - Disarrayed Item		3	2	1					2	1			9
Patdown	2	2		1	1								6
Patdown - Flyer	2	2		1	1								6
Persons w/ Disabilities (PWD)		2	1	1	1	2					1		8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2					1		3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Property - Special Handling	9	10	9	10	8	8		1	2	6	1	5	69
Property - Special Handling - Damaged Items - Carry-On	2		1		1					1			5
Property - Special Handling - Damaged Items - Checked	1	3	1	2	5	2		1		1			16
Property - Special Handling - Missing Items - Carry-On	1	2	3	2		1				1	1	1	12
Property - Special Handling - Missing Items - Checked	5	5	4	6	2	5			2	3		4	36
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	2	3	2	5				1	2	3	1	21
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines	1		1		1								3
Screening - Procedures/Process	1	2	2	1	4				1	2	2	1	16

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>2021</b>	<b>19</b>	<b>12</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>29</b>	<b>21</b>	<b>22</b>	<b>30</b>	<b>33</b>	<b>26</b>	<b>45</b>	<b>271</b>
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights				1		1	1	3			1	1	8
Civil Rights - Civil Rights Violation (TSA Employee)								1				1	2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1		1		2					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	1	3	2	4	9	2	4	3	4	7	12	53
Customer Service - Others	1									1			2
Customer Service - TSO	1	1	3	2	4	9	2	4	3	3	7	12	51
Expedited Passenger Screening Program				1		2	5	5	20	24	12	21	90
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program							1		1		2	1	5
Expedited Passenger Screening Program - TSA PreCheck				1		2	4	5	19	23	10	19	83
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks		3		1		2							6
Locks - General		1											1
Locks - Missing or Damaged Lock		2		1		2							5
Mishandling of Passenger Property	4	3	2	3	1	1	1	2	2		1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	4	3	2	2	1	1		2	1				16
Patdown			2		2	2					2	1	9
Patdown - Children			2										2
Patdown - Flyer					2	1					1	1	5
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1						4	1	1	1		1	9
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							3						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items				2		2							6
Prohibited & Permitted Items - Alcohol and Tobacco				1									2
Prohibited & Permitted Items - General				1		2							4
Property - Special Handling	9	4		3		2	4	6	1	2	1	2	34
Property - Special Handling - Damaged Items	2						1	1					5
Property - Special Handling - Damaged Items--Carry-on	3			1			1	2		1	1		10
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items--Carry-on	3	3		1		2	1	3		1			14
Screening	3	1	1	2	2	8	4	1	2	1	2	5	32
Screening - Inconsistency	1			1	2			1					5
Screening - Lengthy Lines						2	1						3
Screening - Opposite Gender			1										1
Screening - Procedures/Process	2	1		1		5	3		2	1	2	5	22
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2022</b>	<b>35</b>	<b>50</b>	<b>41</b>	<b>32</b>	<b>32</b>	<b>57</b>	<b>55</b>	<b>45</b>					<b>347</b>
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 Discrimination				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 - DoD							1						1
Expedited Passenger Screening Program - TSA Appl		3	2	1	1		2						9
Expedited Passenger Screening Program - TSA PreCheck	18	21	22	16	15	25	35	29					181
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1						1					2
Lost and Found - Airport/TSA		1						1					2
Mishandling of Passenger Property	1	1	2			3	2	1					10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1			1	2	1					5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	1				2							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				1				1					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		1											1
Persons w/ Disabilities (PWD)	2			3	2	3	2						12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1						2
Persons w/ Disabilities (PWD) - Mobility	1			1	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Wheelchairs	1				1	1							3
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Food			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	3	4	3	1	3	3	3	2					22
Property - Special Handling - Damaged Items - Carry		1	2		2	1	2						8
Property - Special Handling - Damaged Items - Checked		2						1					3
Property - Special Handling - Missing Items	1			1	1	1	1	1					6
Property - Special Handling - Missing Items	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/Confiscated Items					1	1	1						3



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HPN</b>	<b>22</b>	<b>15</b>	<b>9</b>	<b>20</b>	<b>17</b>	<b>19</b>	<b>17</b>	<b>25</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>180</b>
<b>2019</b>				<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>36</b>
Customer Service				1	1	2		3	2				10
Customer Service - TSO				1	1	2		3	2				10
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property								3	1	2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	1	2			5
Patdown				1				2		1			5
Patdown - Flyer				1				2					4
Patdown - Non-Flyer										1			1
Property - Special Handling				1	1	1		1				1	5
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Items - Checked				1		1		1					3
Screening					1	1	1		3	1	1		8
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process							1		1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach									1				1
<b>2020</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>1</b>						<b>32</b>
Civil Rights				1									1
Civil Rights - Hair Patdowns				1									1
Customer Service	2	1	1	1									5
Customer Service - TSO	2	1	1	1									5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	3	1	2		1	1						10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1					1						3
Mishandling of Passenger Property - Disarrayed Item		2				1							5
Patdown				2	1								3
Patdown - Flyer				2	1								3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	2		1	2									5
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked			1	2									3
Screening	1			1	3	1							6
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process				1	2								3
Screening - Security Breach						1							1
<b>2021</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>39</b>
Customer Service	1					1	2	1	1	1			7
Customer Service - TSO	1					1	2	1	1	1			7
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program						2	2	3	3	1	7	3	21
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck						2	1	1	3	1	6	3	17
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling					1	1		1			1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked					1	1							2
Screening						1							1
Screening - Procedures/Process						1							1
<b>2022</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>11</b>					<b>73</b>
Customer Service		1			1		1						3
Customer Service - TSO		1			1		1						3
Expedited Passenger Screening Program	11	9	5	7	8	8	8	9					65
Expedited Passenger Screening Program - TSA Application Program		1						1					2
Expedited Passenger Screening Program - TSA PreCheck	11	8	5	7	8	8	8	8					63
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1						2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HRL</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>85</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>24</b>
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property				1	1		1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		1				1		4
Patdown									1			1	2
Patdown - Flyer									1			1	2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling				1			4	3			1		9
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				1			2	1			1		5
Screening								1	1	1			2
Screening - Procedures/Process								1	1	1			2
<b>2020</b>	<b>1</b>		<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	1		1	1	3						1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1	2						1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage												1	1
Patdown													1
Patdown - Flyer													1
Property - Special Handling			1	2		1						1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked			1	2		1							4
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>			<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>14</b>
Customer Service			1					1			1	1	4
Customer Service - TSO			1					1			1	1	4
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property							1					2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					2	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Property - Special Handling									1		1	1	3
Property - Special Handling - Missing Items - Checked									1		1	1	3
Screening											1		1
Screening - Procedures/Process											1		1
<b>2022</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>					<b>30</b>
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Expedited Passenger Screening Program	2	1	3	5	2	3	1	2					19
Expedited Passenger Screening Program - TSA PreCheck	1		1	1	1								4
Expedited Passenger Screening Program - TSA Application Program	1	1	2	4	1	3	1	2					15
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening			1				1	1					3
Screening - Procedures/Process			1				1	1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HSV</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>12</b>	<b>12</b>	<b>26</b>	<b>18</b>	<b>25</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>154</b>
<b>2019</b>				<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>27</b>
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Customer Service					2		1	1	2	1			7
Customer Service - TSO					2		1	1	2	1			7
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1							2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown					1			1					2
Patdown - Flyer					1			1					2
Persons w/ Disabilities (PWD)				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Property - Special Handling								1	1	1	1		4
Property - Special Handling - Damaged Items - Checked								1		1	1		3
Property - Special Handling - Missing Items - Checked									1				1
Screening						1		1	1	2		1	6
Screening - Procedures/Process						1		1	1	2		1	6
<b>2020</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>6</b>			<b>1</b>		<b>2</b>	<b>1</b>	<b>19</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2				1	1							4
Customer Service - Others	1												1
Customer Service - TSO	1				1	1							3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling				1		2						1	4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked						2						1	3
Screening			2			3							5
Screening - Inconsistency						1							1
Screening - Procedures/Process			1			2							3
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2021</b>				<b>4</b>	<b>1</b>		<b>4</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>32</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights							1			1		1	3
Civil Rights - Racial Profiling or Discrimination							1			1		1	3
Customer Service				1		1	1	1		1	2	1	7
Customer Service - Others										1			1
Customer Service - TSO				1			1	1			2	1	6
Expedited Passenger Screening Program							1	4	2		1	3	11
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA PreCheck							1	3	2		1	3	10
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling					1						1		2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening											2	1	3
Screening - Inconsistency												1	1
Screening - Lengthy Lines											2		2
<b>2022</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>19</b>	<b>13</b>	<b>16</b>					<b>76</b>
Customer Service	1			1		1	2						5
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14					64
Expedited Passenger Screening Program	2							2					4
Expedited Passenger Screening Program - TSA Appl		2		2	1	1	1	1					8
Expedited Passenger Screening Program	1	7	4	2	4	14	9	11					52
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening					1	3	1						5
Screening - Procedures/Process					1	3	1						5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HTS</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>29</b>
<b>2019</b>					<b>1</b>				<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>9</b>
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1	2	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												2	2
Screening									1	1			2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										1			1
<b>2020</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>4</b>		<b>10</b>
Civil Rights									1				1
Civil Rights - National Origin									1				1
Customer Service				1	1						1		3
Customer Service - TSO				1	1						1		3
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
<b>2021</b>				<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>5</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1						1			2
Customer Service - Others										1			1
Customer Service - TSO				1									1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
General Aviation						1							1
General Aviation - General						1							1
<b>2022</b>			<b>2</b>				<b>1</b>	<b>2</b>					<b>5</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1					1					2
Expedited Passenger Screening Program - TSA PreCheck			1					1					2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HVN</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>		<b>3</b>			<b>25</b>
<b>2019</b>						<b>1</b>	<b>1</b>	<b>3</b>					<b>5</b>
Customer Service						1	1	2					3
Customer Service - TSO						1		2					3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked							1						1
<b>2020</b>	<b>2</b>			<b>1</b>	<b>1</b>								<b>4</b>
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2021</b>										<b>3</b>			<b>3</b>
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Patdown										1			1
Patdown - Flyer as Observer										1			1
<b>2022</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>					<b>13</b>
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program			1		1	2	2	1					7
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	2	1					7
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				2									2
Screening							1						1
Screening - Inconsistency							1						1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HXD</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>59</b>
<b>2019</b>					<b>3</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>13</b>
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1		2	1		1		6
Screening - Inconsistency								1					1
Screening - Lengthy Lines					1			1					2
Screening - Procedures/Process						1			1			1	3
<b>2020</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>2</b>		<b>12</b>
Customer Service	3							1					4
Customer Service - TSO	3							1					4
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling			1			2							3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						2							2
Screening					1								1
Screening - Lengthy Lines					1								1
<b>2021</b>		<b>2</b>		<b>1</b>	<b>2</b>		<b>1</b>		<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>16</b>
Customer Service				1	1		1					1	4
Customer Service - TSO				1	1		1					1	4
Expedited Passenger Screening Program									3	1	1	1	6
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck									1	1	1	1	4
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										1			1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Checked					1				1				2
Screening		1								1			2
Screening - Procedures/Process		1								1			2
<b>2022</b>	<b>3</b>		<b>3</b>	<b>1</b>		<b>4</b>	<b>5</b>	<b>2</b>					<b>18</b>
Civil Rights	1					1							2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program			1	1		3	3	2					10
Expedited Passenger Screening Program - TSA PreCheck			1	1		3	3	2					10
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked			1										1
Screening							2						2
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HYA</b>										2	2	1	5
<b>2019</b>										1	1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>												1	1
Customer Service												1	1
Customer Service - TSO												1	1
<b>2021</b>										1	1		2
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1



TSA Contact Center (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
<b>HYS</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>		<b>9</b>
<b>2020</b>	<b>1</b>				<b>1</b>								<b>2</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
<b>2021</b>	<b>1</b>								<b>1</b>		<b>1</b>		<b>3</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
<b>2022</b>			<b>1</b>			<b>1</b>		<b>2</b>					<b>4</b>
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IAD</b>	<b>125</b>	<b>115</b>	<b>128</b>	<b>153</b>	<b>121</b>	<b>268</b>	<b>285</b>	<b>304</b>	<b>87</b>	<b>111</b>	<b>129</b>	<b>119</b>	<b>1,945</b>
<b>2019</b>				<b>42</b>	<b>20</b>	<b>38</b>	<b>50</b>	<b>55</b>	<b>56</b>	<b>49</b>	<b>57</b>	<b>57</b>	<b>424</b>
Civil Rights					1			1	1	1	3	2	9
Civil Rights - Perceived Religion								1	1				2
Civil Rights - Racial Profiling or Discrimination					1						3	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening												1	1
Customer Service				4	2	5	7	8	5	6	6	6	49
Customer Service - Others								1	1	1			3
Customer Service - TSO				4	2	5	7	7	4	5	6	6	46
Locks				5	1	2	4	5	5	4	10	4	40
Locks - General				1							1		2
Locks - Missing or Damaged Lock				4	1	2	4	5	5	4	9	4	38
Lost and Found						1		1	1	6	1	7	17
Lost and Found - Airport/TSA						1		1	1	6	1	7	17
Mishandling of Passenger Property				16	6	15	17	18	19	17	17	15	140
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				13	6	12	12	14	13	14	12	10	106
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage				3		3	3	3	5	3	5	3	28
Patdown							1	2	1	3		3	11
Patdown - Flyer							1	2	1	2		1	10
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1	1	4	4	1	4	4		1	20
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							2						2
Persons w/ Disabilities (PWD) - Diabetes					1	2	1		2				6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1			1					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1			1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling				10	4	6	12	11	13	8	11	9	84
Property - Special Handling - Damaged Items - Carry-On					1				1	1	1	1	5
Property - Special Handling - Damaged Items - Checked Baggage				4		2	2	3	2	2	5	3	23
Property - Special Handling - Missing Items - Carry-On				1		3	2	1		2	2	3	14
Property - Special Handling - Missing Items - Checked Baggage				5	3	1	8	7	10	3	3	2	42
Screening				6	5	4	4	9	5	3	8	10	54
Screening - Inconsistency				1	2								3
Screening - Lengthy Lines							1	2	2		2	1	8
Screening - Procedures/Process				3	3	2	2	7	3	3	6	8	37
Screening - Retrieving Abandoned/Confiscated Items				2		1							3
Screening - Security Breach						1	1					1	3
<b>2020</b>	<b>53</b>	<b>36</b>	<b>52</b>	<b>50</b>	<b>30</b>	<b>28</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>317</b>
Civil Rights	1	2	4	3							1	2	13
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination	1	1	3										6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	3							1	1	6
Customer Service	7	5	7	2	2	6		2	2	1		2	36
Customer Service - Others	1		1						1				3
Customer Service - TSO	6	5	6	2	2	6		2	1	1		2	33
Locks	6	5	6	2	4	6	1		2		1	2	35
Locks - Missing or Damaged Lock	6	5	6	2	4	6	1		2		1	2	35
Lost and Found	4	1	1		1	1						1	9
Lost and Found - Airport/TSA	4	1	1		1	1						1	9
Mishandling of Passenger Property	11	12	12	18	8	8	3	3		5	4	2	86
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1				1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	10	8	11	12	6	5	3	3		4	3	1	66
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage	1	3	1	6	1	3				1	1		17
Patdown	3		1		1	1							6
Patdown - Flyer	3		1		1	1							6
Persons w/ Disabilities (PWD)	1		1	1	1					1			5
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	13	8	11	14	8	3	3	3	3	4	7	1	78
Property - Special Handling - Damaged Items - Carry-On	1		1										2
Property - Special Handling - Damaged Items - Checked Baggage	2	1	1	2	5	1	1		1				15
Property - Special Handling - Missing Items - Carry-On	4	1	4	1				1			1		12
Property - Special Handling - Missing Items - Checked Baggage	6	6	5	11	3	2	2	2	2	4	5	1	49
Screening	7	3	9	10	5	3	1	5	3	1		2	49
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1	2	2									5
Screening - Procedures/Process	5	1	7	8	4	3	1	5	3			2	39
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach	1	1								1			3
<b>2021</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>16</b>	<b>25</b>	<b>21</b>	<b>50</b>	<b>59</b>	<b>50</b>	<b>272</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1		1			1		3	1	1	2	1	11
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Racial Profiling or Discrimination	1		1			1		1			1	1	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims							1						1
Claims - General							1						1
Customer Service			1	4	1	2	2	4	4	5	10	5	38
Customer Service - Others						1					1		2
Customer Service - TSO			1	4	1	1	2	4	4	5	9	5	36
Expedited Passenger Screening Program			1		2	4	1	10	9	24	33	25	109
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Proq			1			1						1	3
Expedited Passenger Screening Program - TSA PreCheck					2	2	1	10	9	23	33	23	103
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1				1			2
Hazardous Materials Safety			1									1	2
Hazardous Materials Safety - General			1									1	2
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks		1									1		2
Locks - Missing or Damaged Lock		1									1		2
Lost and Found							1	1			2		4
Lost and Found - Airport/TSA							1	1			2		4
Mishandling of Passenger Property		2	1	1	3	3	1	3	2	2		1	19
Mishandling of Passenger Property - Dam		1	1									1	3
Mishandling of Passenger Property - Damaged/Missii		1		3	2	1	3	2		1			13
Mishandling of Passenger Property - Disa		1			1					1			3
No Jurisdiction								1	1				2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1			1			1	4	1	2	12
Patdown - Children						1							2
Patdown - Flyer	1	1	1							4	1	1	9
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)		1		1				1		3	1	2	9
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Prohibited & Permitted Items					1		1		1	1			4
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1	1			2
Property - Special Handling	2	3		1	1	2	2	2	1	5	6	9	34
Property - Special Handling - Damaged Items - Carry-On										1		1	2
Property - Special Handling - Damaged It	1							1		1	1	2	6
Property - Special Handling - Missing Item	1									1	4	4	10
Property - Special Handling - Missing Items - Checke		3		1	1	2	2	1	1	2	1	2	16
Screening					4		4		3	5	3	4	23
Screening - Inconsistency					2						1		3
Screening - Lengthy Lines					1		1			1	1		4
Screening - Procedures/Process							3		2	4	1	4	14
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1
<b>2022</b>	<b>66</b>	<b>72</b>	<b>70</b>	<b>52</b>	<b>59</b>	<b>191</b>	<b>211</b>	<b>211</b>					<b>932</b>
Airline								2					2
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1	2	3	1	2		1	1					11
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimin	1	1	3	1	1								7
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening		1											1
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	5	6	3	6	4	1	3	8					36
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	5	5	3	5	4	1	3	8					34
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	45	49	48	35	46	188	199	185					795
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD			1	2		5	4						12
Expedited Passenger Screening Program	1	3	3	3	1	1	8	4					24
Expedited Passenger Screening Program	44	44	43	30	45	177	184	177					744
Expedited Passenger Screening Program - TSA/DHS	2	1				4	3	4					14
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks	1	1	1	1									4
Locks - General	1												1
Locks - Missing or Damaged Lock		1	1	1									3
Lost and Found	2	1		1	1		1						6
Lost and Found - Airport/TSA	2	1		1	1		1						6
Mishandling of Passenger Property		2				1	2	4					9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	2					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missin			2				1		1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes				1				1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelcha		1							1				2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Toc		1											1
Property - Special Handling		3	1	8	3	2			1				18
Property - Special Handling - Damaged Items - Carry-On				4					1				5
Property - Special Handling - Damaged It		1		1	1	1							4
Property - Special Handling - Missing Item		2		2	1								5
Property - Special Handling - Missing Items - Checke		1	1	1	1	1							4
Screening		6	5	3	4	1	1	3	5				28
Screening - Crew Member or Airline Employee									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/Confiscated Items				2		1		1					4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IAG</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>					<b>1</b>		<b>11</b>
<b>2019</b>						<b>1</b>							<b>1</b>
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
<b>2020</b>					<b>1</b>	<b>1</b>					<b>1</b>		<b>3</b>
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling						1	1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked						1							1
<b>2021</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>								<b>4</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property			1	1	1								3
Mishandling of Passenger Property - Damaged/Missi			1	1	1								3
<b>2022</b>	<b>1</b>					<b>2</b>							<b>3</b>
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Property - Special Handling		1											1
Property - Special Handling - Damaged It		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IAH</b>	<b>245</b>	<b>258</b>	<b>255</b>	<b>343</b>	<b>300</b>	<b>461</b>	<b>494</b>	<b>474</b>	<b>193</b>	<b>211</b>	<b>225</b>	<b>210</b>	<b>3,669</b>
<b>2019</b>				<b>82</b>	<b>57</b>	<b>73</b>	<b>93</b>	<b>90</b>	<b>93</b>	<b>92</b>	<b>100</b>	<b>81</b>	<b>761</b>
Civil Rights				2	4	2	4	4	3	5	11	5	40
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				1		1	4	3	2	3	6	4	24
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1	3	1	6
Civil Rights - Sexual Orientation - Not Transgender											2		2
Civil Rights - Transgender Screening								1	1				2
Customer Service				10	15	15	24	19	17	22	11	19	152
Customer Service - CSM											1		1
Customer Service - Others						3	1		1	1	2		8
Customer Service - TSO				10	15	12	23	19	16	21	8	19	143
Locks				4	2	2	3	6	4	5	5	1	32
Locks - Missing or Damaged Lock				4	2	2	3	6	4	5	5	1	32
Lost and Found				4	3	4	3	3	2		2	1	22
Lost and Found - Airport/TSA				4	3	4	3	3	2		2	1	22
Mishandling of Passenger Property				20	8	15	27	23	23	21	31	17	185
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1	3	1	1	5	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				17	7	12	21	16	18	17	19	14	141
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3		2	5	4	3	3	7	2	29
Patdown				3		3			4	3	2	4	19
Patdown - Flyer				3		3			4	3	2	4	19
Persons w/ Disabilities (PWD)				3	3	2	6	3	1	3	4	3	28
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes						1	1		1		1		4
Persons w/ Disabilities (PWD) - General					1					1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2				1		3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1		2	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		1	1	2					6
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling				32	15	22	14	19	25	26	26	20	199
Property - Special Handling - Damaged Items - Carry-On				3		2	1	4	4	4	3	4	25
Property - Special Handling - Damaged Items - Checked				3	2	5	3	2	5	5	6	1	32
Property - Special Handling - Missing Items - Carry-On				7	3	4	2	2	3	3	4	8	36
Property - Special Handling - Missing Items - Checked				19	10	11	8	11	13	14	13	7	106
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening				4	7	7	12	13	14	7	8	10	82
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency										1			1
Screening - Lengthy Lines				2	1	3	1			1	1	1	10
Screening - Procedures/Process				2	5	2	9	12	14	4	6	7	61
Screening - Retrieving Abandoned/Confiscated Items								1			1	1	3
Screening - Security Breach						1	1	2		1		1	6
<b>2020</b>	<b>94</b>	<b>76</b>	<b>115</b>	<b>97</b>	<b>79</b>	<b>54</b>	<b>4</b>	<b>11</b>	<b>16</b>	<b>24</b>	<b>17</b>	<b>26</b>	<b>613</b>
Civil Rights	5	1	2	5	3	3			1	2	1	1	24
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear												1	1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination	4		1	4	1	3				1	1		15
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Civil Rights - Transgender Screening			1										1
Customer Service	20	19	30	10	18	9		2	4	9	3	4	128
Customer Service - Others	3	1	2									1	7
Customer Service - TSO	17	18	28	10	18	9		2	4	9	3	3	121
Locks	6	2	3	6	7	2	1	2	1		1		31
Locks - Missing or Damaged Lock	6	2	3	6	7	2	1	2	1		1		31
Lost and Found	2	1	3	4	3	2	1					1	17
Lost and Found - Airport/TSA	2	1	3	4	3	2	1					1	17
Mishandling of Passenger Property	25	12	24	28	21	10		2		4	2	7	135
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	2		2	1								7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	19	9	21	20	17	10		2		4	2	6	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	4	1	3	6	2							1	17
Patdown	5	3	7	3	3	2				1			24
Patdown - Flyer	5	3	6	2	3	2				1			22
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	4		2		1				2	17
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1			1						1	3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General				1				1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1								1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Touch Assistive Devices	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	2			1							4
Property - Special Handling	21	22	28	29	19	14	1	3	5	4	8	7	161
Property - Special Handling - Damaged Items	3	2	3	2					2				12
Property - Special Handling - Damaged Items - Missing Items	4	8	3	4	1	3	1				2	3	29
Property - Special Handling - Missing Items	2	3	5	9	2	3		1		2	2	3	32
Property - Special Handling - Missing Items - Damaged Items	12	9	17	14	16	8		2	3	2	4	1	88
Screening	9	13	14	8	5	10	1	1	5	4	2	4	76
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines		3			1	1							5
Screening - Procedures/Process	8	9	11	8	3	9	1	1	5	4	2	4	65
Screening - Retrieving Abandoned/Confiscated Items		1	2										3
<b>2021</b>	<b>30</b>	<b>32</b>	<b>28</b>	<b>31</b>	<b>35</b>	<b>32</b>	<b>71</b>	<b>75</b>	<b>84</b>	<b>95</b>	<b>108</b>	<b>103</b>	<b>724</b>
Additional Information Required/Insufficient Information								1		1			2
Additional Information Required/Insufficient Information - EMAIL ONLY								1		1			2
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Airline			1				1						2
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service			1										1
Civil Rights		3	1	2	1	2	2	1		3	4	2	21
Civil Rights - Age							1						1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1	1	1	1		2	3		12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1		1					1		4
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims						1			1			2	4
Claims - General									1			1	2
Claims - Status					1							1	2
Customer Service	12	7	7	11	16	8	22	18	24	34	23	26	208
Customer Service - Others		1			1							3	5
Customer Service - TCC			2										2
Customer Service - TSO	12	6	5	11	15	8	22	18	24	34	23	23	201
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program			4	1	2	8	15	27	32	29	43	52	213
Expedited Passenger Screening Program - TSA Application Program						1	1	4	6	1	2	4	19
Expedited Passenger Screening Program - TSA PreCheck			4	1	2	7	14	23	25	28	41	48	193
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Identification (ID) Requirements		1	1				1	1				2	6
Identification (ID) Requirements - Domestic		1					1	1				1	4
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issued				1									1
Identification (ID) Requirements - International Travel												1	1
Locks				1	1		1	1		1		2	7
Locks - General								1					1
Locks - Missing or Damaged Lock				1	1		1			1		2	6
Lost and Found							1				1		2
Lost and Found - Airport/TSA							1				1		2
Mishandling of Passenger Property	3	5		6		2	4	5	1	4	3	1	34
Mishandling of Passenger Property - Damaged/Missing		1		3				2		3	1		10
Mishandling of Passenger Property - Damaged/Missing - Checked	3	4		3		2	2	2	1	1	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1					3
No Jurisdiction			1		2		3		1			1	8
No Jurisdiction - Refer to CBP					1		2		1				4
No Jurisdiction - Refer to Other			1		1		1					1	4
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown		1	1	1			1	1	2	2	2		11
Patdown - Children											1		1
Patdown - Flyer		1	1	1			1	1	2	1	1		9
Patdown - General										1			1
Persons w/ Disabilities (PWD)	1					2	4	2	2	2	2	2	17
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General							2	1					3
Persons w/ Disabilities (PWD) - Hearing Impaired	1								1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								2			1	1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1		1	1				3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1					1		2
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Prohibited & Permitted Items									1	1	5		7
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Lighters/Matches										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Sporting Goods											2		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	13	15	2	2	4	3	7	8	12	12	17	8	103
Property - Special Handling - Damaged Items - Carry-On				1	1		1	1	2	4	6	2	18
Property - Special Handling - Damaged Items	4	5	2		1	1	3	3	2	2	1	1	25
Property - Special Handling - Missing Items	4	3				1	2	3	4	3	10	1	31
Property - Special Handling - Missing Items	5	7		1	2	1	1	1	4	3		4	29
Screening	1	1	10	5	7	7	9	10	8	5	7	4	74
Screening - Inconsistency			3	2	4	2	2	1	1				18
Screening - International Screening							1						1
Screening - Lengthy Lines			2			2	1	2					7
Screening - Procedures/Process	1	1	5	3	3	2	5	6	7	5	7	1	46
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
<b>2022</b>	<b>121</b>	<b>150</b>	<b>112</b>	<b>133</b>	<b>129</b>	<b>302</b>	<b>326</b>	<b>298</b>					<b>1,571</b>
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
Civil Rights - Racial Profiling or Discrimination	4		3	4	3								14
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	1				2		1						4
Civil Rights - Sexual Orientation - Not Transgender	1				1								2
Civil Rights - Transgender Screening							1						1
Claims	1		1										2
Claims - Status	1		1										2
Customer Service	29	41	22	17	19	28	26	27					209
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 Duty Military							1						1
Expedited Passenger Screening Program - DoD						1		2					3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	4	6	7	5	4	4	3	5					38
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	52	64	60	65	63	230	249	221					1,004
Hazardous Materials Safety			2										2
Hazardous Materials Safety - General			2										2
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Identification (ID) Requirements		1											1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks	2				1		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 - Damaged/Missing	3			1	2		1	5					12
Mishandling of Passenger Property - Damaged/Missing	1	3	2	1	1	2	4	1					15
Mishandling of Passenger Property - Disarrayed 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	1	2					11
No Jurisdiction - Refer to Department of State								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	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
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6	2					29
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General			1				1	1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1		1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					2								2
Persons w/ Disabilities (PWD) - Mobility	1	2				1							4
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment				1			1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2		2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	5	7	4	8	13	12	13	8					70



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	2	2	3	2	6	3	4	2					24
Property - Special Handling - Damaged Items	2			2	1		1						6
Property - Special Handling - Missing Items - Carry-Over		4	1	3	2	8	3	5					26
Property - Special Handling - Missing Items	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 Employee	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/Confiscated Items			1					1					2
TSA Contact Information								1					1
TSA Contact Information - General								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ICT</b>	<b>14</b>	<b>12</b>	<b>22</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>10</b>	<b>27</b>	<b>19</b>	<b>10</b>	<b>13</b>	<b>9</b>	<b>197</b>
<b>2019</b>				<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>36</b>
Civil Rights							1	1					2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1									1
Customer Service - TSO				1									1
Locks							1		1	1	1		4
Locks - Missing or Damaged Lock							1		1	1	1		4
Mishandling of Passenger Property					2			1	1	2		3	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2			1		2		2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
Patdown						2		3	1	1	1	2	10
Patdown - Flyer						2		3	1		1	2	9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling					1				1	1	1	1	5
Property - Special Handling - Damaged Items - Checked											1	1	2
Property - Special Handling - Missing Items - Checked					1				1	1			3
Screening				1				1	1	1			4
Screening - Procedures/Process				1				1	1	1			4
<b>2020</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>1</b>		<b>4</b>	<b>6</b>		<b>2</b>	<b>1</b>	<b>40</b>
Civil Rights	1							1	1				3
Civil Rights - Racial Profiling or Discrimination	1							1	1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Locks		1			1				2				4
Locks - Missing or Damaged Lock		1			1				2				4
Mishandling of Passenger Property	1	2		1	2	1		1	1		1		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1									1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1		1	1	1		1	1				7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown			2										2
Patdown - Flyer			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	1	2	1	1				1		1		9
Property - Special Handling - Damaged Items - Checked		1							1		1		3
Property - Special Handling - Missing Items - Checked	1				1								2
Property - Special Handling - Missing Items - Carry-On	1		2	1									4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	3		1	1				2				1	8
Screening - Procedures/Process	2		1	1				1				1	6
Screening - Retrieving Abandoned/Confiscated	1							1					2
<b>2021</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>		<b>3</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>52</b>
Civil Rights								4			1		5
Civil Rights - Racial Profiling or Discrimination								2			1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2					2
Customer Service	2		1	1	1			1			1		7
Customer Service - Others			1										1
Customer Service - TSO	2			1	1			1			1		6
Duplicate E-mail			2										2
Duplicate E-mail - General			2										2
Expedited Passenger Screening Program								2	4	1	4	1	12
Expedited Passenger Screening Program - TSA Application Program								1	2			1	4
Expedited Passenger Screening Program - TSA PreCheck								1	2	1	4		8
Identification (ID) Requirements								1	1	1			2
Identification (ID) Requirements - Domestic								1	1	1			2
Locks					1			1					2
Locks - General								1					1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	1			1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown				1				1	1				3
Patdown - Flyer				1				1	1				3
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Prohibited & Permitted Items		1					1		1				3
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - General									1				1
Property - Special Handling					1		1			2			4
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked										2			2
Screening			1				1		1		1	1	5
Screening - Inconsistency							1		1				2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1								1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>2022</b>	<b>5</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>5</b>	<b>7</b>					<b>69</b>
Civil Rights								2					2
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Claims								1					1
Claims - General								1					1
Customer Service			1	2									3
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	3	6	7	6	9	13	5	2					51
Expedited Passenger Screening Program	1				2		1						4
Expedited Passenger Screening Program	2	6	7	6	7	13	4	2					47
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Dam	1							1					2
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening			1	1	1	2		1					6
Screening - Procedures/Process			1	1	1	2		1					6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IDA</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>4</b>		<b>5</b>	<b>4</b>	<b>2</b>	<b>42</b>
<b>2019</b>				<b>2</b>	<b>1</b>			<b>1</b>		<b>4</b>			<b>8</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property									1	2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	2			3
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1									1
Screening - Classified Materials				1									1
<b>2020</b>	<b>1</b>							<b>1</b>				<b>1</b>	<b>3</b>
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Dam	1							1					2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
<b>2021</b>	<b>1</b>					<b>1</b>	<b>2</b>			<b>1</b>	<b>4</b>	<b>1</b>	<b>10</b>
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											2		2
Expedited Passenger Screening Program - TSA PreCheck											2		2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Screening						1		1				1	3
Screening - Procedures/Process						1		1				1	3
<b>2022</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>					<b>21</b>
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											1
Lost and Found - Airport/TSA		1											1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-C			1										1
Screening			1	1			1						3
Screening - Procedures/Process			1	1			1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IFP</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>18</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>2</b>	<b>1</b>	<b>8</b>
Customer Service													1
Customer Service - TSO							1						1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Persons w/ Disabilities (PWD)				1	1						1		3
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
<b>2020</b>				<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>			<b>4</b>
Mishandling of Passenger Property				1		1				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
<b>2021</b>	<b>1</b>			<b>1</b>									<b>2</b>
Customer Service				1									1
Customer Service - TSO				1									1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
<b>2022</b>			<b>1</b>		<b>2</b>		<b>1</b>						<b>4</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program						2		1					3
Expedited Passenger Screening Program - TSA PreCheck						2		1					3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ILM</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>19</b>	<b>16</b>	<b>17</b>	<b>13</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>142</b>
<b>2019</b>					<b>4</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>32</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service						1	1	1					3
Customer Service - TSO						1	1	1					3
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property									1			3	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling					1		2		1	1	1	1	7
Property - Special Handling - Damaged Items - Checked					1		2		1				5
Property - Special Handling - Missing Items - Checked													2
Screening					2		1	1	5	2	1	1	13
Screening - Inconsistency												1	1
Screening - Lengthy Lines							1		3				4
Screening - Procedures/Process					2			1	2	2		1	8
<b>2020</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>	<b>3</b>	<b>19</b>
Civil Rights													1
Civil Rights - Hair Patdowns													1
Customer Service			1										1
Customer Service - TSO			1										1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	1		1									5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	1											4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1				2					1	1	5
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Checked		1				1							2
Screening	2	1	1		1								5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	1		1								4
<b>2021</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>34</b>
Civil Rights	1					1							3
Civil Rights - Racial Profiling or Discrimination	1									1			2
Civil Rights - Transgender Screening					1								1
Customer Service		1		1				1		1			6
Customer Service - TSO		1		1				1		1			6
Expedited Passenger Screening Program									4	4	4	3	15
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	4	4	2	12
Persons w/ Disabilities (PWD)	1								1				2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Property - Special Handling						3		1	1	1			6
Property - Special Handling - Damaged Items - Checked						2		1		1			4
Property - Special Handling - Missing Items - Carry-On						1			1				2
Screening									1				1
Screening - Inconsistency									1				1
<b>2022</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>11</b>					<b>57</b>
Civil Rights													1
Civil Rights - Race													1
Customer Service		1	1	1		1	1						5
Customer Service - TSO		1	1	1		1	1						5
Expedited Passenger Screening Program	1	3	4	4	5	7	7	8					39
Expedited Passenger Screening Program - TSA Application Program				2			1						3
Expedited Passenger Screening Program - TSA PreCheck	1	3	4	2	5	7	6	8					36
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/€		1											1
Prohibited & Permitted Items - Medication/Prescription/Medically			1										1
Property - Special Handling							2						2
Property - Special Handling - Missing Items - Carry-On							2						2
Screening	1		1				3		1				6
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1						3		1				5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IMT</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>			<b>21</b>
<b>2019</b>										<b>1</b>			<b>1</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
<b>2020</b>	<b>1</b>		<b>1</b>	<b>1</b>						<b>1</b>			<b>4</b>
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Screening	1		1										2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1												1
<b>2021</b>		<b>1</b>		<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>			<b>5</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked Baggage			1										1
Screening				1	1				1				3
Screening - Procedures/Process				1	1				1				3
<b>2022</b>		<b>2</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>					<b>11</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1	2		1	2	1	1					8
Expedited Passenger Screening Program - TSA PreC		1	2		1	2	1	1					8
Patdown		1											1
Patdown - Flyer		1											1
Screening								1					1
Screening - Procedures/Process								1					1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IND</b>	<b>48</b>	<b>62</b>	<b>62</b>	<b>60</b>	<b>65</b>	<b>101</b>	<b>57</b>	<b>85</b>	<b>39</b>	<b>50</b>	<b>41</b>	<b>41</b>	<b>711</b>
<b>2019</b>				<b>10</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>19</b>	<b>17</b>	<b>21</b>	<b>20</b>	<b>15</b>	<b>137</b>
Civil Rights							1	1		2		2	6
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination								1		1		1	3
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Transgender Screening												1	1
Customer Service				2	1		2	4		7	1	1	18
Customer Service - TSO				2	1		2	4		7	1	1	18
Locks					4			1		2	3		10
Locks - Missing or Damaged Lock					4			1		2	3		10
Mishandling of Passenger Property				3	4	5	3	6	7	4	3	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	3		2	4	5	3	3	2	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1	3	1	2	2	1		1	12
Patdown						3	1	3	1	2			10
Patdown - Flyer						3	1	2	1	2			9
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				1			1		1	2	3		8
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				4	2	1	4	3	6	1	5	7	33
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				1		1	2	1	1		1	3	10
Property - Special Handling - Missing Items - Carry-On					1			1	1			3	6
Property - Special Handling - Missing Items - Checked				3	1		2	1	3	1	4	1	16
Screening					1	2		1	2	1	5	2	14
Screening - Lengthy Lines											2		2
Screening - Procedures/Process						1	2		1	2	3	2	12
<b>2020</b>	<b>8</b>	<b>13</b>	<b>17</b>	<b>14</b>	<b>17</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>111</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights		1	1	1	1				1				5
Civil Rights - Age			1										1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		3	1	3	4			1		1		2	15
Customer Service - Others				1									1
Customer Service - TSO		3	1	2	4			1		1		2	14
Locks		1	3		2								6
Locks - Missing or Damaged Lock		1	3		2								6
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property		5	2	6	1	3	4		1	2	1	2	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2			1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		4	1	6	1	1	1			2	1	2	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage		1	1		1	1							4
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			2	2	1	2			1		2	1	11
Persons w/ Disabilities (PWD) - Diabetes			1	1									2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1		1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1		1								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		3	4	2	6	1	5		1	2	4	2	31
Property - Special Handling - Damaged Items - Carry-On			1	1		1					1		4
Property - Special Handling - Damaged Items - Checked		1				1		1				1	5
Property - Special Handling - Missing Items - Carry-On				1	1	2							4
Property - Special Handling - Missing Items - Checked		2	3	1	5	1			1	1	3	1	18
Screening				1	2	4	1	2		1	2		13
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1	1	3	1	2				2		10
Screening - Security Breach				1									1
<b>2021</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>15</b>	<b>6</b>	<b>15</b>	<b>16</b>	<b>24</b>	<b>12</b>	<b>19</b>	<b>143</b>
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights						3				2		1	6
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2				1		1	4
Civil Rights - Transgender Screening						1							1
Claims						1							1
Claims - Status						1							1
Customer Service		1	2	1		2	1	1	6		3	2	23
Customer Service - Others						1			1		1		3
Customer Service - TSO		1	2	1		1	1	1	5		2	2	20
Expedited Passenger Screening Program				1		1	2	3	6	6	12	7	46

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program								1	2			1	4
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	3	5	4	11	7	7	41
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property		2	5	1	1	3		1	2		1		17
Mishandling of Passenger Property - Damaged/Missed		2				1			1				4
Mishandling of Passenger Property - Damaged		1	2	1	1	1		1	1		1		10
Mishandling of Passenger Property - Damaged		1											1
Mishandling of Passenger Property - Disarrayed Item			1			1							2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown		1	1			1			1			1	5
Patdown - Flyer		1	1			1			1			1	5
Persons w/ Disabilities (PWD)										1	2		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Prohibited & Permitted Items			1	1					1	1			4
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1	1					1				3
Property - Special Handling		4	1	1	1	3	3	2	2	4	4	1	26
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Checked		1				1			2				4
Property - Special Handling - Missing Items - Carry-On					1		1			1			3
Property - Special Handling - Missing Items - Checked		4		1	1	2	2	1		4	1	1	17
Screening			2	1				1		2	1		9
Screening - Children								1					1
Screening - Inconsistency										1			1
Screening - Procedures/Process			2	1					2			2	7
<b>2022</b>	<b>32</b>	<b>37</b>	<b>38</b>	<b>34</b>	<b>29</b>	<b>64</b>	<b>37</b>	<b>49</b>					<b>320</b>
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1									3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening	1												1
Customer Service	2	4	2	1	2	2	2	3					18
Customer Service - TCC						1							1
Customer Service - TSO	2	4	2	1	2	1	2	3					17
Expedited Passenger Screening Program	22	25	33	25	21	51	33	37					247
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program	3	2	3	4		2	1	2					17
Expedited Passenger Screening Program	19	23	30	21	20	49	32	35					229
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2									2
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1				2		1	1					5
Patdown - Flyer	1				2		1	1					5
Persons w/ Disabilities (PWD)		2		1		3		2					8
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1						1					2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Property - Special Handling	3	3	2	2	1	2		3					16
Property - Special Handling - Damaged Items - Carry-On			1	1				1					3
Property - Special Handling - Damaged Items - Checked	2		1										3
Property - Special Handling - Missing Items - Carry-On		1				1		1					3
Property - Special Handling - Missing Items - Checked	1	2		1	1	1		1					7
Screening		2	1	1	2	5	1	3					15
Screening - Inconsistency		2											2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1	2	4	1	2					11
Screening - Traveling with Cash								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>INL</b>		<b>2</b>	<b>1</b>	<b>1</b>				<b>1</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>12</b>
<b>2019</b>								<b>1</b>			<b>2</b>	<b>1</b>	<b>4</b>
Locks											<b>1</b>		<b>1</b>
Locks - Missing or Damaged Lock											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											<b>1</b>	<b>1</b>	<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Property - Special Handling								<b>1</b>					<b>1</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>					<b>1</b>
<b>2020</b>										<b>1</b>	<b>1</b>		<b>2</b>
Mishandling of Passenger Property										<b>1</b>			<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										<b>1</b>			<b>1</b>
Property - Special Handling											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>
<b>2021</b>			<b>1</b>	<b>1</b>						<b>1</b>		<b>1</b>	<b>4</b>
Mishandling of Passenger Property												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												<b>1</b>	<b>1</b>
Prohibited & Permitted Items			<b>1</b>										<b>1</b>
Prohibited & Permitted Items - Liquids/Gels/Aerosols			<b>1</b>										<b>1</b>
Screening					<b>1</b>					<b>1</b>			<b>2</b>
Screening - Procedures/Process					<b>1</b>					<b>1</b>			<b>2</b>
<b>2022</b>		<b>2</b>											<b>2</b>
Screening		<b>2</b>											<b>2</b>
Screening - Inconsistency		<b>2</b>											<b>2</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IPL</b>	<b>1</b>		<b>1</b>		<b>2</b>				<b>1</b>			<b>1</b>	<b>6</b>
<b>2019</b>					<b>1</b>								<b>1</b>
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
<b>2021</b>									<b>1</b>			<b>1</b>	<b>2</b>
Customer Service									1				1
Customer Service - TSO									1				1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
<b>2022</b>	<b>1</b>		<b>1</b>		<b>1</b>								<b>3</b>
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IPT</b>	<b>1</b>			<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>9</b>
<b>2019</b>				<b>2</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>4</b>
Locks											<b>1</b>		<b>1</b>
Locks - Missing or Damaged Lock											<b>1</b>		<b>1</b>
Mishandling of Passenger Property				<b>1</b>									<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				<b>1</b>									<b>1</b>
Property - Special Handling							<b>1</b>						<b>1</b>
Property - Special Handling - Missing Items - Checked							<b>1</b>						<b>1</b>
Screening				<b>1</b>									<b>1</b>
Screening - Procedures/Process				<b>1</b>									<b>1</b>
<b>2020</b>	<b>1</b>												<b>1</b>
Patdown	<b>1</b>												<b>1</b>
Patdown - Flyer as Observer	<b>1</b>												<b>1</b>
<b>2021</b>									<b>1</b>			<b>1</b>	<b>2</b>
Expedited Passenger Screening Program												<b>1</b>	<b>1</b>
Expedited Passenger Screening Program - TSA Application Program												<b>1</b>	<b>1</b>
Patdown									<b>1</b>				<b>1</b>
Patdown - Flyer									<b>1</b>				<b>1</b>
<b>2022</b>						<b>1</b>	<b>1</b>						<b>2</b>
Civil Rights							<b>1</b>						<b>1</b>
Civil Rights - Race							<b>1</b>						<b>1</b>
Expedited Passenger Screening Program							<b>1</b>						<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck							<b>1</b>						<b>1</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IRK</b>			1					3			1		5
<b>2019</b>								1			1		2
Civil Rights											1		1
Civil Rights - Age											1		1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
<b>2022</b>								2					2
DHS TRIP								1					1
DHS TRIP - General								1					1
Patdown								1					1
Patdown - Flyer								1					1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ISP</b>	<b>17</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>18</b>	<b>20</b>	<b>19</b>	<b>16</b>	<b>6</b>	<b>13</b>	<b>18</b>	<b>8</b>	<b>183</b>
<b>2019</b>				<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>40</b>
Customer Service				1			1	1			3		6
Customer Service - Others											2		2
Customer Service - TSO				1			1	1			1		4
Locks						1				1			2
Locks - General						1							1
Locks - Missing or Damaged Lock										1			1
Lost and Found					1							1	2
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property					2	1	3	2		1	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1	2	2		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				1		1				1			3
Patdown - Flyer				1		1				1			3
Property - Special Handling				3	1			1	1	2	2	1	11
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1					1		1	1	4
Property - Special Handling - Missing Items - Checked				2	1			1		1	1		6
Screening				1		1	1				1		4
Screening - Children							1						1
Screening - Procedures/Process				1		1					1		3
<b>2020</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>5</b>			<b>1</b>		<b>2</b>		<b>28</b>
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Transgender Screening						1							1
Customer Service		1	1										2
Customer Service - Others		1											1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1		2	1	1				1				6
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1				1				5
Mishandling of Passenger Property - Disa	1												1
Patdown	1		1			2							4
Patdown - Flyer			1			2							3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2			1							1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically				1									1
Persons w/ Disabilities (PWD) - Respirato				1									1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling	1		1	1		2							5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1		1	1		1							4
Screening		1	1	2							1		5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			1	1							1		3
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2021</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>41</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1			2		2		1		6
Customer Service - TSO				1			2		2		1		6
Expedited Passenger Screening Program							2	2		7	4	3	18
Expedited Passenger Screening Program - TSA PreCheck							2	2		6	4	3	17
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1									1
No Jurisdiction - Refer to FAA				1									1
Patdown											1	1	2
Patdown - Flyer											1	1	2
Property - Special Handling	1				1	1			1	1	2		7
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked						1				1	1		3
Property - Special Handling - Missing Item				1									1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1					2				1	4
Screening - Children			1										1
Screening - Inconsistency								1					1
Screening - Procedures/Process								1				1	2
<b>2022</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>8</b>					<b>74</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program	7	9	4	8	10	10	7	8					63
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Appl		2	1	1		1							6
Expedited Passenger Screening Program	7	7	3	7	10	9	5	8					56
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown					1								1

TSA Contact Center (TCC) Data Tool - FOIA

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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ITH</b>		<b>3</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>14</b>
<b>2019</b>								<b>1</b>		<b>2</b>		<b>1</b>	<b>4</b>
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown										1			1
Patdown - Flyer										1			1
<b>2020</b>		<b>2</b>		<b>1</b>							<b>1</b>		<b>4</b>
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1								1		1
<b>2021</b>										<b>1</b>		<b>1</b>	<b>2</b>
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown										1			1
Patdown - Flyer										1			1
<b>2022</b>		<b>1</b>				<b>2</b>	<b>1</b>						<b>4</b>
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ITO</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>99</b>
<b>2019</b>				<b>4</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>24</b>
Customer Service				1		1	1						3
Customer Service - Others							1						1
Customer Service - TSO				1		1							2
Locks				1		2							3
Locks - Missing or Damaged Lock				1		2							3
Mishandling of Passenger Property				1	1		2		1	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2		1	1	1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown							1		2		1		4
Patdown - Flyer							1		2		1		4
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		1			2
Property - Special Handling								1			2	1	4
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked											2		2
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>20</b>
Customer Service			2		2								4
Customer Service - Others					1								1
Customer Service - TSO			2		1								3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property		2	2			2					1		7
Mishandling of Passenger Property - Damaged/Missin			1										1
Mishandling of Passenger Property - Dam		2	1			1					1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling				1	1		1					1	4
Property - Special Handling - Damaged Items - Checked				1	1							1	3
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>3</b>	<b>1</b>				<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>21</b>
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program						2			1	2	3	1	9
Expedited Passenger Screening Program - TSA PreCheck						2			1	2	3	1	9
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Patdown											1	1	2
Patdown - Flyer												1	1
Patdown - General											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling		2					1				1		4
Property - Special Handling - Damaged It		1									1		2
Property - Special Handling - Missing Item		1					1						2
Screening		1											1
Screening - Procedures/Process		1											1
<b>2022</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>					<b>34</b>
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	3	1	1	1	3	3	2	2					16
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	2	1	1	1	2	3	2	2					14
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Property - Special Handling	1								1				2
Property - Special Handling - Missing Item	1								1				2
Screening	2			1			1	1					5
Screening - Procedures/Process	2			1			1	1					5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IWA</b>	<b>10</b>	<b>17</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>37</b>	<b>29</b>	<b>20</b>	<b>16</b>	<b>13</b>	<b>11</b>	<b>9</b>	<b>217</b>
<b>2019</b>				<b>2</b>	<b>5</b>	<b>6</b>	<b>12</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>59</b>
Customer Service					2	2	6	3	1	1	1		16
Customer Service - TSO					2	2	6	3	1	1	1		16
Locks								1			1		2
Locks - Missing or Damaged Lock								1			1		2
Lost and Found					1		1				1		3
Lost and Found - Airport/TSA					1		1				1		3
Mishandling of Passenger Property					2	2	2	1		1	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1			1		1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling				2			2	1	2	1		2	10
Property - Special Handling - Damaged Items - Checked				1						1		1	3
Property - Special Handling - Missing Items - Carry-On				1			1	1	1				4
Property - Special Handling - Missing Items - Checked							1		1			1	3
Screening						1	1	3	1	3	2	2	13
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1	1	2	1	3	2	1	11
Screening - Security Breach								1					1
<b>2020</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>41</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	3	2		4	2	1		1				1	14
Customer Service - TSO	3	2		4	2	1		1				1	14
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1		2	2	1	2			1				9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2	1	1	2			1				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling		1	2	1		1			2		1		8
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked		1	2	1					2		1		7
Screening	1	1	1	1		1		1					5
Screening - Procedures/Process	1		1			1		1					4
Screening - Security Breach				1									1
<b>2021</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>56</b>
Civil Rights		1						1					2
Civil Rights - Age								1					1
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Customer Service		3		2	3	3	1	1	4	3	2		22
Customer Service - TSO		3		2	3	3	1	1	4	3	2		22
Expedited Passenger Screening Program				1				2	1	1	1		6
Expedited Passenger Screening Program - TSA PreCheck				1				2	1	1	1		6
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1							2
Patdown						1		2	1			1	5
Patdown - Children						1							1
Patdown - Flyer							2		1			1	4
Persons w/ Disabilities (PWD)					1	1	1	1					4
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Property - Special Handling		1		1		2	2		1				7
Property - Special Handling - Damaged Items - Carry-On				1		1	1						3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1											1
Screening		1			2	1	1		2		1		8
Screening - Inconsistency							1		1				2
Screening - Procedures/Process		1				1			1		1		6
<b>2022</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>18</b>	<b>9</b>	<b>4</b>					<b>61</b>
Customer Service		2	1			4	3	1					11
Customer Service - TSO		2	1			4	3	1					11
Expedited Passenger Screening Program	1	3	4	5	4	12	3	3					35
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program	1	3	4	5	4	10	3	3					33
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1	1										2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Prohibited & Permitted Items		1											1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JAC</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>7</b>	<b>2</b>	<b>12</b>	<b>3</b>		<b>6</b>	<b>10</b>	<b>15</b>	<b>5</b>	<b>74</b>
<b>2019</b>				<b>2</b>		<b>1</b>			<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>16</b>
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer as Observer						1							1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Checked												2	2
Screening				1					1	1	1	1	5
Screening - Inconsistency									1	1			2
Screening - Procedures/Process				1								1	2
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>						<b>4</b>		<b>11</b>
Customer Service											1		1
Customer Service - TSO											1		1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Patdown						1					1		2
Patdown - Flyer						1							1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2								1		3
Screening - Procedures/Process			2								1		3
<b>2021</b>	<b>1</b>		<b>2</b>			<b>2</b>	<b>2</b>		<b>2</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>26</b>
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program						1	2		2	5	6	1	17
Expedited Passenger Screening Program - TSA PreCheck						1	2		2	5	6	1	17
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling	1										1		2
Property - Special Handling - Missing Items - Checked	1										1		2
Screening			1			1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process			1										1
<b>2022</b>		<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>1</b>						<b>21</b>
Expedited Passenger Screening Program		1	6	3	1	7							18
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	6	3	1	6							17
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JAN</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>15</b>	<b>16</b>	<b>9</b>	<b>22</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>135</b>
<b>2019</b>				<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>28</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1				3	1			1	6
Customer Service - Others								1					1
Customer Service - TSO				1				2	1			1	5
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property						1	1		1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1	1	1		5
Patdown								1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling				1	1	1			2		2		7
Property - Special Handling - Damaged Items - Checked					1	1					1		3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked									2		1		3
Screening				2				2				1	5
Screening - Inconsistency												1	1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1				2					3
<b>2020</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>			<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>22</b>
Civil Rights									1			1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1	1								1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1								1		4
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1		1	1					1	1		1	6
Property - Special Handling - Damaged Items - Checked	1		1						1			1	4
Property - Special Handling - Missing Items - Checked				1						1			2
Screening	1		1			1				3			6
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1				3			5
<b>2021</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>25</b>
Civil Rights						1							1
Civil Rights - Transgender Screening						1							1
Customer Service		1	1	1					2	2		1	8
Customer Service - CSM				1									1
Customer Service - TSO		1	1						2	2		1	7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											1	2	3
Expedited Passenger Screening Program - TSA PreCheck											1	2	3
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1							1		2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							2			1			3
Property - Special Handling - Damaged Items - Checked							2						2
Property - Special Handling - Missing Items - Checked										1			1
Screening						3				1	1		5
Screening - Inconsistency											1		1
Screening - Procedures/Process						2				1			3
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2022</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>15</b>					<b>60</b>
Customer Service		2			1	2	1	2					8
Customer Service - TSO		2			1	2	1	2					8
Expedited Passenger Screening Program	1	3	2	5	10	3	5	12					41
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Process				1			1	1					3
Expedited Passenger Screening Program - TSA PreCheck	1	3		5	9	3	4	11					37
Patdown				1				1					2
Patdown - Flyer				1				1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Person				1									1
Property - Special Handling	1	1				1	1						4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked	1						1						2
Screening	1		2			1							4
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	1		1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JAX</b>	<b>59</b>	<b>69</b>	<b>52</b>	<b>63</b>	<b>67</b>	<b>116</b>	<b>102</b>	<b>125</b>	<b>47</b>	<b>62</b>	<b>63</b>	<b>51</b>	<b>876</b>
<b>2019</b>				<b>15</b>	<b>11</b>	<b>28</b>	<b>27</b>	<b>26</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>19</b>	<b>180</b>
Civil Rights				1			1				1		3
Civil Rights - Racial Profiling or Discrimination				1			1						2
Civil Rights - Transgender Screening											1		1
Customer Service					1	3	6	1	3	2	2	4	22
Customer Service - Others								1					1
Customer Service - TSO					1	3	6		3	2	2	4	21
Locks						1	2	3		1	2	2	11
Locks - Missing or Damaged Lock						1	2	3		1	2	2	11
Mishandling of Passenger Property				3	1	9	8	10	3	5	5	5	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	6	6	7	3	4	4	2	36
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	2	2		1	1	2	10
Patdown					2	3			1				6
Patdown - Flyer					2	2			1				5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				1		2		1		1	1	1	7
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling				6	4	6	6	4	4	6	4	5	45
Property - Special Handling - Damaged Items - Carry-On				1	1							1	3
Property - Special Handling - Damaged Items - Checked				1	1	2	3	1		1	3	2	14
Property - Special Handling - Missing Items - Carry-On							1		2	3		1	7
Property - Special Handling - Missing Items - Checked				4	2	4	2	3	2	2	1	1	21
Request for Assistance						1			1				2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				4	3	3	4	7	6	3	3	2	35
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				2									2
Screening - Lengthy Lines					1	1		1	2	1	1		7
Screening - Procedures/Process				2	2	2	4	5	4	2	1	2	24
Screening - Security Breach								1					1
<b>2020</b>	<b>23</b>	<b>19</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>21</b>	<b>10</b>	<b>139</b>
Civil Rights		1		1							1		3
Civil Rights - Racial Profiling or Discrimination		1		1							1		3
Customer Service	4	3	2		1	1				1	3	1	16
Customer Service - TSO	4	3	2		1	1				1	3	1	16
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	1	2							2		1	3	9
Locks - Missing or Damaged Lock	1	2							2		1	3	9
Mishandling of Passenger Property	4	3	4	3	3	2	1	1	1	1	4	2	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1							1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	2	1	2	3	2	1	1		1	1	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	3						1		2		8
Patdown		1			1						1		3
Patdown - Flyer		1			1						1		3
Persons w/ Disabilities (PWD)	1		3	1		2			1	1	2		11
Persons w/ Disabilities (PWD) - General			1	1						1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			2										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair	1								1				2
Property - Special Handling	8	6	4	1	5	3	1	2	3	5	5	4	47
Property - Special Handling - Damaged Items - Carry-On	1			1	1	1							4
Property - Special Handling - Damaged Items - Checked	2	3			1			1	1	2	4	1	15
Property - Special Handling - Missing Items - Carry-On	1	1	2		2	2		1			1	1	11
Property - Special Handling - Missing Items - Checked	4	2	2		1		1		2	3		2	17
Screening	4	3	1	2	1	1	1	1	1	1	4		20
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1	1	2	1	1		1	1	1	4		16
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach		2											2
<b>2021</b>	<b>10</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>16</b>	<b>26</b>	<b>21</b>	<b>35</b>	<b>24</b>	<b>22</b>	<b>196</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights				4	1		2	1	1	1		1	11
Civil Rights - Hair Patdowns				1			1						2
Civil Rights - Racial Profiling or Discrimination				3	1			1	1	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Customer Service		2		2	3	2	3	3	2	6	3		26
Customer Service - TSO		2		2	3	2	3	3	2	6	3		26
Expedited Passenger Screening Program		1		1	1	1	7	10	6	17	17	17	77
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1			1		2
Expedited Passenger Screening Program - Known Crew Member										1		1	2
Expedited Passenger Screening Program - TSA Application Program							1	1	2		2	2	8



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreC			1			1	5	7	3	15	14	14	61
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1	1			3
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks		1			1				1	1			4
Locks - Missing or Damaged Lock		1			1				1	1			4
Lost and Found					1							1	2
Lost and Found - Airport/TSA					1							1	2
Mishandling of Passenger Property	3	3		2	1	1	1	4		3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3		1		1		4		2			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1			1			2
No Jurisdiction									2			1	3
No Jurisdiction - Refer to Other									2			1	3
Patdown			1	1		1		1	2	3		1	10
Patdown - Flyer			1	1		1		1	2	2		1	9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)									3		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items						1			1		1		3
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump						1							1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1		1		2
Property - Special Handling	4	2	1	2		1	2	3	2	3	1	1	22
Property - Special Handling - Damaged Items - Carry-On									2		1	1	4
Property - Special Handling - Damaged Items - Checked Baggage	3	1		1			1	1		1			8
Property - Special Handling - Missing Items - Carry-On				1			1	1		1			4
Property - Special Handling - Missing Items - Checked Baggage	1	1	1			1		1		1			6
Screening	2	3			1		1	4	1	1		1	14
Screening - Inconsistency					1			2	1				4
Screening - Procedures/Process	2	3					1	2		1		1	10
<b>2022</b>	<b>26</b>	<b>38</b>	<b>35</b>	<b>29</b>	<b>34</b>	<b>74</b>	<b>56</b>	<b>69</b>					<b>361</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		1	2		1	1	1						6
Civil Rights - Headwear							1						1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination		1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims								1					1
Claims - General								1					1
Customer Service		3	2	1	2	7	7	2					24
Customer Service - TSO		3	2	1	2	7	7	2					24
Expedited Passenger Screening Program	21	28	28	19	24	55	44	59					278
Expedited Passenger Screening Program - TSA PreC	2	2	1		1	1		3					10
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1	3	3	2				1					10
Expedited Passenger Screening Program - TSA PreC	17	22	24	17	23	54	43	55					255
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1	1					1						3
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property		1						3					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Mishandling of Passenger Property - Disarrayed Item		1						1					2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1	1			1		1					4
Patdown - Flyer			1			1		1					3
Patdown - General		1											1
Persons w/ Disabilities (PWD)					2	2	1						5
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	2	2	1	2	2	2		2					13
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Damaged Items - Checked Baggage	1	1											2
Property - Special Handling - Missing Items - Carry-On	1			1		1		1					4
Property - Special Handling - Missing Items - Checked Baggage	1	1	1		1			1					4
Screening	1	3		6	1	5	3	1					20
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			1		1						3
Screening - Procedures/Process	1	1		5		5	2	1					15
Screening - Shoe Screening		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JFK</b>	<b>465</b>	<b>440</b>	<b>572</b>	<b>713</b>	<b>634</b>	<b>665</b>	<b>641</b>	<b>740</b>	<b>381</b>	<b>435</b>	<b>481</b>	<b>438</b>	<b>6,605</b>
<b>2019</b>				<b>168</b>	<b>149</b>	<b>190</b>	<b>228</b>	<b>270</b>	<b>244</b>	<b>243</b>	<b>255</b>	<b>230</b>	<b>1,977</b>
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flyer											1		1
Advanced Imaging Technology (AIT) - General											1		1
Civil Rights				4	3	2	11	5	11	6	7	9	58
Civil Rights - Age				1		1	1		1			1	5
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin							1	1	2				4
Civil Rights - Perceived Religion							1	1	1		1		4
Civil Rights - Racial Profiling or Discrimination				3	2	1	5	2	2	5	3	7	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	2		4		1		8
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening								1	1				2
Customer Service				30	31	32	54	67	49	41	48	61	413
Customer Service - Others					2	3	4	4	1	3	4	3	24
Customer Service - TSO				30	29	29	50	63	48	38	44	58	389
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				16	15	22	13	16	16	20	18	17	153
Locks - Missing or Damaged Lock				16	15	22	13	16	16	20	18	17	153
Lost and Found				13	2	7	3	4		7	4	5	45
Lost and Found - Airport/TSA				13	2	7	3	4		7	4	5	45
Mishandling of Passenger Property				44	42	37	57	55	49	70	72	59	485
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1	2	2	3	2	4	5	6	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				36	41	32	50	45	40	56	59	45	404
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1	1	2	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				6		2	4	6	7	8	6	8	47
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown					2	5	4	8	6	6	5	2	38
Patdown - Flyer					1	5	4	7	4	6	4	2	33
Patdown - Flyer as Observer					1				1		1		3
Patdown - General								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				4	9	9	6	14	7	4	8	4	65
Persons w/ Disabilities (PWD) - Autism Spectrum							2	2					4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	2		1	1	1			6
Persons w/ Disabilities (PWD) - Diabetes								2	1		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General					2		1	1					4
Persons w/ Disabilities (PWD) - Hearing Impairment				1					2				3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1					1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1				1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1			1			1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	1			4			1		8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2	1			1			1		5
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	2	1	3	1	1	2	12
Prohibited & Permitted Items									1	1			2
Prohibited & Permitted Items - General									1	1			2
Property - Special Handling				42	31	54	52	78	74	72	65	49	517
Property - Special Handling - Damaged Items - Carry-On				5	5	6	7	8	8	3	5	6	53
Property - Special Handling - Damaged Items - Checked				7	8	15	6	13	21	20	19	6	115
Property - Special Handling - Missing Items - Carry-On				10	8	12	16	13	13	11	8	12	103
Property - Special Handling - Missing Items - Checked				20	10	21	23	44	32	38	33	25	246
Request for Assistance				1			1	1	1	2			6
Request for Assistance - Other				1					1	2			4
Request for Assistance - Wounded Warrior (MSIJSOC)							1	1					2
Screening				13	13	22	27	22	30	14	26	23	190
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines				1	4	5	4	6	1	3	3		27
Screening - Procedures/Process				10	9	15	23	15	25	8	17	22	144
Screening - Retrieving Abandoned/Confiscated Items				1					2	1	4		8
Screening - Security Breach				1		2		1	2		1	1	8
TSA Contact Information							1						1
TSA Contact Information - General							1						1
<b>2020</b>	<b>249</b>	<b>180</b>	<b>261</b>	<b>268</b>	<b>176</b>	<b>117</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>40</b>	<b>52</b>	<b>51</b>	<b>1,442</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	9	7	15	5	10	2	2	1	2	1	1	2	57
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights			1		1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin		2			1								3
Civil Rights - Perceived Religion			2						2				4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination	5	3	8	2	6	1	2	1		1		2	31
Civil Rights - Screening of Religious Culture	1		1										2
Civil Rights - Sex/Gender/Gender Identity	3	1	1	1	2	1					1		10
Civil Rights - Sexual Orientation - Not Transgender			1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	55	45	62	56	39	27	1	1	3	14	7	5	315
Customer Service - Others	2	6	6	7	5	1							27
Customer Service - TSO	53	39	56	49	34	26	1	1	3	14	7	5	288
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	21	16	14	23	9	6				2	1	1	93
Locks - General		1											1
Locks - Missing or Damaged Lock	21	15	14	23	9	6				2	1	1	92
Lost and Found	2		6	1	1	4	1	1	2	2	1		21
Lost and Found - Airport/TSA	2		6	1	1	4	1	1	2	2	1		21
Mishandling of Passenger Property	60	45	54	66	40	30	3	1	1	5	13	11	329
Mishandling of Passenger Property - Damaged	7	6	2	6		1					1		23
Mishandling of Passenger Property - Damaged or Lost	52	30	50	56	35	27	3	1	1	5	11	10	281
Mishandling of Passenger Property - Disposition	1	9	2	4	5	2					1	1	25
Patdown	9	5	9	10	4	1		1	1				40
Patdown - Flyer	7	5	7	9	4	1		1	1				35
Patdown - Flyer as Observer	1		1										2
Patdown - Non-Flyer	1		1	1									3
Persons w/ Disabilities (PWD)	8	10	13	7	8	6			1	2	2	4	61
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1	2		1								4
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - General		2		3					1				6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1	2	1	1	1	1						1	8
Persons w/ Disabilities (PWD) - Metal Implants	1		1										2
Persons w/ Disabilities (PWD) - Mobility Devices	1	1	3	1	2	1						2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prostheses	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals			3							1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1			1							3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchairs	4	2	1		2	1						1	11
Property - Special Handling	61	31	61	65	41	23	3	4	10	13	20	18	350
Property - Special Handling - Damaged Items	9	5	8	5	4	1				2	1		35
Property - Special Handling - Damaged Items - Lost	13	9	9	13	9	1	2	1	4	3	3	6	73
Property - Special Handling - Missing Items	9	4	7	8	5	9		1	3	3	4	3	56
Property - Special Handling - Missing Items - Lost	30	13	37	39	23	12	1	2	3	5	12	9	186
Request for Assistance		1	2	1									4
Request for Assistance - Other		1	2	1									4
Screening	24	19	25	33	24	18	3	2	4	1	7	10	170
Screening - Inconsistency		2									1		3
Screening - International Screening				1									1
Screening - Lengthy Lines	4	2	5	4	5	3						1	24
Screening - Procedures/Process	18	15	19	24	17	14	3	2	4	1	6	9	132
Screening - Retrieving Abandoned/Confiscated Items			1		1	1							3
Screening - Security Breach	2			4	1								7
<b>2021</b>	<b>53</b>	<b>50</b>	<b>48</b>	<b>49</b>	<b>49</b>	<b>56</b>	<b>90</b>	<b>103</b>	<b>113</b>	<b>152</b>	<b>174</b>	<b>157</b>	<b>1,094</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline						1		2	2				5
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service						1		1	2				4
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	3	2	3	1	4	2	3	5	4	6	9	6	48
Civil Rights - Age							1				1		2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights								1	1		1		3
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin		1								1			2
Civil Rights - Perceived Religion	2									1			3
Civil Rights - Racial Profiling or Discrimination	1	1	1		4	2	1	2	2	2	5	3	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1		2	2	1	8
Civil Rights - Sexual Orientation - Not Transgender												2	2
Civil Rights - Transgender Screening				1					1				2
Claims						2		2					4
Claims - General						2							2
Claims - Status								2					2
Customer Service	8	7	12	15	12	11	21	18	24	38	29	26	221
Customer Service - Others						1				1			2
Customer Service - TCC				1									1
Customer Service - TSO	8	7	12	14	12	10	21	18	24	37	29	26	218
DHS TRIP				2									2
DHS TRIP - General				2									2
Duplicate E-mail											3		3
Duplicate E-mail - General											3		3
Expedited Passenger Screening Program				7	2	8	22	28	26	54	80	80	307

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Application Program					1		4	3	4	1	3	2	18
Expedited Passenger Screening Program - TSA PreCheck				7	1	8	18	25	22	53	77	78	289
Flying Armed							1						1
Flying Armed - General							1						1
Hazardous Materials Safety				1	3	2	3	2			3	1	15
Hazardous Materials Safety - General				1	3	2	3	2			3	1	15
Locks	3		1	3	2	1	2	1	2				15
Locks - General									1				1
Locks - Missing or Damaged Lock	3		1	3	2	1	2	1	1				14
Lost and Found	2	1	1	1		1	1	1	1	1	1	1	12
Lost and Found - Airport/TSA	2	1	1	1		1	1	1	1	1	1	1	12
Mishandling of Passenger Property	16	9	14	7	3	1	5	8	5	5	3	5	81
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1	2		1	1		7
Mishandling of Passenger Property - Dam	12	9	12	7	2	1	4	4	3	4	1	5	64
Mishandling of Passenger Property - Dam	1							1					2
Mishandling of Passenger Property - Disa	2				1			1	2		1		7
No Jurisdiction				3	1	1		1		1		2	9
No Jurisdiction - Refer to CBP				1		1		1				1	4
No Jurisdiction - Refer to Department of State				1									1
No Jurisdiction - Refer to Other				1	1					1		1	4
No Subject				1									1
No Subject - General				1									1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - General				1						1			2
Patdown	1		1		4		1	1	4	5	8	2	27
Patdown - Children							1				1		2
Patdown - Flyer	1		1		2			1	4	5	5	2	21
Patdown - Flyer as Observer											2		2
Patdown - General					2								2
Persons w/ Disabilities (PWD)	1	6	2		1	2		4	8	11	5	3	43
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1								1		2
Persons w/ Disabilities (PWD) - Diabetes									1	1			2
Persons w/ Disabilities (PWD) - General										3	1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	1				1			2	2	2	2	2	12
Persons w/ Disabilities (PWD) - Mobility Disability (N		3								3	1		7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									2				2
Persons w/ Disabilities (PWD) - Service Animals		2				1		1		1			5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1							1		1	4
Prohibited & Permitted Items			1		1			1		2		1	6
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1					1
Prohibited & Permitted Items - Food/Beverages					1							1	2
Prohibited & Permitted Items - Ice/Gel Packs			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling	9	17	5	6	5	19	21	19	25	18	25	22	191
Property - Special Handling - Damaged It	1	1			1	1	1		2	3	5	9	24
Property - Special Handling - Damaged It	1	3	1	5	1	4	6	8	1	2	5	2	39
Property - Special Handling - Missing Item	2	3			2	6	5	3	6	2	8	3	40
Property - Special Handling - Missing Item	5	10	4	1	1	8	9	8	16	11	7	8	88
Screening	10	8	7	1	11	5	10	10	11	10	8	8	99
Screening - Children					1								1
Screening - Inconsistency			1		4		2	2	2	3	1		15
Screening - International Screening			1										1
Screening - Lengthy Lines					2		2		1	2	1	2	10
Screening - Military								1					1
Screening - Procedures/Process	9	6	5	1	4	4	5	7	8	4	6	5	64
Screening - Retrieving Abandoned/Confis	1	2								1		1	5
Screening - Traveling with Cash						1	1						2
<b>2022</b>	<b>163</b>	<b>210</b>	<b>263</b>	<b>228</b>	<b>260</b>	<b>302</b>	<b>310</b>	<b>356</b>					<b>2,092</b>
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline	1		1	1			1	3					7
Airline - Lost Baggage								2					2
Airline - Policy/Regulations/Service	1			1			1	1					4
Airline - Wheelchair Assistance			1										1
Civil Rights	1	5	4	4	4	4	6	10					38
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion					1	2							3
Civil Rights - Profiling						1							1
Civil Rights - Race							2	6					8
Civil Rights - Racial Profiling or Discrimin	1	4	4	2	1								12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		2	1					5
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening					1			3					4
Claims		1											1
Claims - General		1											1
Customer Service	26	31	29	22	25	39	34	37					243
Customer Service - Others	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	25	31	29	22	25	39	34	37					242
DHS TRIP		1						1					2
DHS TRIP - General		1						1					2
Expedited Passenger Screening Program	89	114	163	140	185	210	210	246					1,357
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	4	10	7	5	8	4	8	7					53
Expedited Passenger Screening Program	85	103	156	135	175	204	202	239					1,299
Expedited Passenger Screening Program - TSA/DHS		1			2	1							4
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - General			1										1
Hazardous Materials Safety		2	1	1	4	2	4	2					16
Hazardous Materials Safety - General		2	1	1	4	2	4	2					16
Identification (ID) Requirements			1	2	2	2							7
Identification (ID) Requirements - Domestic				2	2	2							6
Identification (ID) Requirements - Real ID			1										1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks	1	1		1		1	1	1					6
Locks - Missing or Damaged Lock	1	1		1		1	1	1					6
Lost and Found			1	2	1	3							7
Lost and Found - Airport/TSA			1	2	1	3							7
Mishandling of Passenger Property	6	7	5	9	2	3	7	2					41
Mishandling of Passenger Property - Dam	2	7	3	1		1	3	2					19
Mishandling of Passenger Property - Dam	4		2	6	2	2	4						20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarranged Items--Carry-on or Check				1									1
No Jurisdiction		4	5	2	5	6	2	5					29
No Jurisdiction - No Referral					1			1					2
No Jurisdiction - Refer to CBP		2	1		2	5	2	1					13
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		2	3	2	2	1		3					13
Patdown	2	4	4	2	3	4	5	10					34
Patdown - Children		1					1						2
Patdown - Flyer	2	3	3	2	3	3	4	9					29
Patdown - Flyer as Observer						1							1
Patdown - General								1					1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	6	6	8	6	7	5	3	5					46
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1					1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1		1						3
Persons w/ Disabilities (PWD) - Diabetes				1		1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1				2	1		1					5
Persons w/ Disabilities (PWD) - Internal Medical Dev		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1	1		1							3
Persons w/ Disabilities (PWD) - Medically	1	2											3
Persons w/ Disabilities (PWD) - Metal Imp	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			3	1	1		1	1					7
Persons w/ Disabilities (PWD) - Prosthesi	3	1				2							6
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2	1			1		1					5
Prohibited & Permitted Items	3	3	5										11
Prohibited & Permitted Items - Alcohol an	1	1	3										5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast			1										1
Prohibited & Permitted Items - Electronic Devices			1										1
Prohibited & Permitted Items - Food/Beve	2	1											3
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	15	18	17	19	13	11	17	18					128
Property - Special Handling - Damaged It	5	4	2	7	1	2	5	8					34
Property - Special Handling - Damaged It	5	1	3	3	1		3	1					17
Property - Special Handling - Missing Item	2	9	9	4	7	4	7	3					45
Property - Special Handling - Missing Item	3	4	3	5	4	5	2	6					32
Screening	12	13	18	17	9	11	19	16					115
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		3	6				5	4					18
Screening - Lengthy Lines	1		1	1	2		1	3					9
Screening - Procedures/Process	11	8	9	14	6	10	12	9					79
Screening - Retrieving Abandoned/Confiscated Items		1	1	2	1	1	1						7
Transfer to Security Specialist	1												1
Transfer to Security Specialist - Reportab	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JHM</b>				3			2		1				6
<b>2019</b>				3			1		1				5
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			1						3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2022</b>							1						1
Customer Service													1
Customer Service - TSO							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JLN</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>	<b>3</b>	<b>1</b>	<b>17</b>
<b>2019</b>						<b>1</b>				<b>1</b>	<b>3</b>	<b>1</b>	<b>6</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling											3		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											2		2
<b>2020</b>	<b>2</b>		<b>2</b>	<b>2</b>									<b>6</b>
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling	2		2										4
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Damaged Items - Missing	1												1
Property - Special Handling - Missing Items - Checked			2										2
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>										<b>1</b>			<b>1</b>
Customer Service										1			1
Customer Service - TSO										1			1
<b>2022</b>	<b>1</b>	<b>1</b>				<b>1</b>				<b>1</b>			<b>4</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items	1												1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JMS</b>				1		1	1				1		4
<b>2019</b>				1			1				1		3
Mishandling of Passenger Property				1			1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1				1		3
<b>2021</b>							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JNU</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>4</b>	<b>89</b>
<b>2019</b>				<b>2</b>	<b>1</b>			<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>25</b>
Advanced Imaging Technology (AIT)					1			1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service									2				2
Customer Service - TSO									2				2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										2	3		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1	1		1	1	4
Patdown - Flyer								1	1		1	1	4
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening								1	1	2	1	2	7
Screening - Inconsistency										1			1
Screening - Procedures/Process								1	1	1	1	1	5
Screening - Security Breach												1	1
<b>2020</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>				<b>3</b>	<b>6</b>		<b>18</b>
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1	2	1				1	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1				1	2		6
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling				1						2	3		6
Property - Special Handling - Damaged Items - Checked				1						2			3
Property - Special Handling - Missing Items - Checked											3		3
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>			<b>3</b>	<b>7</b>	<b>3</b>	<b>3</b>		<b>26</b>
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1				2
Customer Service			1	1				1		1	1		5
Customer Service - TSO			1	1				1		1	1		5
Expedited Passenger Screening Program									3	1	1		5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	1	1		4
Patdown				1	1								2
Patdown - Flyer				1									1
Patdown - General					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Prohibited & Permitted Items		1									1		2
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling	2			1	1			1	1				6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items	2												2
Property - Special Handling - Missing Items - Checked								1	1				2
Screening				1					2				3
Screening - Inconsistency									2				2
Screening - Procedures/Process				1									1
<b>2022</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>3</b>					<b>20</b>
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	2	1	3	1		1	2	2					12
Expedited Passenger Screening Program - TSA Appl		1						1					2
Expedited Passenger Screening Program	2		3	1		1	2	1					10
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown	1												1
Patdown - Flyer	1												1
Screening					1		2	1					4
Screening - Inconsistency							2						2
Screening - Lengthy Lines					1								1
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JQF</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>27</b>
<b>2019</b>								<b>2</b>			<b>1</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked												1	1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>							<b>1</b>	<b>1</b>	<b>6</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1
<b>2021</b>	<b>1</b>					<b>1</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>
Call Disconnect/Dropped/Wrong Number						1							1
Call Disconnect/Dropped/Wrong Number - General						1							1
Civil Rights									1	1	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1	1	1		3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>						<b>8</b>
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program		1	1				1						3
Expedited Passenger Screening Program - TSA PreC		1	1				1						3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening						1	2						3
Screening - Procedures/Process						1	1						2
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>KOA</b>	<b>16</b>	<b>35</b>	<b>38</b>	<b>47</b>	<b>44</b>	<b>47</b>	<b>46</b>	<b>43</b>	<b>28</b>	<b>31</b>	<b>26</b>	<b>23</b>	<b>424</b>
<b>2019</b>				<b>11</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>15</b>	<b>16</b>	<b>12</b>	<b>9</b>	<b>96</b>
Civil Rights					1		2	1		1	1		6
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service				1	3	1	1	4	6	3	1		20
Customer Service - Others					1								1
Customer Service - TSO				1	2	1	1	4	6	3	1		19
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				3	4	5	3	2	5	2	4	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	4	2	3	2	5	2	3	3	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2					1	1	4
Patdown				2							1		3
Patdown - Flyer				2							1		3
Persons w/ Disabilities (PWD)					1				1	3	1		6
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				3					2	7	3	3	18
Property - Special Handling - Damaged Items - Checked									1	3		1	5
Property - Special Handling - Missing Items - Carry-On										2		1	3
Property - Special Handling - Missing Items - Checked				3					1	2	3	1	10
Screening				2			3	1	1		1	1	9
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							3	1			1	1	6
Screening - Retrieving Abandoned/Confiscated Items				2									2
<b>2020</b>	<b>8</b>	<b>17</b>	<b>18</b>	<b>15</b>	<b>17</b>	<b>12</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>97</b>
Civil Rights	1	1	1	2		1	1				1		8
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimination		1		2							1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1					2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	2	3	2	1	2	1							11
Customer Service - Others		1											1
Customer Service - TSO	2	2	2	1	2	1							10
Locks			2	3	2	1							8
Locks - Missing or Damaged Lock			2	3	2	1							8
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	3	5	2	5	5	1		1		1	1	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	2	4	1	4	5	1		1		1	1	24
Mishandling of Passenger Property - Disarrayed Item		1	1		1								3
Patdown		1	1		2							1	5
Patdown - Children												1	1
Patdown - Flyer		1			2								3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)			1	3	2	1							7
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1		2								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	4	2	3	2	1						18
Property - Special Handling - Damaged Items - Carry-On		1			2								3
Property - Special Handling - Damaged Items - Checked	2	3	1			1							7
Property - Special Handling - Missing Items	1	2	1	1	1	1	1						8
Screening		4	1	2	1	1				1		1	11
Screening - Inconsistency			1										1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		4		2		1				1		1	9
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>70</b>
Civil Rights					1				1	1		1	4
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination										1		1	2
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Claims			1										1
Claims - General			1										1
Customer Service				2		2	1	1	3		1		10
Customer Service - TSO				2		2	1	1	3		1		10
Expedited Passenger Screening Program							2	1	4	8	4	6	25
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck							2	1	4	7	4	6	24
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property					1		1	1	1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)							1	1			1	2	5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling			1			1	1		1	2	1	2	9
Property - Special Handling - Damaged Items - Carry-On										1	1	2	4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Items - Checked						1	1			1			3
Screening									1	2	4		7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										2	4		6
<b>2022</b>	<b>7</b>	<b>17</b>	<b>19</b>	<b>18</b>	<b>16</b>	<b>25</b>	<b>28</b>	<b>31</b>					<b>161</b>
Civil Rights			1	2			2	1					6
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination				2									2
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1				1						2
Claims			1										1
Claims - General			1										1
Customer Service	2	1	4	3	2	3	3	4					22
Customer Service - TSO	2	1	4	3	2	3	3	4					22
Expedited Passenger Screening Program	4	10	10	10	10	16	21	19					100
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19					98
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found		1							1				2
Lost and Found - Airport/TSA		1							1				2
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				3	1		1						5
Patdown - Flyer				3	1		1						5
Persons w/ Disabilities (PWD)		1	1	1			1	1					5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling			1			2			1				4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checked			1										1
Screening	1		1	1			1	5					12
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process	1		1	1			1	1	2				7
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Communication		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>KTN</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>39</b>
<b>2019</b>						<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property							1	1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1		1			3
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1			1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process											1		1
<b>2020</b>		<b>3</b>								<b>1</b>		<b>1</b>	<b>5</b>
Mishandling of Passenger Property		1								1		1	3
Mishandling of Passenger Property - Damaged/Missii		1								1		1	3
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
<b>2021</b>	<b>2</b>					<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>		<b>16</b>
Civil Rights								1	1		1		3
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1				2
Customer Service	2					1	1		1				5
Customer Service - TSO	2					1	1		1				5
Expedited Passenger Screening Program						1				2			3
Expedited Passenger Screening Program - TSA PreCheck						1				2			3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening									1		2		3
Screening - Inconsistency									1		1		2
Screening - Procedures/Process											1		1
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>					<b>9</b>
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	1		1		1	1							4
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1		1								3
Patdown						1							1
Patdown - Flyer						1							1
Screening					1			1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAN</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>41</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>		<b>15</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights								1					1
Civil Rights - Perceived Religion								1					1
Customer Service				1		1				1	1		4
Customer Service - TSO				1		1				1	1		4
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						1				2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1							1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
<b>2020</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>					<b>3</b>	<b>9</b>
Civil Rights				1									1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked												1	1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2021</b>	<b>2</b>	<b>1</b>								<b>1</b>	<b>1</b>	<b>2</b>	<b>7</b>
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening		1	1										2
Screening - Procedures/Process		1	1										2
<b>2022</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>					<b>10</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1	1	1		2	1					6
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreC			1	1			2	1					5
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown				1									1
Patdown - Flyer				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAR</b>	<b>1</b>		<b>1</b>			<b>1</b>		<b>2</b>			<b>1</b>		<b>6</b>
<b>2019</b>											<b>1</b>		<b>1</b>
Screening											<b>1</b>		<b>1</b>
Screening - Procedures/Process											<b>1</b>		<b>1</b>
<b>2020</b>	<b>1</b>		<b>1</b>										<b>2</b>
Locks	<b>1</b>												<b>1</b>
Locks - Missing or Damaged Lock	<b>1</b>												<b>1</b>
Mishandling of Passenger Property				<b>1</b>									<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--C				<b>1</b>									<b>1</b>
<b>2021</b>								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								<b>1</b>					<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>1</b>					<b>1</b>
<b>2022</b>						<b>1</b>		<b>1</b>					<b>2</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
Patdown								<b>1</b>					<b>1</b>
Patdown - Flyer								<b>1</b>					<b>1</b>



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAS</b>	<b>416</b>	<b>379</b>	<b>380</b>	<b>446</b>	<b>472</b>	<b>517</b>	<b>407</b>	<b>454</b>	<b>266</b>	<b>319</b>	<b>326</b>	<b>345</b>	<b>4,727</b>
<b>2019</b>				<b>107</b>	<b>116</b>	<b>141</b>	<b>152</b>	<b>146</b>	<b>111</b>	<b>126</b>	<b>158</b>	<b>136</b>	<b>1,193</b>
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				3	3	1	4	9	4	9	8	7	48
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights					1							1	2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin				1				3					4
Civil Rights - Racial Profiling or Discrimination				1		1	3	4	1	6	2	2	20
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		1	2	2	1	4	4	16
Civil Rights - Sexual Orientation - Not Transgender										2			2
Civil Rights - Transgender Screening											1		1
Customer Service				22	26	33	34	28	24	29	32	26	254
Customer Service - CSM						1							1
Customer Service - Others					1	2	7	2	2	5	2	3	24
Customer Service - TSO				22	25	30	27	26	22	24	30	23	229
Locks				3	6	7	6	11	4	4	8	5	54
Locks - Missing or Damaged Lock				3	6	7	6	11	4	4	8	5	54
Lost and Found				2	1	1	1	2		1	2	1	11
Lost and Found - Airport/TSA				2	1	1	1	2		1	2	1	11
Mishandling of Passenger Property				36	27	39	35	41	25	30	40	32	305
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				7	6	8	9	5	4	6	3	6	54
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				24	18	28	18	34	19	18	32	21	212
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				5	3	3	8	1	2	4	5	5	36
Patdown					7	6	6	3		5	4	6	37
Patdown - Flyer					7	6	6	3		5	3	6	36
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				7	12	6	7	5	7	6	10	6	66
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General				1	1	1		1	1			1	6
Persons w/ Disabilities (PWD) - Hearing Impairment				1		1		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1					1	1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	4		3	2	2		2	3	17
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1		1	1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1				1	1			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					3	1	1		1	1	4	1	12
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling				29	30	33	37	30	35	25	33	40	292
Property - Special Handling - Damaged Items - Carry-On				8	5	4	5	3	4	3	5	3	40
Property - Special Handling - Damaged Items - Checked				5	4	10	8	6	7	4	8	11	63
Property - Special Handling - Missing Items - Carry-On				2	15	3	6	3	6	5	7	8	55
Property - Special Handling - Missing Items - Checked				14	6	16	18	18	18	13	13	18	134
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening				5	4	15	21	17	11	16	21	12	122
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency									1			2	3
Screening - Lengthy Lines						1	2		1	1	1	1	7
Screening - Procedures/Process				4	4	12	17	16	9	11	15	6	94
Screening - Retrieving Abandoned/Confiscated Items				1			1				3	1	6
Screening - Security Breach						2		1		4	2	1	10
Screening - Traveling with Cash							1						1
<b>2020</b>	<b>165</b>	<b>138</b>	<b>180</b>	<b>164</b>	<b>157</b>	<b>80</b>	<b>11</b>	<b>12</b>	<b>37</b>	<b>60</b>	<b>54</b>	<b>77</b>	<b>1,135</b>
Civil Rights	5	4	11	2	6	1	1	1	4	1	2	1	39
Civil Rights - Age		1	1										2
Civil Rights - National Origin		1	2		1								4
Civil Rights - Racial Profiling or Discrimination	5	1	6	1	3	1	1	1	4	1	2	1	27
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	2	1	1								5
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	34	42	49	37	33	24	2	3	8	9	11	21	273
Customer Service - Others	4	13	17	8	6	1	1		1	1	2	3	57
Customer Service - TSO	30	29	32	29	27	23	1	3	7	8	9	18	216
Locks	3	5	12	10	7	1			1		1	2	42
Locks - General				1									1
Locks - Missing or Damaged Lock	3	5	12	9	7	1			1		1	2	41
Lost and Found		1	2	1	2	2				1	1	2	12
Lost and Found - Airport/TSA		1	2	1	2	2				1	1	2	12
Mishandling of Passenger Property	36	25	38	36	38	19	4	1	10	9	11	9	236
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	4	6	9	8	9	7	2		3	3	3		54
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	22	15	25	26	27	11	2	1	6	6	7	7	155
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1											2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	9	3	4	2	2	1			1		1	2	25
Patdown	3	2	4	5	2	1				1		3	21
Patdown - Flyer	2	2	4	5	1	1				1		2	18
Patdown - Flyer as Observer	1				1							1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	12	5	6	10	14	1				4	2	6	60
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1			1								2
Persons w/ Disabilities (PWD) - Diabetes		1			1								2
Persons w/ Disabilities (PWD) - Hearing Impairment	1			1	1								3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Fragile	3	1		1	5					1	1		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	4	3							1	11
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1						1	3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch and Sensory	1		1		1						1	1	5
Persons w/ Disabilities (PWD) - Wheelchair	6		2	1	2					2		1	14
Property - Special Handling	50	42	34	44	40	19	2	2	9	25	15	26	308
Property - Special Handling - Damaged Items	7	8	10	14	9	7				2	1	3	61
Property - Special Handling - Damaged Items - Broken	9	6	5	9	4	1	1	1	3	8	1	4	52
Property - Special Handling - Missing Items	20	13	11	3	13	4	1	1	2	9	2	9	88
Property - Special Handling - Missing Items - Damaged	14	15	8	18	14	7			4	6	11	10	107
Screening	22	12	24	19	15	12	2	5	5	10	11	7	144
Screening - Crew Member or Airline Employee	1	1		1									3
Screening - Inconsistency	1		1		1	1					2	1	7
Screening - Lengthy Lines	4	2	2	2	1	2		1					14
Screening - Procedures/Process	14	7	21	14	11	9	2	4	5	9	9	5	110
Screening - Retrieving Abandoned/Confiscated Items		2											2
Screening - Security Breach	2			2	2					1		1	8
<b>2021</b>	<b>83</b>	<b>63</b>	<b>37</b>	<b>45</b>	<b>41</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>118</b>	<b>133</b>	<b>114</b>	<b>132</b>	<b>997</b>
Additional Information Required/Insufficient Information					1			1					2
Additional Information Required/Insufficient Information - EMAIL ONLY					1			1					2
Airline										1		1	2
Airline - Policy/Regulations/Service										1		1	2
Civil Rights	3	3	2		1	3	5	1	3	7	3	2	33
Civil Rights - Age						1						1	2
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination	1	3	2			1	3		2	6	3		21
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1	1					1	4
Civil Rights - Transgender Screening	2						1						3
Claims			3	1			1			1		1	7
Claims - General			3	1			1			1			6
Claims - Status												1	1
Current Topic					2								2
Current Topic - Current Topic					2								2
Customer Service	26	20	11	12	13	18	15	20	32	23	27	24	241
Customer Service - CSM							1						1
Customer Service - Others	3	4	1	1									9
Customer Service - TSO	23	16	10	11	13	18	14	20	32	23	27	24	231
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			3	5	5	11	20	19	36	50	35	63	247
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD											1	1	2
Expedited Passenger Screening Program - TSA Application Program				1		2	5	2	2	2	1	7	22
Expedited Passenger Screening Program - TSA PreCheck			3	4	5	8	15	17	33	48	33	54	220
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1						1	2
Identification (ID) Requirements	1		1							1	1		4
Identification (ID) Requirements - Domestic	1										1		2
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass			1										1
Identification (ID) Requirements - Minors Domestic										1			1
Locks	1	2				1		3	1			1	9
Locks - General									1				1
Locks - Missing or Damaged Lock	1	2				1		3				1	8
Lost and Found	1	1	1	1						1		1	6
Lost and Found - Airport/TSA	1	1	1	1						1		1	6
Mishandling of Passenger Property	10	12	3	9	4	9	13	3	2	7	9	1	82
Mishandling of Passenger Property - Damaged	3	1		6	1	3	8			2	6		30
Mishandling of Passenger Property - Damaged - Broken	7	10	2	3	3	4	5	3	2	5	3		47
Mishandling of Passenger Property - Disarrayed Item		1	1			2						1	5
No Jurisdiction				1		1		1			1	2	6
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other				1		1					1	2	5
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown		3	1		1	2	1	3		2	2	5	20
Patdown - Flyer		2	1			2	1	2		2	2	4	16
Patdown - Flyer as Observer								1				1	2
Patdown - General					1								1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	6	4	3			3	5	3	6	2	1	5	38
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1				1	1		1		1	7
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1					2		1			3	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility [		2				1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1			1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals							1	1	1				3
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelch	1	1	1			1		1	1				6
Prohibited & Permitted Items		2					1		3		1		7
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1							1				2
Prohibited & Permitted Items - General							1						1
Prohibited & Permitted Items - Lighters/Matches									1		1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	22	13	3	7	6	14	8	17	25	24	25	19	183
Property - Special Handling - Damaged It	3	3	1	2	1	6	3	5	10	8	8	6	56
Property - Special Handling - Damaged It	3	1	1	1	2		2	7	4	4	4	6	35
Property - Special Handling - Missing Item	4	4	1	2		3		3	6	6	8	1	38
Property - Special Handling - Missing Item	12	5	2	3	3	5	3	2	5	6	5	6	54
Screening	13	3	6	9	8	12	9	7	10	14	8	7	106
Screening - Inconsistency				2	5	1	1	1	1	1		1	13
Screening - Lengthy Lines	1		2	3	1	1	1	1	2	1		2	15
Screening - Procedures/Process	12	3	4	4	2	9	7	4	7	12	6	4	74
Screening - Rail											1		1
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Traveling with Cash						1		1					2
<b>2022</b>	<b>168</b>	<b>178</b>	<b>163</b>	<b>130</b>	<b>158</b>	<b>222</b>	<b>166</b>	<b>217</b>					<b>1,402</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informati		1											1
Airline			2	2		1							5
Airline - Policy/Regulations/Service			2	2		1							5
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	6	5	5	2	1	5	4	3					31
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin	2												2
Civil Rights - Not Specified								1					1
Civil Rights - Race	1					3	1	2					7
Civil Rights - Racial Profiling or Discrimin	3	3	4	1	1								12
Civil Rights - Screening of Religious or Cultural Garm	1					1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1	1						3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening		1					1						2
Claims		3		1	1			2					7
Claims - General		2		1									3
Claims - Status		1			1			2					4
Customer Service	28	36	31	23	27	31	20	34					230
Customer Service - Others		1											1
Customer Service - TSO	28	35	31	23	27	31	20	34					229
Duplicate E-mail	1		1	1									3
Duplicate E-mail - General	1		1	1									3
Expedited Passenger Screening Program	76	85	84	68	86	138	108	123					768
Expedited Passenger Screening Program - DoD		1	1	1	1	2	1	1					8
Expedited Passenger Screening Program	3	15	9	3	4	2	3	9					48
Expedited Passenger Screening Program	73	69	74	64	81	134	104	113					712
Identification (ID) Requirements			1		1	1							3
Identification (ID) Requirements - Domestic			1		1	1							3
Locks	1		1				2	2					6
Locks - Missing or Damaged Lock	1		1				2	2					6
Lost and Found	1	2					1						4
Lost and Found - Airport/TSA	1	2					1						4
Mishandling of Passenger Property	4	3	5	7	1	3	6	10					39
Mishandling of Passenger Property - Dam	2	3	2	2		2	3	7					21
Mishandling of Passenger Property - Dam	2		3	5	1	1	2	3					17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction		1	3	4	2								10
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other			3	4	2								9
Patdown	5	1		2	2	3	1	3					17
Patdown - Flyer	5	1		2	2	3	1	2					16
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	9	3	4	7	8	4	5					45
Persons w/ Disabilities (PWD) - Autism S	1					1		1					3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			2			1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1	2						3
Persons w/ Disabilities (PWD) - General	1				2								3
Persons w/ Disabilities (PWD) - Hearing Impairment		1		1		1							3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1						1					2
Persons w/ Disabilities (PWD) - Medical [	1				1								2
Persons w/ Disabilities (PWD) - Medically Necessary		3				1	2	1					7
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		2								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment													1
Persons w/ Disabilities (PWD) - Service Animals			1			1							2
Persons w/ Disabilities (PWD) - Wheelchairs	2	2		1	1	1		2					9
Prohibited & Permitted Items	2	2	2	1									7
Prohibited & Permitted Items - Breast Milk/Baby Form			1										1
Prohibited & Permitted Items - Food/Beverages				2									2
Prohibited & Permitted Items - General	1	1											2
Prohibited & Permitted Items - Knives/Tools	1												1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Property - Special Handling	25	9	18	7	14	16	7	12					108
Property - Special Handling - Damaged Items	13	4	9	6	6	10	1	10					59
Property - Special Handling - Damaged Items	2	1	1	1	1	3							9
Property - Special Handling - Missing Items	4	2	4		5	3	3						21
Property - Special Handling - Missing Items	6	2	4		2		3	2					19
Screening	14	21	7	8	15	13	14	25					117
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	5	3	1	1			3	6					19
Screening - International Screening								1					1
Screening - Lengthy Lines	3	3		2			2	4					14
Screening - Procedures/Process	6	13	6	5	14	13	9	13					79
Screening - Retrieving Abandoned/Confiscated Items						1		1					2
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAW</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>		<b>1</b>		<b>1</b>	<b>14</b>
<b>2019</b>								<b>1</b>		<b>1</b>			<b>2</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening											1		1
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2020</b>					<b>1</b>		<b>1</b>	<b>1</b>					<b>3</b>
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2021</b>			<b>1</b>	<b>1</b>			<b>1</b>					<b>1</b>	<b>4</b>
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				1			1						2
Customer Service - TCC				1									1
Customer Service - TSO							1						1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>	<b>1</b>		<b>1</b>				<b>1</b>		<b>2</b>				<b>5</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program				1			1						2
Expedited Passenger Screening Program - TSA PreCheck				1			1						2
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAX</b>	<b>474</b>	<b>466</b>	<b>565</b>	<b>589</b>	<b>561</b>	<b>757</b>	<b>748</b>	<b>733</b>	<b>414</b>	<b>413</b>	<b>457</b>	<b>382</b>	<b>6,559</b>
<b>2019</b>				<b>165</b>	<b>131</b>	<b>229</b>	<b>213</b>	<b>175</b>	<b>221</b>	<b>200</b>	<b>208</b>	<b>154</b>	<b>1,696</b>
Advanced Imaging Technology (AIT)								2					2
Advanced Imaging Technology (AIT) - Flyer								1					1
Advanced Imaging Technology (AIT) - Non-Flyer								1					1
Civil Rights				7	4	7	5	6	4	2	8	5	48
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1				1	1				3
Civil Rights - Perceived Religion						1	1		1				3
Civil Rights - Racial Profiling or Discrimination				4	3	4	2	3	1		5	1	23
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	1	1	2	1	1	1	4	14
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening										1	1		2
Customer Service				15	15	37	34	24	25	26	21	23	220
Customer Service - Others					2	2	3	1		2			10
Customer Service - TSO				15	13	35	31	23	25	24	21	23	210
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks				9	9	14	16	13	17	13	20	13	124
Locks - General									2				2
Locks - Missing or Damaged Lock				9	9	14	16	13	15	13	20	13	122
Lost and Found				13	10	14	16	6	13	22	13	9	116
Lost and Found - Airport/TSA				13	10	14	16	6	13	22	13	9	116
Mishandling of Passenger Property				58	36	62	54	40	58	51	48	39	446
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4	4	5	6	4	7	3	3	5	41
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				47	27	45	40	29	42	43	39	30	342
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						2	1	2					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				7	5	10	7	5	9	5	6	4	58
Patdown				4	8	7	6	3	5	9	11	3	56
Patdown - Flyer				4	8	5	6	3	4	8	11	3	52
Patdown - General									1				1
Patdown - Non-Flyer						2				1			3
Persons w/ Disabilities (PWD)				5	3	7	10	4	18	9	8	6	70
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1		1	1	3		7
Persons w/ Disabilities (PWD) - Diabetes					1				2	1	1	1	6
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1		5	3		2	12
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				4			2	1	1		1	2	11
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1	1	1	1	1			6
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	2	3	1	5	1	2		15
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling				40	30	53	53	56	57	51	52	44	436
Property - Special Handling - Damaged Items - Carry-On				3	2	5		2	6	5	4	5	32
Property - Special Handling - Damaged Items - Checked				10	9	6	14	8	13	11	19	14	104
Property - Special Handling - Missing Items - Carry-On				10	3	12	14	15	8	9	13	5	89
Property - Special Handling - Missing Items - Checked				17	16	30	25	31	30	26	16	20	211
Request for Assistance						1	1	1					3
Request for Assistance - Other							1	1					2
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				14	16	27	18	20	24	17	27	10	173
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines						1		2		1		1	5
Screening - Procedures/Process				12	16	24	16	14	21	13	22	6	144
Screening - Retrieving Abandoned/Confiscated Items								2	2	1	2	1	8
Screening - Security Breach				2		2	2	2	1	1	2	1	13
<b>2020</b>	<b>194</b>	<b>141</b>	<b>239</b>	<b>201</b>	<b>165</b>	<b>101</b>	<b>21</b>	<b>26</b>	<b>42</b>	<b>64</b>	<b>66</b>	<b>46</b>	<b>1,306</b>
Civil Rights	6	5	8	7	6	2		1			6	1	42
Civil Rights - Age	1	1	1	1		1		1					6
Civil Rights - National Origin			2	1									3
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimination	3		1	2	4	1					4		15
Civil Rights - Screening of Religious or Cultural Garm		1											1
Civil Rights - Sex/Gender/Gender Identity	1	1	3	3	2						2	1	13
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1											1
Customer Service	27	18	32	29	25	14	4	5	4	9	8	6	181
Customer Service - Others	1		2		1	2		1	1	2			10
Customer Service - TSO	26	18	30	29	24	12	4	4	3	7	8	6	171
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic										1	1		2
Locks	9	16	21	13	14	9			2		2	5	91
Locks - General					1								1
Locks - Missing or Damaged Lock	9	16	21	13	13	9			2		2	5	90
Lost and Found	12	6	6	7	12	4			1	2	3		53

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	12	6	6	7	12	4			1	2	3		53
Mishandling of Passenger Property	61	33	78	49	39	26	3	7	11	10	8	10	335
Mishandling of Passenger Property - Dam	3	3	5	2	4	1			1	1			20
Mishandling of Passenger Property - Dam	52	27	63	38	26	19	3	7	8	8	6	8	265
Mishandling of Passenger Property - Disa	6	3	10	9	9	6			2	1	2	2	50
Patdown	7	10	9	5	4	2	1		2	3		1	44
Patdown - Children									1	1			2
Patdown - Flyer	7	10	9	5	4	2	1		1	2		1	42
Persons w/ Disabilities (PWD)	4	5	3	10	7	5		1	1	4	2	1	43
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1	1	1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes	1					1				1	1		4
Persons w/ Disabilities (PWD) - General		1		1	1	1				2			6
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1			1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	2			1		1		1	6
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		2	1	1							5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1			1				1				3
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	46	40	60	57	40	30	7	8	13	24	26	17	368
Property - Special Handling - Damaged It	2	6	6	8	2	1	2				1	2	30
Property - Special Handling - Damaged It	13	14	23	9	11	8		1	4	9	9	5	106
Property - Special Handling - Missing Item	4	6	11	13	10	8	2	2	3	2	3	2	66
Property - Special Handling - Missing Item	27	14	20	27	17	13	3	5	6	13	13	8	166
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	22	8	22	24	18	9	6	4	8	10	10	5	146
Screening - Inconsistency	1										1		2
Screening - International Screening		1											1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process	19	7	18	22	17	9	4	4	6	10	9	4	129
Screening - Retrieving Abandoned/Confis	1		1						1			1	4
Screening - Security Breach	1		3	2			1		1				8
<b>2021</b>	<b>74</b>	<b>59</b>	<b>50</b>	<b>36</b>	<b>41</b>	<b>72</b>	<b>90</b>	<b>137</b>	<b>151</b>	<b>149</b>	<b>183</b>	<b>182</b>	<b>1,224</b>
Airline						2	2		2				6
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service						1	2		2				5
Civil Rights		2	6	1	1	3	3	7	7	3	6	6	45
Civil Rights - Civil Rights Violation (TSA Employee)								1	1				2
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1	2	2	2	6	2	4	3	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	3					2		1	1	1	9
Civil Rights - Sexual Orientation - Not Transgender								1			1		2
Civil Rights - Transgender Screening												1	1
Claims			1							2	1	1	5
Claims - General			1							2			3
Claims - Status											1	1	2
Customer Service	6	9	13	10	11	4	12	26	17	20	24	21	173
Customer Service - Others		1		1			1						3
Customer Service - TCC				1									1
Customer Service - TSO	6	8	13	8	11	4	11	26	17	20	24	21	169
DHS TRIP			1						1				2
DHS TRIP - General			1						1				2
Duplicate E-mail										1	1		2
Duplicate E-mail - General										1	1		2
Expedited Passenger Screening Program			2	3	7	17	26	43	55	75	113	104	445
Expedited Passenger Screening Program - DoD						1			2	1			4
Expedited Passenger Screening Program - TSA Application Program						2	4	5	6	2	4	7	30
Expedited Passenger Screening Program - TSA PreCheck			2	3	7	14	22	37	46	72	109	97	409
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1				2
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
HAZMAT Endorsement										1			1
HAZMAT Endorsement - General										1			1
Human Capital										1			1
Human Capital - Former Employee										1			1
Identification (ID) Requirements	1	1	1			1	1		1		2	5	13
Identification (ID) Requirements - Domestic	1	1	1			1	1		1		2	3	11
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues													1
Identification (ID) Requirements - International Travel													1
Locks	3	4	2		2	2	1	3	1	1		1	20
Locks - Missing or Damaged Lock	3	4	2		2	2	1	3	1	1		1	20
Lost and Found	2		2		1	1		2	2		2		12
Lost and Found - Airport/TSA	2		2		1	1		2	2		2		12
Mishandling of Passenger Property	12	15	13	10	6	9	4	10	5	4	2	5	95
Mishandling of Passenger Property - Damaged/Missi		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 Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	2	2				1		2	1				8
No Jurisdiction					1		1		2	2			7
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other					1		1		1	2			5
No Subject						1							1
No Subject - General						1							1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	2	2			3	5	1	4	4	4	1	27
Patdown - Children						1			1		1		3
Patdown - Flyer	1	2	2			2	5	1	3	2	3	1	22
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	7	2	1	3		4	7	4	7	7	7	3	52
Persons w/ Disabilities (PWD) - Autism Spectrum										1	1		2
Persons w/ Disabilities (PWD) - Cognitive	1	1	1				1						4
Persons w/ Disabilities (PWD) - Diabetes				1				1	2				4
Persons w/ Disabilities (PWD) - General						1		2		1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically	3	1				1	1						6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	3			1			1			2			7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals								1	1			2	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2					1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2		3	2	6		13
Prohibited & Permitted Items		1	1			1	2	1	1		2	2	11
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Food/Beverages						1							1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1	1	2
Prohibited & Permitted Items - Marijuana							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1				1	2
Prohibited & Permitted Items - Remains									1		1		2
Property - Special Handling	29	18	2	4	6	14	12	25	39	20	14	22	205
Property - Special Handling - Damaged It	4	2		1			1	4	5	3	4	3	27
Property - Special Handling - Damaged It	7	1	1	2	3	5	3	5	13	4	1	8	53
Property - Special Handling - Missing Item	5	3		1		2	4	6	12	5	7	8	53
Property - Special Handling - Missing Item	13	12	1		3	7	4	10	9	8	2	3	72
Screening	13	5	3	2	6	10	14	15	7	8	5	10	98
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1	1	1		3	1	2		2		3	14
Screening - Lengthy Lines					1		1	3	1			1	7
Screening - Procedures/Process	12	4	2	1	5	6	11	10	6	6	5	6	74
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	1												1
<b>2022</b>	<b>206</b>	<b>266</b>	<b>276</b>	<b>187</b>	<b>224</b>	<b>355</b>	<b>424</b>	<b>395</b>					<b>2,333</b>
Airline	1		3	1	1		1	1					8
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service	1		3	1			1	1					7
Civil Rights	3	5	5		4	4	6	9					36
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	2		1								8
Civil Rights - Sex/Gender/Gender Identity	1	1	1		1	1							5
Civil Rights - Sexual Orientation - Not Transgender			2		1			1					4
Civil Rights - Transgender Screening							1	2					3
Claims								1					1
Claims - Status								1					1
Customer Service	25	26	20	12	12	17	16	24					152
Customer Service - TSO	25	26	20	12	12	17	16	24					152
DHS TRIP		1											1
DHS TRIP - General		1											1
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	191	197	129	168	289	347	301					1,744
Expedited Passenger Screening Program - Active Duty Military						2							2
Expedited Passenger Screening Program	2	4	1	1	1	4		2					15
Expedited Passenger Screening Program	5	31	10	12	10	9	10	9					96
Expedited Passenger Screening Program	115	156	184	116	157	274	337	289					1,628
Expedited Passenger Screening Program - TSA/DHS Employee			2					1					3
Hazardous Materials Safety		1						1					2
Hazardous Materials Safety - General		1						1					2
Identification (ID) Requirements	2			3									5
Identification (ID) Requirements - Domestic	2			3									5
Locks	2		1	2	3	1	2						11
Locks - Missing or Damaged Lock	2		1	2	3	1	2						11
Lost and Found	2	4		2	1	2		3					14
Lost and Found - Airport/TSA	2	4		2	1	2		3					14
Mishandling of Passenger Property	2	3	5	3	2	3	9	9					36



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged	1	2	3		1	1	3	3					14
Mishandling of Passenger Property - Damaged/Missing		1	2	3		1	6	5					18
Mishandling of Passenger Property - Disposition	1				1	1							4
No Jurisdiction		1	2		2		6	4					15
No Jurisdiction - No Referral							1	1					2
No Jurisdiction - Refer to CBP			1		1		3	3					8
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		1			1		2						4
Patdown	3	5	4	8	2	5	9	6					42
Patdown - Children				1			1						2
Patdown - Flyer	3	3	4	5	2	5	8	5					35
Patdown - Flyer as Observer		2		2									4
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	8	8	4	4	4	8	3	9					48
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (Genetic)	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1				1	1						3
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - General	1	1				1	1						4
Persons w/ Disabilities (PWD) - Hearing Impaired	1						1						2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1	1		1			1						4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1	1	1	3	1	4					13
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1	1						1				3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		2					1						3
Persons w/ Disabilities (PWD) - Prostheses	1			1									2
Persons w/ Disabilities (PWD) - Service Animals			1	1		1		1					4
Persons w/ Disabilities (PWD) - Visual Impaired	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1							1					2
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Breast Milk/Baby Food		1											1
Prohibited & Permitted Items - Electronic	1	1	1										3
Property - Special Handling	17	7	20	18	18	13	10	11					114
Property - Special Handling - Damaged Items - Carry-On			6	7	6	4	2	2					27
Property - Special Handling - Damaged Items - Checked	2		3	1	1	2	1	1					11
Property - Special Handling - Missing Items - Carry-On	10	7	9	5	7	5	5	1					49
Property - Special Handling - Missing Items - Checked	5		2	5	4	2	2	7					27
Screening	8	12	15	6	8	10	16	14					89
Screening - Children	1												1
Screening - Inconsistency	1	2	5	1		2	2	2					15
Screening - International Screening			1										1
Screening - Lengthy Lines	1				1			2					4
Screening - Procedures/Process	5	8	9	5	7	8	13	8					63
Screening - Retrieving Abandoned/Confiscated Items							1	2					3
Screening - Shoe Screening		2											2
TWIC						1							1
TWIC - General						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBB</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>14</b>	<b>120</b>
<b>2019</b>				<b>3</b>			<b>4</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>29</b>
Customer Service				1			1	3	1	1		4	11
Customer Service - Others								2					2
Customer Service - TSO				1			1	1	1	1		4	9
Mishandling of Passenger Property								2		1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2				1	3
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Non-Flyer										1			1
Property - Special Handling				1			2				1	1	5
Property - Special Handling - Damaged Items - Checked							2						2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1								1	2
Screening				1			1		1	1	1	2	7
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				1			1		1	1		2	6
<b>2020</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>			<b>3</b>			<b>2</b>	<b>3</b>	<b>24</b>
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Civil Rights											1	1	2
Civil Rights - Racial Profiling or Discrimination											1	1	2
Customer Service	2	2		1				1					8
Customer Service - TSO	2	2		1				1					8
Mishandling of Passenger Property	1	1						1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items - Checked			1								1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown		1		1									2
Patdown - Flyer				1									1
Patdown - Non-Flyer		1											1
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1	1			2			1					5
Screening - Procedures/Process	1	1			2			1					5
<b>2021</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>27</b>
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination				1								1	2
Customer Service	1								3	1	3		8
Customer Service - CSM									1				1
Customer Service - TSO	1								2	1	3		7
Expedited Passenger Screening Program					1				1		2		4
Expedited Passenger Screening Program - TSA PreCheck					1				1		2		4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								2		1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening			2						3	1		2	8
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1						3	1		2	7
<b>2022</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>					<b>40</b>
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	2	1		1	1	1	1	1					8
Customer Service - TSO	2	1		1	1	1	1	1					8
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3					24
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	2	4	5	2	3	2	3					23
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling		1		1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		1											1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBE</b>													
<b>2019</b>			2	2	1	4	3	1	5	4	2		24
Civil Rights						1	2				1		4
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service							1						1
Customer Service - TSO							1						1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening								1					1
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2020</b>				1	1				1				3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>								1	3	1			5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program - TSA PreCheck								1	2				3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
<b>2022</b>		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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBF</b>		1	1	1						1		3	7
<b>2019</b>												1	1
Patdown												1	1
Patdown - Flyer												1	1
<b>2020</b>				1								1	2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1									1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
<b>2021</b>			1							1		1	3
Customer Service			1										1
Customer Service - TSO			1										1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2022</b>		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBL</b>	<b>2</b>				<b>1</b>			<b>1</b>					<b>4</b>
<b>2019</b>								<b>1</b>					<b>1</b>
Patdown								1					1
Patdown - Flyer								1					1
<b>2020</b>	<b>2</b>				<b>1</b>								<b>3</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	1												1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LCH</b>	<b>3</b>			<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>24</b>
<b>2019</b>							<b>2</b>	<b>4</b>		<b>2</b>			<b>8</b>
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Checked								2					2
Screening								2		2			4
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process								1		1			2
<b>2020</b>								<b>1</b>		<b>1</b>			<b>2</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2021</b>	<b>2</b>			<b>2</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>8</b>
Customer Service				1							1	1	3
Customer Service - TSO				1							1	1	3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Food/Beverages				1									1
Property - Special Handling	1								1				2
Property - Special Handling - Missing Item	1								1				2
Screening	1				1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1												1
<b>2022</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>					<b>6</b>
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 Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>LCK</b>			1	1	3	1	5	4	6	2	3	2	3	31
<b>2019</b>								1	3	1	2	1	1	9
Civil Rights								1	1					2
Civil Rights - Racial Profiling or Discrimination								1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1					1
Customer Service								1		1				2
Customer Service - TSO								1		1				2
Mishandling of Passenger Property												1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1			1
Property - Special Handling							1	1		1				3
Property - Special Handling - Damaged Items - Carry-On								1						1
Property - Special Handling - Missing Items - Carry-On										1				1
Property - Special Handling - Missing Items - Checked							1							1
<b>2020</b>		1	1	1		1							1	5
Mishandling of Passenger Property													1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1	1
Property - Special Handling		1	1				1							3
Property - Special Handling - Damaged Items - Carry-On							1							1
Property - Special Handling - Missing Items - Carry-C		1	1											2
Screening				1										1
Screening - Procedures/Process				1										1
<b>2021</b>				1	1	1			1	1	1	1	1	7
Customer Service					1					1				2
Customer Service - TSO					1					1				2
Expedited Passenger Screening Program									1					1
Expedited Passenger Screening Program - TSA PreCheck									1					1
Mishandling of Passenger Property				1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1										1
Patdown											1	1		2
Patdown - Flyer											1	1		2
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Breast Cancer							1							1
<b>2022</b>				1		3	3	3						10
Civil Rights							2							2
Civil Rights - Transgender Screening							2							2
Expedited Passenger Screening Program				1		2	1	3						7
Expedited Passenger Screening Program - TSA Application Program				1										1
Expedited Passenger Screening Program - TSA PreCheck						2	1	3						6
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LEB</b>			2			1		1					4
<b>2020</b>			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
<b>2022</b>			1			1		1					3
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Beauty & Grooming Items			1										1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LEX</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>17</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>13</b>	<b>94</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>34</b>
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service					1		4	1	2		1	2	11
Customer Service - Others							1		1				2
Customer Service - TSO					1		3	1	1		1	2	9
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1		2			3	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		2			3	6
Patdown									1		1	2	4
Patdown - Flyer									1		1	2	4
Property - Special Handling							1	1		2			4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1		2			3
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening							2	1	1	1	1		6
Screening - Inconsistency							1						1
Screening - Procedures/Process							1	1	1	1	1		5
<b>2020</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>				<b>1</b>		<b>3</b>		<b>12</b>
Customer Service		2									2		4
Customer Service - TSO		2									2		4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checke													1
Screening				2	1							1	4
Screening - Procedures/Process				2	1							1	4
<b>2021</b>	<b>1</b>						<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>6</b>	<b>13</b>
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Expedited Passenger Screening Program								1		2		5	8
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1		2		4	7
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening													1
Screening - Procedures/Process													1
<b>2022</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>4</b>					<b>35</b>
Claims							1						1
Claims - General							1						1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5	6	4					28
Expedited Passenger Screening Program - TSA PreC		3	4	2	4	5	6	4					28
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1											1
Property - Special Handling - Damaged It		1											1
Screening			1				1	1					3
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LFT</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>72</b>
<b>2019</b>					<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>15</b>
Customer Service						1	1		1	1			4
Customer Service - TSO						1	1		1	1			4
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening					3		1	1	1		1		7
Screening - Inconsistency					1								1
Screening - Lengthy Lines					2			1	1				4
Screening - Procedures/Process							1				1		2
<b>2020</b>		<b>4</b>	<b>1</b>		<b>1</b>								<b>6</b>
Customer Service		2			1								3
Customer Service - TSO		2			1								3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>22</b>
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service			1		1				1				3
Customer Service - Others					1								1
Customer Service - TSO			1						1				2
Expedited Passenger Screening Program									1	4	3	2	10
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									1	4	2	2	9
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening									1	2			3
Screening - Procedures/Process									1	2			3
<b>2022</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>					<b>29</b>
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3					25
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3					23
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LGA</b>	<b>204</b>	<b>228</b>	<b>241</b>	<b>228</b>	<b>231</b>	<b>348</b>	<b>352</b>	<b>347</b>	<b>202</b>	<b>196</b>	<b>223</b>	<b>186</b>	<b>2,986</b>
<b>2019</b>				<b>52</b>	<b>52</b>	<b>75</b>	<b>95</b>	<b>89</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>86</b>	<b>740</b>
Civil Rights				2	4	3	1	2	3	5	7	6	33
Civil Rights - Constitutional Rights					1			1			1		3
Civil Rights - Racial Profiling or Discrimination				1	2	3	1	1		3	5	3	19
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1				3	1	1	3	10
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service				14	10	21	28	23	28	32	30	26	212
Customer Service - Others				1		2		2	1	4	4	3	17
Customer Service - TSO				13	10	19	28	21	27	28	26	23	195
Locks				5	1	2	7	3	3	2	5	5	33
Locks - Missing or Damaged Lock				5	1	2	7	3	3	2	5	5	33
Lost and Found				4	5	6	10	3	7	7	8	9	59
Lost and Found - Airport/TSA				4	5	6	10	3	7	7	8	9	59
Mishandling of Passenger Property				5	6	10	11	11	14	13	8	14	92
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	3	3	1		1	2		2	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	6	9	8	10	10	8	8	64
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	1	1	1	3	3	1		4	15
Patdown				1	2	7	6	4	5	5	5	2	37
Patdown - Children					1				1	1			3
Patdown - Flyer				1		6	6	4	3	4	5	2	31
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)				3	3	5	7	7	8	8	8	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General					1		1			1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			2				1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2	1		1	3	3		11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								4	2	1	1	1	9
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Chemical/Household Products													1
Property - Special Handling				12	9	10	16	20	11	9	15	12	114
Property - Special Handling - Damaged Items - Carry-On				1	1	2	4	3	2	2		1	16
Property - Special Handling - Damaged Items - Checked					2	4	2	4	4	2	3	2	23
Property - Special Handling - Missing Items - Carry-On				6	2	2	7	5	3	3	8	6	42
Property - Special Handling - Missing Items - Checked				5	4	2	3	8	2	2	4	3	33
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				6	12	11	9	16	18	15	11	6	104
Screening - Crew Member or Airline Employee											1	1	2
Screening - Inconsistency				1		1			1				4
Screening - Lengthy Lines					1	1	2	3	2	3	3	1	16
Screening - Procedures/Process				5	10	8	7	13	14	10	7	3	77
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1	1				2			4
<b>2020</b>	<b>76</b>	<b>76</b>	<b>82</b>	<b>51</b>	<b>60</b>	<b>34</b>	<b>2</b>	<b>5</b>	<b>22</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>492</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				4	3	4	3	1	4	2	1	1	24
Civil Rights - Headwear				1									1
Civil Rights - National Origin					1								2
Civil Rights - Perceived Religion						1				1			2
Civil Rights - Racial Profiling or Discrimination				1	1	1		3		1		1	9
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity				1	1	1	1		1			1	7
Civil Rights - Sexual Orientation - Not Transgender						1							1
Civil Rights - Transgender Screening				1									1
Customer Service				26	24	25	10	9	2	3	1	9	6
Customer Service - Others				5	1	4		1					11
Customer Service - TSO				21	23	21	10	17	9	2	3	9	6
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				6	2	8		1	1	1	1		20
Locks - Missing or Damaged Lock				6	2	8		1	1	1	1		20
Lost and Found				2	4	4	3	2			2	2	1
Lost and Found - Airport/TSA				2	4	4	3	2			2	2	1
Mishandling of Passenger Property				7	17	11	5	16		4	7	5	6
Mishandling of Passenger Property - Damaged/Missin				2	1		1				1	1	3
Mishandling of Passenger Property - Dam				4	13	9	4	13		4	3	3	3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa				3	2	1	1	1			3	1	12
Patdown				2	2	1	3	2	2				12
Patdown - Flyer				2	2	1	3	1	2				11
Patdown - Flyer as Observer						1							1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	6	6	4	5	8	3				2		2	36
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cancer (d	1			1									2
Persons w/ Disabilities (PWD) - Cognitive	1				1								2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/C	1				1								2
Persons w/ Disabilities (PWD) - General			2							1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Imp	1			1	1								3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					4	1				1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1		1									2
Persons w/ Disabilities (PWD) - Service Animals		1										2	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	2	1	1			1							5
Property - Special Handling	12	10	13	11	5	6			5	6	9	9	86
Property - Special Handling - Damaged Items - Carry		1	4	2	2							1	10
Property - Special Handling - Damaged It	3		3	1	1				2	2	6	1	19
Property - Special Handling - Missing Item	4	6	3	2	1	3			1	1	1	1	23
Property - Special Handling - Missing Item	5	3	3	6	1	3			2	3	2	6	34
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	11	7	12	10	8	9		1	9	6	2	2	77
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines	1	1		1	1								4
Screening - Procedures/Process	9	6	10	7	5	8		1	9	5	2	2	64
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach	1		1	2	1								5
<b>2021</b>	<b>35</b>	<b>16</b>	<b>28</b>	<b>21</b>	<b>21</b>	<b>24</b>	<b>31</b>	<b>53</b>	<b>83</b>	<b>71</b>	<b>98</b>	<b>72</b>	<b>553</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights		1	1		1	4	2	1	1	1		2	14
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination			1			2	1	1	1	1		2	9
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1				2							3
Customer Service	9	3	12	6	3		4	10	19	15	20	7	108
Customer Service - CSM			1							1	1		3
Customer Service - Others	2		1								1		4
Customer Service - TSO	7	3	10	6	3		4	10	19	14	18	7	101
DHS TRIP										1			1
DHS TRIP - General										1			1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			5		1	7	6	19	38	32	49	44	201
Expedited Passenger Screening Program - TSA Application Program						1		1	1		3	6	11
Expedited Passenger Screening Program - TSA PreCheck			5		1	7	6	18	37	32	46	38	190
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1								1	2
Hazardous Materials Safety - General				1								1	2
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks							1	1	1				3
Locks - Missing or Damaged Lock							1	1	1				3
Lost and Found		1		1		1			1	2	2		8
Lost and Found - Airport/TSA		1		1		1			1	2	2		8
Mishandling of Passenger Property	11	2	1	1	3		1		2		2	2	25
Mishandling of Passenger Property - Dam	2	1	1								1	1	6
Mishandling of Passenger Property - Dam	8	1		1	3				2			1	16
Mishandling of Passenger Property - Disa	1						1				1		3
No Jurisdiction			1						1	1	2		5
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other			1							1	2		4
Patdown				1			1	1		1	1	2	7
Patdown - Children												1	1
Patdown - Flyer				1			1	1		1	1	1	6
Persons w/ Disabilities (PWD)	1		2	1	1	1	2		3	1	3	4	19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes									1	1	1	1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General			1				1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Service A	1			1									2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1								1	1	3
Prohibited & Permitted Items			1	2			1	1	2		2	2	11
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - General			1									1	2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1					1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Prohibited & Permitted Items - Remains							1	1					2
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling	13	7	1	2	8	7	9	8	9	8	10	4	86
Property - Special Handling - Damaged Items - Carry-On					1			1	2	2			8
Property - Special Handling - Damaged Items - Checked Baggage	5	2		1	4	2	1	2	1		1		19
Property - Special Handling - Missing Items - Checked Baggage	3	2			1	3	8	3	5	5	6	3	39
Property - Special Handling - Missing Items - Carry-On	5	3	1	1	2	2		2	1	1	1	1	20
Screening	1	2	4	4	4	4	4	12	5	9	6	4	59
Screening - Inconsistency					2			1	1				4
Screening - Lengthy Lines		1	1		1			1			2		6
Screening - Procedures/Process	1	1	2	4	1	4	4	10	4	9	4	4	48
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2022</b>	<b>93</b>	<b>136</b>	<b>131</b>	<b>104</b>	<b>98</b>	<b>215</b>	<b>224</b>	<b>200</b>					<b>1,201</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline				1			1						2
Airline - Policy/Regulations/Service				1			1						2
Civil Rights	1	2	4				7	1					23
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1						2	1					4
Civil Rights - Profiling							1						1
Civil Rights - Race					1	2	1						4
Civil Rights - Racial Profiling or Discrimination		2	2										4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	2	1						6
Civil Rights - Sexual Orientation - Not Transgender													1
Civil Rights - Transgender Screening							1						1
Claims				1									1
Claims - Status				1									1
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	15	17	19	11	6	22	12	11					113
Customer Service - Others			1				1						2
Customer Service - TSO	15	17	18	11	6	22	11	11					111
Expedited Passenger Screening Program	61	91	90	71	73	151	173	158					868
Expedited Passenger Screening Program - Checked Baggage	1												1
Expedited Passenger Screening Program - Carry-On	1					1							2
Expedited Passenger Screening Program - Damaged Items - Checked Baggage	3	8	5	2	3	4	4	8					37
Expedited Passenger Screening Program - Damaged Items - Carry-On	56	83	85	68	70	146	168	149					825
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1			1	1					3
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Lost and Found				1	1			1					6
Lost and Found - Airport/TSA				1	1	2	1	1					6
Mishandling of Passenger Property	1	2	1		1	3	3	4					15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	1				1	1					5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	1						2	2					6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1		1				3
No Jurisdiction		1		1	1	1							4
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	1			1	6		6					15
Patdown - Children						1		1					2
Patdown - Flyer	1	1			1	4		5					12
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	1	5	4	4	10	2					34
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1			2		1						4
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		3											3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1		1						3
Persons w/ Disabilities (PWD) - Metal Implants	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1	1				1	2					5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1	4						7
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Food/Beverages	1												1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	3	4	4	3	5	12	6	6					43
Property - Special Handling - Damaged Items - Checked Baggage	1	2	1	2	1	3	3	1					14
Property - Special Handling - Damaged Items - Carry-On		1			1	3	1	1					7
Property - Special Handling - Missing Items - Checked Baggage	2	1	1	1	2	2		3					12
Property - Special Handling - Missing Items - Carry-On			2		1	4	2	1					10
Screening	7	12	9	9	3	7	11	11					69
Screening - Classified Materials	1												1
Screening - Inconsistency	1	4	1	1	1	1	3	1					13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - 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/Confiscated Items							1	1					2
Screening - Traveling with Cash				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LGB</b>	<b>12</b>	<b>24</b>	<b>21</b>	<b>23</b>	<b>25</b>	<b>24</b>	<b>29</b>	<b>26</b>	<b>6</b>	<b>17</b>	<b>12</b>	<b>11</b>	<b>230</b>
<b>2019</b>				<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>45</b>
Civil Rights				1			1			1		2	7
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				1			1				1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service					2		1		1	3	2		9
Customer Service - TSO					2		1		1	3	2		9
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found								1					3
Lost and Found - Airport/TSA								1					3
Mishandling of Passenger Property				1	2		1	1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2		1			1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)								3				1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling				1		2		1			1	1	6
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked						2						1	3
Screening						3	2		2				7
Screening - Inconsistency							1						1
Screening - Procedures/Process						3	1		1				5
Screening - Retrieving Abandoned/Confiscated Items									1				1
<b>2020</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>4</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>35</b>
Customer Service	1	2	4	2						1		1	11
Customer Service - TSO	1	2	4	2						1		1	11
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1	2						1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2					1				4
Patdown		3				1							4
Patdown - Flyer		3				1							4
Persons w/ Disabilities (PWD)	1	1	2		1	1							6
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling		1	1		2	1					1		6
Property - Special Handling - Damaged Items - Checked					1						1		2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checke		1			1	1							3
Screening			1		1	1							3
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1							1
<b>2021</b>		<b>1</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>41</b>
Civil Rights							2				1	1	4
Civil Rights - Racial Profiling or Discrimination							2				1	1	4
Customer Service			1		2	1		1	1	1			7
Customer Service - TSO			1		2	1		1	1	1			7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program							1	4		7	2	3	17
Expedited Passenger Screening Program - TSA PreCheck							1	4		7	2	3	17
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
No Subject			1										1
No Subject - General			1										1
Patdown										1	1		2
Patdown - Children											1		1
Patdown - Flyer										1			1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Firearm/Ammunition					1								1
Property - Special Handling						1	2				1		4
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked						1	1						2
Screening							1		2				3
Screening - Procedures/Process							1		2				3
<b>2022</b>	<b>10</b>	<b>16</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>11</b>	<b>19</b>	<b>15</b>					<b>109</b>
Civil Rights				1	1								2
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service	2	2		3	1		3	4					15
Customer Service - TSO	2	2		3	1		3	4					15
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4					65
Expedited Passenger Screening Program	1	3	1										5
Expedited Passenger Screening Program	7	8	7	8	7	8	11	4					60

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found				1				1					2
Lost and Found - Airport/TSA				1				1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown				1				1					2
Patdown - Flyer				1				1					2
Persons w/ Disabilities (PWD)							1	2	4				7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									3				3
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling			1			1	1		1				4
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked									1				1
Screening			2	2	1	1	2	1					9
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1									1
Screening - Procedures/Process			2		1	1	2	1					7



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LIH</b>	<b>26</b>	<b>31</b>	<b>21</b>	<b>35</b>	<b>42</b>	<b>48</b>	<b>37</b>	<b>44</b>	<b>20</b>	<b>33</b>	<b>18</b>	<b>22</b>	<b>377</b>
<b>2019</b>				<b>7</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>17</b>	<b>6</b>	<b>10</b>	<b>92</b>
Civil Rights				1	1			1		1		1	5
Civil Rights - Constitutional Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination				1	1							1	3
Customer Service					3	4	1		3	2	2	3	18
Customer Service - Others					1	1						1	3
Customer Service - TSO						2	3	1		3	2	2	15
Locks				1				1	4		1	1	8
Locks - Missing or Damaged Lock				1				1	4		1		8
Mishandling of Passenger Property				4	3	3	2	4	2	4			25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	2		2	2	4			18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1	2					5
Patdown						1	1	1			1		4
Patdown - Flyer								1	1				2
Patdown - Flyer as Observer						1							2
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling					2	1	3	1	1	3	3		14
Property - Special Handling - Damaged Items - Checked						1	1			1	1		4
Property - Special Handling - Missing Items - Carry-On					2			1	1		1		5
Property - Special Handling - Missing Items - Checked							2			2	1		5
Screening				1	1	2	2	1	2	3		3	15
Screening - Procedures/Process				1	1	2	2	1	2	3		3	15
<b>2020</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>13</b>	<b>19</b>	<b>7</b>	<b>1</b>		<b>2</b>	<b>5</b>		<b>1</b>	<b>76</b>
Civil Rights				1		1				1			3
Civil Rights - Racial Profiling or Discrimination						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	4	4	1	4	2	1							16
Customer Service - TSO	4	4	1	4	2	1							16
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	2	2	1	4	3	1				2			15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	2		4	3	1							13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown	1	2				1						1	5
Patdown - Flyer	1	2				1						1	5
Persons w/ Disabilities (PWD)	2			1	1				1				5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Device	2								1				3
Property - Special Handling			2	2	3	1	1			2			11
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On			2		1	1	1						5
Property - Special Handling - Missing Items - Checked				1	2					1			4
Screening	4	1	1	2	10	1			1				20
Screening - Lengthy Lines				1	7	1							9
Screening - Procedures/Process	4	1	1	1	3				1				11
<b>2021</b>	<b>1</b>	<b>3</b>	<b>3</b>			<b>3</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>62</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights						1	1				1		3
Civil Rights - Racial Profiling or Discrimination						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1					1	1	3	2	1	2	11
Customer Service - TSO		1					1	1	3	2	1	2	11
Expedited Passenger Screening Program				1			1	1	3	4	3	7	20
Expedited Passenger Screening Program - TSA PreCheck				1			1	1	3	4	3	7	20
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)								1	1		1	1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Sporting Goods												1	1
Property - Special Handling		1							2	1	1		5
Property - Special Handling - Damaged Items - Carry-On		1							1	1			3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1	1				2		3		1	4		12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	1				1		2		1	2		8
<b>2022</b>	<b>12</b>	<b>19</b>	<b>12</b>	<b>15</b>	<b>13</b>	<b>27</b>	<b>23</b>	<b>26</b>					<b>147</b>
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1		1	1					3
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	3	2	2	1	2	6		4					20
Customer Service - TSO	3	2	2	1	2	6		4					20
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16					97
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program	8	10	9	12	6	17	17	16					95
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling	1		1	1		2		1					6
Property - Special Handling - Damaged Items - Carry-On			1			1		1					3
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Items - Checked						1							1
Screening		5		1	2	1	4	3					16
Screening - Inconsistency		2						1					3
Screening - Lengthy Lines		1			1	1	2	1					6
Screening - Procedures/Process		2		1			2	1					6
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LIT</b>	<b>23</b>	<b>15</b>	<b>27</b>	<b>28</b>	<b>22</b>	<b>30</b>	<b>21</b>	<b>30</b>	<b>19</b>	<b>14</b>	<b>14</b>	<b>22</b>	<b>265</b>
<b>2019</b>				<b>6</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>51</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1	1		1			2			5
Customer Service - TSO				1	1		1			2			5
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property				2		3	1	2	2	3		5	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		3	1	2	1	1		5	15
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked									1	1			2
Patdown								1	3	2		1	7
Patdown - Flyer								1	3	2		1	7
Persons w/ Disabilities (PWD)				2		1		1			1	1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Property - Special Handling					2	2	1	1		1	2	1	10
Property - Special Handling - Damaged Items - Carry-On					1	1		1					3
Property - Special Handling - Damaged Items - Checked					1	1	1						3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked										1	2		3
Screening								1			1		2
Screening - Procedures/Process								1			1		2
<b>2020</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>1</b>		<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>45</b>
Customer Service			2		1	2							5
Customer Service - Others			1										1
Customer Service - TSO			1		1	2							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1	1	1							3	1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										3	1		8
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked												1	2
Patdown				1		1							2
Patdown - Flyer				1		1							2
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling	3	1	1	2	2				1	1	1	1	13
Property - Special Handling - Damaged Items - Carry-On						1							2
Property - Special Handling - Damaged Items - Checked	1		1	1	1						1		5
Property - Special Handling - Missing Items - Carry-On	1								1				2
Property - Special Handling - Missing Items - Checked	1	1		1						1			4
Screening	3	1			2	1	1			1		1	10
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	1		1	1	1	1			1		1	8
<b>2021</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>1</b>	<b>7</b>	<b>11</b>	<b>63</b>
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights						2	1				1		4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							2
Customer Service	2		3		1	1		1	6		1	1	16
Customer Service - TSO	2		3		1	1		1	6		1	1	16
Expedited Passenger Screening Program				1	1		2	2	2		2	5	15
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - TSA Application Program								2					2
Expedited Passenger Screening Program - TSA PreCheck				1	1		2		2			3	11
Mishandling of Passenger Property				2					1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked				2						1	1		4
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked									1				1
No Subject				1									1
No Subject - General				1									1
Patdown							1		1			1	3
Patdown - Flyer							1		1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Property - Special Handling		2	1			1					1	1	6
Property - Special Handling - Damaged Items - Carry-On		1										1	2
Property - Special Handling - Damaged Items - Checked		1				1							2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening	2				1	2	2		1		1	2	11
Screening - Inconsistency						1							1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2				1	1	1				1	2	8
Screening - Retrieving Abandoned/Confiscated Items									1				1
<b>2022</b>	<b>10</b>	<b>10</b>	<b>17</b>	<b>16</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>21</b>					<b>106</b>
Civil Rights						1							1
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Customer Service	1	2	2		2		1	3					11

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 Duty 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 - Damaged/Missing Items--Checked Baggage								1					1
Persons w/ Disabilities (PWD)							2	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LNK</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>30</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>		<b>9</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property				1		1		1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		1			1		4
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1			1		1				3
Screening - Procedures/Process				1			1		1				3
<b>2020</b>		<b>1</b>	<b>1</b>		<b>1</b>					<b>2</b>			<b>5</b>
Customer Service		1				1				2			4
Customer Service - TSO		1				1				2			4
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>							<b>1</b>		<b>1</b>			<b>2</b>	<b>4</b>
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Patdown - Flyer										1			1
<b>2022</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>		<b>3</b>				<b>12</b>
Customer Service	1	1					1						3
Customer Service - TSO	1	1					1						3
Expedited Passenger Screening Program				1			1	2					4
Expedited Passenger Screening Program - TSA PreCheck				1			1	2					4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesi			1										1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LNY</b>	1				2	1	1		1				6
<b>2019</b>					1		1		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
<b>2020</b>	1												1
Customer Service	1												1
Customer Service - TSO	1												1
<b>2021</b>						1							1
Customer Service						1							1
Customer Service - TSO						1							1
<b>2022</b>					1								1
Customer Service					1								1
Customer Service - TSO					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LRD</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>15</b>
<b>2019</b>								<b>1</b>	<b>1</b>			<b>2</b>	<b>4</b>
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			2
<b>2020</b>	<b>2</b>			<b>1</b>									<b>4</b>
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2			1									3
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
<b>2021</b>											<b>1</b>		<b>1</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
<b>2022</b>		<b>3</b>	<b>1</b>			<b>1</b>	<b>1</b>						<b>6</b>
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 Items - Checked Baggage		1											1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LSE</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>32</b>
<b>2019</b>				<b>1</b>				<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
<b>2020</b>			<b>2</b>							<b>1</b>			<b>3</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Screening				1									1
Screening - Lengthy Lines				1									1
<b>2021</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>9</b>
Civil Rights								1					1
Civil Rights - Constitutional Rights								1					1
Customer Service	1												1
Customer Service - TSO	1												1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening								2					2
Screening - Procedures/Process								2					2
<b>2022</b>	<b>2</b>	<b>3</b>			<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>					<b>13</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1			1	1	4	1					10
Expedited Passenger Screening Program	2	1			1	1	4	1					10
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LWB</b>				1	1	1	1	1			1		6
<b>2019</b>								1			1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
<b>2021</b>				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2022</b>					1	1	1						3
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening					1		1						2
Screening - Inconsistency							1						1
Screening - Procedures/Process					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LWS</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>12</b>
<b>2019</b>				<b>1</b>						<b>1</b>		<b>1</b>	<b>3</b>
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2020</b>	<b>2</b>		<b>1</b>									<b>1</b>	<b>4</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer as Observer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items		1											1
<b>2021</b>			<b>1</b>	<b>1</b>		<b>1</b>						<b>1</b>	<b>4</b>
Customer Service				1									1
Customer Service - TSO				1									1
Screening			1				1				1		3
Screening - Procedures/Process			1				1				1		3
<b>2022</b>						<b>1</b>							<b>1</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LYH</b>	<b>3</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>24</b>
<b>2019</b>							<b>2</b>	<b>2</b>		<b>3</b>	<b>1</b>		<b>8</b>
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property							1	2			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	2					3
Property - Special Handling							1			1			2
Property - Special Handling - Missing Items - Checked							1			1			2
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>	<b>2</b>			<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>		<b>6</b>
Customer Service	2									1			3
Customer Service - Others	1												1
Customer Service - TSO	1									1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2021</b>							<b>1</b>	<b>1</b>	<b>3</b>			<b>1</b>	<b>6</b>
Customer Service									2				2
Customer Service - TSO									2				2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
<b>2022</b>	<b>1</b>		<b>2</b>			<b>1</b>							<b>4</b>
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MAF</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>10</b>	<b>16</b>	<b>13</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>109</b>
<b>2019</b>					<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>19</b>
Customer Service						1			2				3
Customer Service - TSO						1			2				3
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property								2		1	2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1	1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling								1		1	1		3
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Checked											1		1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>26</b>
Civil Rights		1	1	1						1			4
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1									2
Customer Service				1				1			1		3
Customer Service - TSO				1				1			1		3
Mishandling of Passenger Property	2	2	1		1	1			1		1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	1		1	1						1	7
Mishandling of Passenger Property - Disarrayed Item		1									1		2
Patdown			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1	1	1		1								4
Property - Special Handling - Damaged Items - Checked	1		1										2
Property - Special Handling - Missing Items - Checked		1			1								2
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>1</b>					<b>1</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>23</b>
Customer Service	1										1	3	5
Customer Service - TSO	1										1	3	5
Expedited Passenger Screening Program							2		1	2	2	1	8
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck							2			2	2	1	7
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1		1				2
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
Screening						1	1	1	2			1	6
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							1	1	1	1		1	5
<b>2022</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>8</b>					<b>41</b>
Civil Rights					1		1						2
Civil Rights - Hair Patdowns					1								1
Civil Rights - Transgender Screening							1						1
Customer Service			1	1	1	1							4
Customer Service - TSO			1	1	1	1							4
Expedited Passenger Screening Program	1	2	2	2		3	6	4					20
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1	2	2		2	6	4					18
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Persons w/ Disabilities (PWD)	1			1			1						3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1	2		1			2					7
Screening - Inconsistency	1												1
Screening - Lengthy Lines			1		1			1					3
Screening - Procedures/Process		1	1					1					3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MBS</b>	<b>2</b>	<b>1</b>		<b>5</b>	<b>2</b>	<b>3</b>		<b>3</b>			<b>2</b>	<b>5</b>	<b>23</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>2</b>	<b>2</b>	<b>10</b>
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1	1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1			1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	<b>1</b>	<b>1</b>			<b>1</b>								<b>3</b>
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1											2
<b>2021</b>				<b>1</b>				<b>1</b>				<b>3</b>	<b>5</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program								1				2	3
Expedited Passenger Screening Program - TSA PreCheck								1				2	3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
<b>2022</b>	<b>1</b>			<b>2</b>		<b>1</b>		<b>1</b>					<b>5</b>
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

TSA Contact Center (TCC) Data Tool - FOIA

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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCI</b>	<b>49</b>	<b>66</b>	<b>61</b>	<b>61</b>	<b>52</b>	<b>89</b>	<b>68</b>	<b>106</b>	<b>42</b>	<b>43</b>	<b>49</b>	<b>49</b>	<b>735</b>
<b>2019</b>				<b>17</b>	<b>6</b>	<b>15</b>	<b>8</b>	<b>19</b>	<b>16</b>	<b>18</b>	<b>16</b>	<b>15</b>	<b>130</b>
Civil Rights				2	1	1		1			1		6
Civil Rights - Racial Profiling or Discrimination				1	1						1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening						1							1
Customer Service				3	1	5	1	5	3	3	5	4	30
Customer Service - Others								1			1	1	3
Customer Service - TSO				3	1	5	1	4	3	3	4	3	27
Locks						1		2		1			5
Locks - Missing or Damaged Lock						1		2		1			5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				3	1		3	3	4		2	2	18
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				2			1	1	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	2	3		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Patdown				4		1	2		3	3	3	2	18
Patdown - Flyer				4		1	2		3	3	3	2	18
Persons w/ Disabilities (PWD)					1	1		2	1	4			9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			1					2
Property - Special Handling				1	1	2	2	2	3	4	2	4	21
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked						1			1	1	1	2	6
Property - Special Handling - Missing Items - Carry-On							1	2		2		2	7
Property - Special Handling - Missing Items - Checked				1	1	1	1		1	1	1		7
Screening				4	1	3		4	2	3	3	2	22
Screening - Inconsistency						1				1			2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				4	1	2		3	2	1	2	2	17
Screening - Security Breach										1	1		2
<b>2020</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>9</b>	<b>11</b>	<b>11</b>			<b>1</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>98</b>
Civil Rights		4	1	1								1	7
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination		2		1								1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	1	3	1		1			1	2	1	1	15
Customer Service - Others			1									1	2
Customer Service - TSO	4	1	2	1		1			1	2	1		13
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	3	2	5	1	2	1					1	2	17
Mishandling of Passenger Property - Damaged/Missing Items	1	1	2	1		1							7
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1												1
Mishandling of Passenger Property - Disarrayed Items	1	1	3			1					1	1	7
Mishandling of Passenger Property - Disarrayed Items - Carry-on or Checked	1					1							2
Patdown	1	2		1	3							1	8
Patdown - Flyer	1	2		1	3								7
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)		2	1		1								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		2			1								3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	2	4	3	4	1	4				2	1	2	23
Property - Special Handling - Damaged Items - Carry-On	1		1			1				1			4
Property - Special Handling - Missing Items - Carry-On		3	1	2	1						1		8
Property - Special Handling - Missing Items - Checked	1	1	1	2		3				1		2	11
Screening	6	2	2	1	3	5				1	1	1	22
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	1	2	1	1	5				1	1	1	17
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	1				1								2
<b>2021</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>13</b>	<b>25</b>	<b>20</b>	<b>29</b>	<b>26</b>	<b>159</b>
Civil Rights		1		1		1			1		1	2	7
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination						1			1		1	2	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service				1	2	1	1	1	6	1	5	4	22
Customer Service - TSO				1	2	1	1	1	6	1	5	4	22
Expedited Passenger Screening Program				1		3	7	6	12	14	21	15	79
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program							2		3				5
Expedited Passenger Screening Program - TSA PreCheck				1		3	4	6	9	14	21	15	73
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found						1							1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	1	1	2				2		1			8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing			1	1	2			2					6
Mishandling of Passenger Property - Disposition	1									1			2
Patdown	1						1		1	1	1	1	6
Patdown - Flyer	1						1		1		1		4
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	2							2	2	1	1		8
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Mobility	1										1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Prohibited & Permitted Items							1					1	2
Prohibited & Permitted Items - General												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling	2			2	1	2	1		3	1			12
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged Items - Checked	2			1	1								4
Property - Special Handling - Missing Items - Carry-On				1		1	1		1				4
Property - Special Handling - Missing Items - Checked						1			1				2
Screening		3	1		2		1	2		1		3	13
Screening - Inconsistency			1				1						2
Screening - Procedures/Process		3			2			2		1		3	11
<b>2022</b>	<b>26</b>	<b>44</b>	<b>43</b>	<b>27</b>	<b>30</b>	<b>56</b>	<b>48</b>	<b>74</b>					<b>348</b>
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service		3	4	3		3	1	4					18
Customer Service - TSO		3	4	3		3	1	4					18
Expedited Passenger Screening Program	20	36	34	22	27	48	40	44					271
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program - TSA/DHS	1	5	5	2	2	1	1						17
Expedited Passenger Screening Program - TSA/DHS	19	30	29	20	24	45	38	43					248
Identification (ID) Requirements		1				1	1	1					4
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property	1	1							2				4
Mishandling of Passenger Property - Damaged/Missing		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown	2	1	1	1			1	1					7
Patdown - Flyer	2		1	1			1	1					6
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1		1				1	1					4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1						1				2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling		1	3			3	2						9
Property - Special Handling - Damaged Items - Carry-On			1				1						2
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-On	1						1						2
Property - Special Handling - Missing Items - Checked		1				2							3
Screening	2	2		1	2	1	2	20					30
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines	1							14					15
Screening - Procedures/Process	1	2		1	2	1	1	5					13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCK</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>3</b>						<b>9</b>
<b>2020</b>	<b>2</b>		<b>1</b>		<b>1</b>								<b>4</b>
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
<b>2021</b>							<b>3</b>						<b>3</b>
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service							2						2
Customer Service - TSO							2						2
<b>2022</b>		<b>1</b>	<b>1</b>										<b>2</b>
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCN</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>22</b>
<b>2019</b>							<b>1</b>	<b>2</b>			<b>1</b>	<b>2</b>	<b>4</b>
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening													1
Screening - Procedures/Process									1				1
<b>2020</b>					<b>2</b>							<b>2</b>	<b>4</b>
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown												1	1
Patdown - Flyer												1	1
<b>2021</b>	<b>1</b>	<b>1</b>							<b>1</b>				<b>3</b>
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Patdown										1			1
Patdown - Flyer										1			1
Screening	1												1
Screening - Inconsistency	1												1
<b>2022</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>1</b>					<b>11</b>
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Property - Special Handling				1			1	1					3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked				1					1				2
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCO</b>	<b>448</b>	<b>474</b>	<b>546</b>	<b>622</b>	<b>647</b>	<b>768</b>	<b>724</b>	<b>755</b>	<b>317</b>	<b>331</b>	<b>379</b>	<b>305</b>	<b>6,316</b>
<b>2019</b>				<b>147</b>	<b>168</b>	<b>180</b>	<b>208</b>	<b>163</b>	<b>162</b>	<b>161</b>	<b>179</b>	<b>132</b>	<b>1,500</b>
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				6		4	8	2	8	3	5	1	37
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin										1	1		2
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				4		3	4	2	4	2	2	1	22
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2			2		3		1		8
Civil Rights - Transgender Screening						1							1
Customer Service				20	29	35	37	29	23	20	18	12	223
Customer Service - Others				3	2	3	1	1	2	1			13
Customer Service - TSO				17	27	32	36	28	21	19	18	12	210
Locks				9	10	19	13	11	5	8	13	8	96
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock				9	10	17	13	11	5	7	12	7	91
Lost and Found				1	7	6	3	4	1	3	1	4	30
Lost and Found - Airport/TSA				1	7	6	3	4	1	3	1	4	30
Mishandling of Passenger Property				48	47	34	49	36	44	43	53	37	391
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	4	1	3	2	2	3	5	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				42	38	31	39	29	29	37	44	31	320
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1				1			1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3	5	2	7	4	13	3	3	2	42
Patdown				2	2	9	6	3	9	10	7	6	54
Patdown - Flyer				2	2	8	4	3	9	8	6	5	47
Patdown - Flyer as Observer						1	2			1	1	1	6
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				6	8	9	15	13	12	23	10	13	109
Persons w/ Disabilities (PWD) - Autism Spectrum					1		1	2	1	1	2		8
Persons w/ Disabilities (PWD) - Breast Cancer						1	1					1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1	1			1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabetes				1		1		2	2	5			11
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1					1	2
Persons w/ Disabilities (PWD) - General				1	1	2	1			2		1	8
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1	1	1	1	1	4	3	2	2	15
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1	1	1	2	1	5	1	2	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1								1	2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1	2	2	3	3	3	4	5	25
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Ice/Gel Packs							1						1
Property - Special Handling				35	43	43	46	41	39	34	47	34	362
Property - Special Handling - Damaged Items - Carry-On				4	2	4	6	9	2	2	6	3	38
Property - Special Handling - Damaged Items - Checked				9	12	9	6	10	10	6	9	7	78
Property - Special Handling - Missing Items - Carry-On				6	13	10	13	7	8	10	8	7	82
Property - Special Handling - Missing Items - Checked				16	16	20	21	15	19	16	24	17	164
Request for Assistance				1		2	2	1		1	1	1	9
Request for Assistance - Other				1		2	2	1		1	1		8
Request for Assistance - Wounded Warrior (MSIJSOC)												1	1
Screening				19	22	19	27	23	20	16	24	16	186
Screening - Inconsistency				1		1		1		1	1		5
Screening - Lengthy Lines				2	1	6	11	7	1	1	3	1	33
Screening - Procedures/Process				16	18	12	16	15	18	13	18	15	141
Screening - Retrieving Abandoned/Confiscated Items					1				1	1	1		4
Screening - Security Breach					2						1		3
<b>2020</b>	<b>176</b>	<b>158</b>	<b>196</b>	<b>194</b>	<b>178</b>	<b>118</b>	<b>17</b>	<b>28</b>	<b>24</b>	<b>45</b>	<b>45</b>	<b>49</b>	<b>1,228</b>
Advanced Imaging Technology (AIT)	1			1									2
Advanced Imaging Technology (AIT) - Flyer				1									1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights	5	2	4	5	8	5	1	1		3	3	2	39
Civil Rights - Age				1							1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	2	2	3	3	5	3		1		3		2	24
Civil Rights - Sex/Gender/Gender Identity	2				2								4
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening						2	1				1		4
Customer Service	25	20	45	33	28	26	1	9	1	3	3	11	205
Customer Service - CSM								1					1
Customer Service - Others	7	4	6	3	3	4		4					31
Customer Service - TSO	18	16	39	30	25	22	1	4	1	3	3	11	173
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	19	10	9	9	14	5			2	4	2	2	76
Locks - Missing or Damaged Lock	19	10	9	9	14	5			2	4	2	2	76
Lost and Found	1	3	1	13	1	1							20
Lost and Found - Airport/TSA	1	3	1	13	1	1							20
Mishandling of Passenger Property	44	42	49	44	36	31	6	6	2	13	10	9	292
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2	4	1			1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	40	39	43	32	29	23	3	6	2	8	9	6	240
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage (Not Damaged)			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage (Not Damaged) - Other	4	2	6	9	5	4	1			4		2	37
Patdown	12	6	4	3	5	3							33
Patdown - Flyer	12	5	4	3	4	2							30
Patdown - Flyer as Observer			1			1							2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	8	9	14	13	14	3		1		2	4	4	72
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1						1		1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not		1	1			1							3
Persons w/ Disabilities (PWD) - Cognitive	1		3	1	1							1	7
Persons w/ Disabilities (PWD) - Diabetes	2	4	2	3	3								14
Persons w/ Disabilities (PWD) - Diapers/Cont	1												1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically	2	1	1	1	4	2					1	1	13
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	2							2		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2			1					3
Persons w/ Disabilities (PWD) - Service Animals				2						1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2	1									3
Persons w/ Disabilities (PWD) - Wheelchairs	2		1	1	1	1							6
Property - Special Handling	46	43	50	46	41	24	4	4	14	10	16	15	313
Property - Special Handling - Damaged Items	8	7	3	8	6				1		3		36
Property - Special Handling - Damaged Items - Other	6	6	14	10	6	7	1	1	4	4	4	9	72
Property - Special Handling - Missing Items	13	8	11	5	6	5	1		2		2	1	54
Property - Special Handling - Missing Items - Other	19	22	22	23	23	12	2	3	7	6	7	5	151
Request for Assistance			3		1				1				5
Request for Assistance - Other			3		1				1				5
Screening	15	23	17	27	30	20	5	7	4	10	7	5	170
Screening - Children				1									1
Screening - Crew Member or Airline Employee								1	1		1		3
Screening - Inconsistency	1	1		1	2			1					6
Screening - Lengthy Lines	1	2	1	3	5	2							14
Screening - Procedures/Process	11	16	16	22	21	17	5	4	3	10	6	5	136
Screening - Retrieving Abandoned/Confiscated Items		2			2								4
Screening - Security Breach	2	2				1		1					6
<b>2021</b>	<b>58</b>	<b>62</b>	<b>49</b>	<b>41</b>	<b>65</b>	<b>84</b>	<b>105</b>	<b>162</b>	<b>131</b>	<b>125</b>	<b>155</b>	<b>124</b>	<b>1,161</b>
Airline						1		1	1				3
Airline - Policy/Regulations/Service						1		1	1				3
Civil Rights	3	1	3	4	2	4	3	11	5	4	7	4	51
Civil Rights - Age			1								1		2
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - Constitutional Rights							1	1				1	3
Civil Rights - Hair Patdowns										1			1
Civil Rights - Hostile Work Environment (TSA Employee)			1										1
Civil Rights - National Origin								2	1				3
Civil Rights - Racial Profiling or Discrimination	2	1	1	1	2	2	2	7	3	3	4	2	30
Civil Rights - Sex/Gender/Gender Identity	1		3			2		1			1		8
Civil Rights - Transgender Screening											1	1	2
Claims			1	1				1				1	4
Claims - General			1	1				1				1	4
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	12	11	20	15	22	18	21	25	20	29	24	19	236
Customer Service - CSM					1			1					2
Customer Service - Others	1			1		1	1						4
Customer Service - TCC			2										2
Customer Service - TSO	11	11	18	14	21	17	20	24	20	29	24	19	228
DHS TRIP									1				1
DHS TRIP - General									1				1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			6	2	6	11	28	51	43	44	75	61	327
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - Known Crew Member										1		1	2
Expedited Passenger Screening Program - TSA Application Pro			1				7	4	5	5		4	26
Expedited Passenger Screening Program - TSA PreCheck			5	2	6	11	21	47	38	38	75	54	297
General Aviation				2									2
General Aviation - General				2									2
Hazardous Materials Safety										1		1	2
Hazardous Materials Safety - General										1		1	2
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks		3	1		1	2		1		1	1		10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock		3	1		1	2		1		1	1		10
Lost and Found	1			3			2	3		1	1		11
Lost and Found - Airport/TSA	1			3			2	3		1	1		11
Mishandling of Passenger Property	10	16	8	4	4	8	9	5	7	2	7	2	82
Mishandling of Passenger Property - Damaged	2	2	2	1	2	2	3	1	1	1	1	1	19
Mishandling of Passenger Property - Damaged - Lost	7	14	5	2	2	3	6	3	4	1	4	1	52
Mishandling of Passenger Property - Disposition	1		1	1		3		1	2		2		11
No Jurisdiction				1				1	1	1			4
No Jurisdiction - No Referral				1				1					2
No Jurisdiction - Refer to Other									1	1			2
No Subject				1									1
No Subject - General				1									1
Patdown	2	4				1	2	2	6	2	4	5	28
Patdown - Flyer	1	2				1	2	1	4	2	4	5	22
Patdown - Flyer as Observer	1	1						1	1				4
Patdown - Non-Flyer		1							1				2
Persons w/ Disabilities (PWD)	5	2	3	3	3	2	6	13	8	3	8	7	63
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1		1	1			1	1			2		7
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes			2	1				2			2	1	8
Persons w/ Disabilities (PWD) - General						1	2	2	1		2	1	9
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1				1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2		3					6
Persons w/ Disabilities (PWD) - Medically Necessary	2						1	1		3	1	1	10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1						1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1							1	1			3
Persons w/ Disabilities (PWD) - Wheelchair	1			1			1	1			1	1	6
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items	1			1		1	2		1	1	3	5	15
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										1			1
Prohibited & Permitted Items - Electronic Devices												1	1
Prohibited & Permitted Items - Firearm/Ammunition				1			1						2
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Ice/Gel Packs	1					1							2
Prohibited & Permitted Items - Lighters/Matches										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1					1	2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items												1	1
Prohibited & Permitted Items - Remains												1	1
Property - Special Handling	17	11	3	1	6	17	14	29	26	18	12	9	163
Property - Special Handling - Damaged Items - Carry-On						2	1	8	6	6	4	2	29
Property - Special Handling - Damaged Items - Checked	3	3	1		4	5	4	5	6	5	2	3	41
Property - Special Handling - Missing Items	3	2		1		3	3	7	9	4	5	4	41
Property - Special Handling - Missing Items - Checked	11	6	2		2	7	6	9	5	3	1		52
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	7	14	4	2	21	18	18	18	12	17	11	10	152
Screening - Children		1				1		1		1	2		6
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		1			8	1	1	5	3	2	2	3	26
Screening - Lengthy Lines							3	3	1	1	2		10
Screening - Procedures/Process	6	11	3	2	13	16	13	9	8	12	5	7	105
Screening - Retrieving Abandoned/Confiscated	1						1			1			3
<b>2022</b>	<b>214</b>	<b>254</b>	<b>301</b>	<b>240</b>	<b>236</b>	<b>386</b>	<b>394</b>	<b>402</b>					<b>2,427</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline		1	1				1	1					4
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1	1				1						3
Business, Suggestions, and Ideas					1								1
Business, Suggestions, and Ideas - General					1								1
Civil Rights	2	5	7	5	2	5	9	4					39
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights				2			1						3
Civil Rights - National Origin			1										1
Civil Rights - Profiling							1						1
Civil Rights - Race					1	4	6	3					14
Civil Rights - Racial Profiling or Discrimination	1	2	5	3									11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1		1					3
Civil Rights - Transgender Screening	1	2					1						4
Claims		1			1	1		1					4
Claims - General		1			1			1					3
Claims - Status						1							1
Customer Service	46	49	34	36	32	49	42	55					343
Customer Service - CSM	1												1
Customer Service - Others	1			1	1	1		1					5
Customer Service - TCC													1
Customer Service - TSO	44	49	34	35	31	47	42	54					336

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	99	112	156	121	130	236	253	244					1,351
Expedited Passenger Screening Program	1	1		1	1	3	3	1					11
Expedited Passenger Screening Program - Known Crew Member								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 - Domestic	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 - Damaged	3	3	2	1		3		3					15
Mishandling of Passenger Property - Damaged/Missing		2	4		4	2	3	6					21
Mishandling of Passenger Property - Disposition	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 Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2	1	1	1						5
Persons w/ Disabilities (PWD) - Diabetes	1		1		1		3	1					7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	2	1	1	1	3	1	1						10
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to Person			1			1	1						3
Persons w/ Disabilities (PWD) - Medically Necessary	3	6	1		1	2	2	10					25
Persons w/ Disabilities (PWD) - Metal Implants	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Devices	1		3		1								5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2			1		1					4
Persons w/ Disabilities (PWD) - Touch Aids	1	2					1						4
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	1	2	1	4	2	3					16
Prohibited & Permitted Items	4	3	2										9
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2												2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Gels	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	22	18	15					144
Property - Special Handling - Damaged Items	8	5	6	4	4	3	8	5					43
Property - Special Handling - Damaged Items	4	4	5	4	4	3	1						25
Property - Special Handling - Missing Items	7	2	9	4	6	12	6	6					52
Property - Special Handling - Missing Items	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
Screening - Opposite Gender			1										1
Screening - Procedures/Process	15	24	13	27	13	21	24	20					157
Screening - Retrieving Abandoned/Confiscated	1		1	1	1	3		3					10



TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MDT</b>	<b>16</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>20</b>	<b>22</b>	<b>25</b>	<b>19</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>30</b>	<b>219</b>
<b>2019</b>				<b>3</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>54</b>
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service					2	1		2	3	2	3	5	18
Customer Service - Others					1			1	1				3
Customer Service - TSO					1	1		1	2	2	3	5	15
Locks					1			1			1		4
Locks - Missing or Damaged Lock					1			1					4
Mishandling of Passenger Property				1			1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							2				1		3
Patdown - Flyer							2				1		3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling				2	2		1		2	2		1	10
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked							1		1	1			3
Property - Special Handling - Missing Items - Checked				2	1				1			1	5
Screening					1	1	2	3	1	2	1	1	12
Screening - Inconsistency					1								1
Screening - Procedures/Process						1	2	3	1	1	1	1	10
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2020</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>45</b>
Civil Rights		1	2									1	4
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination		1										1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1		2	1		1						1	6
Customer Service - TSO	1		2	1		1						1	6
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1		1		1						2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1		1						1	2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1		1		1				1		1		5
Patdown - Flyer	1		1		1				1		1		5
Persons w/ Disabilities (PWD)	1		1									1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling				3	1						1		5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				2	1								3
Screening	3	3	1	1	1	2		1		1		1	14
Screening - Inconsistency	1				1			1					3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2	3	1	1	1	1				1		1	10
<b>2021</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>15</b>	<b>46</b>
Civil Rights		1	1				1						4
Civil Rights - National Origin			1									1	2
Civil Rights - Racial Profiling or Discrimination		1					1						2
Customer Service				1	1			1	3	2		1	9
Customer Service - TSO				1	1			1	3	2		1	9
Expedited Passenger Screening Program						1	1		1			8	11
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck						1	1		1			6	9
Locks										1		1	2
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property		2	1		1				1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1								1			2
Mishandling of Passenger Property - Disarrayed Item		1										1	2
Patdown										2			2
Patdown - Children										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling	1							2			1		4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked								1			1		3
Screening						2	2					3	7
Screening - Inconsistency						1	2						3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1						2	3
<b>2022</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>14</b>	<b>12</b>	<b>8</b>					<b>74</b>
Customer Service	2	1	1		1	2	2						9
Customer Service - TSO	2	1	1		1	2	2						9
Expedited Passenger Screening Program	3	5	3	9	5	10	5	8					48
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program			1	1			1						3
Expedited Passenger Screening Program - TSA PreCheck	3	5	2	8	5	9	4	8					44

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed 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 Medical Devices				1									1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/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 Items - Checked						1		1					2
Screening		1				1		2					4
Screening - Procedures/Process		1				1		2					4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MDW</b>	<b>104</b>	<b>92</b>	<b>105</b>	<b>103</b>	<b>111</b>	<b>103</b>	<b>136</b>	<b>147</b>	<b>83</b>	<b>84</b>	<b>75</b>	<b>82</b>	<b>1,225</b>
<b>2019</b>				<b>28</b>	<b>21</b>	<b>31</b>	<b>45</b>	<b>36</b>	<b>38</b>	<b>38</b>	<b>32</b>	<b>32</b>	<b>301</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights							3	2	2	3		1	11
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns								2					2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination							1		1	1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							2		1			1	4
Customer Service				2	5	11	9	7	6	2	7	6	55
Customer Service - Others							3						3
Customer Service - TSO				2	5	11	6	7	6	2	7	6	52
Locks					1	1			2	2		1	7
Locks - Missing or Damaged Lock					1	1			2	2		1	7
Lost and Found				3	1			1	2	1	1		9
Lost and Found - Airport/TSA				3	1			1	2	1	1		9
Mishandling of Passenger Property				7	4	4	10	6	5	6	7	5	54
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3		1	1			2	2		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	4	2	7	6	5	4	5	5	42
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2						3
Patdown				1	2	2	1	1	2	1	2	2	14
Patdown - Flyer				1	2	2	1	1	2	1	2	2	14
Persons w/ Disabilities (PWD)				3	2	1	2	1	4	3	4	3	23
Persons w/ Disabilities (PWD) - Breast Cancer							1					1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											2		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		2	1		1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals				1								1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1			1		1		6
Property - Special Handling				10	4	6	16	15	10	17	8	9	95
Property - Special Handling - Damaged Items - Carry-On				1	1		2	2	1			1	8
Property - Special Handling - Damaged Items - Checked				2		1	2	4	3	5	1		18
Property - Special Handling - Missing Items - Carry-On				3	3	3	4	6	2	4	3	4	32
Property - Special Handling - Missing Items - Checked				4		2	8	3	4	8	4	4	37
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				2	2	6	4	3	5	3	2	4	31
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1	1	6	3	3	5	2	2	4	27
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach				1						1			2
<b>2020</b>	<b>42</b>	<b>47</b>	<b>52</b>	<b>24</b>	<b>38</b>	<b>11</b>	<b>4</b>	<b>8</b>	<b>13</b>	<b>15</b>	<b>13</b>	<b>15</b>	<b>282</b>
Civil Rights	1		1	1							1	1	5
Civil Rights - Hair Patdowns			1								1		2
Civil Rights - Racial Profiling or Discrimination	1			1								1	3
Customer Service	9	8	12	3	12	4		4	2	2	2	2	60
Customer Service - Others	2	1			1			1	1				6
Customer Service - TSO	7	7	12	3	11	4		3	1	2	2	2	54
Locks		2	1	1	2	1				1	1		9
Locks - Missing or Damaged Lock		2	1	1	2	1				1	1		9
Lost and Found	3	3	1	2	1		1			1			12
Lost and Found - Airport/TSA	3	3	1	2	1		1			1			12
Mishandling of Passenger Property	9	10	10	5	8	2	1	2	3	1	5	5	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1	2		2				1			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	8	9	8	5	4	1	1	2	1	1	5	3	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1			1			1	5
Patdown	3	2	2	2						1			10
Patdown - Flyer	3	2	2	2									9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	3	4	1	1	1				1	2	1	1	15
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1											1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2				1							1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1		1	1						1			4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	11	13	19	7	10	3	1	1	4	4	3	5	81
Property - Special Handling - Damaged Items - Carry-On	1	1			1	1						1	5
Property - Special Handling - Damaged Items - Checked	1	4	5	3	2	1			2	2	1	1	22
Property - Special Handling - Missing Items - Carry-On	6	8	7	2	1		1		1	1	2	2	31
Property - Special Handling - Missing Items - Checked	3		7	2	6	1		1	1	1		1	23
Screening	3	5	5	2	4	1	1	1	3	3		1	29
Screening - Inconsistency									1				1
Screening - Lengthy Lines		1			1					1			3
Screening - Procedures/Process	3	4	5		2	1	1	1	2	2		1	22
Screening - Security Breach				2	1								3
<b>2021</b>	<b>18</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>23</b>	<b>32</b>	<b>32</b>	<b>31</b>	<b>30</b>	<b>35</b>	<b>252</b>
Civil Rights	1						1	1	2	1	3	1	10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Hair Patdowns								1			1		2
Civil Rights - Racial Profiling or Discrimination	1									1		1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									2				2
Civil Rights - Transgender Screening							1				2		3
Claims			1										1
Claims - General			1										1
Current Topic					1								1
Current Topic - Current Topic					1								1
Customer Service		2	3	6	2	3	8	12	5	10	7	3	61
Customer Service - Others			1			1		1		1			4
Customer Service - TSO		2	2	6	2	2	8	11	5	9	7	3	57
Duplicate E-mail									1		1		2
Duplicate E-mail - General									1		1		2
Expedited Passenger Screening Program					2	6	6	10	15	11	11	22	83
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program							1	4	1	2		1	9
Expedited Passenger Screening Program - TSA PreCheck					2	6	5	6	14	9	10	21	73
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	1	1						1					3
Locks - Missing or Damaged Lock	1	1						1					3
Lost and Found	2					1				1			4
Lost and Found - Airport/TSA	2					1				1			4
Mishandling of Passenger Property	5	4	2	2			2	2		1	1		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	5	4	2	2			1	2		1	1		18
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown					1		1	2	1				5
Patdown - Flyer					1		1	2	1				5
Persons w/ Disabilities (PWD)	2									1			3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Prohibited & Permitted Items					1				1	1	2	1	6
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Electronic Devices										1			1
Prohibited & Permitted Items - Food/Beverages					1						1	1	3
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items											1		1
Property - Special Handling	5	2		1	4	2	1	3	5	4	3	4	34
Property - Special Handling - Damaged Items - Carry-on		1				1			3	1	1	2	9
Property - Special Handling - Damaged Items - Checked	1				3	1		1	2	2	2	1	13
Property - Special Handling - Missing Items - Carry-on	1						1						2
Property - Special Handling - Missing Items - Checked	3	1		1	1			2		1		1	10
Screening	2	1		1		1	4	1	2	1	2	3	18
Screening - Inconsistency				1				1		1		3	6
Screening - Procedures/Process	2	1				1	4		2		1		11
Screening - Shoe Screening											1		1
<b>2022</b>	<b>44</b>	<b>35</b>	<b>46</b>	<b>41</b>	<b>41</b>	<b>48</b>	<b>64</b>	<b>71</b>					<b>390</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1		1	2			1	1					6
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1		1	1									3
Customer Service	8	4	5	2	5	4	6	7					41
Customer Service - TSO	8	4	5	2	5	4	6	7					41
Expedited Passenger Screening Program	27	28	30	27	27	36	46	53					274
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA	1	3		3	1	2		5					15
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	26	25	30	24	26	33	45	48					257
Lost and Found							1						2
Lost and Found - Airport/TSA							1						2
Mishandling of Passenger Property		1	2	1			1	2					7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1	1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1	1				1	1					4
No Jurisdiction						1		1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other						1							1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1		1			1	1						4
Patdown - Children			1			1							2
Patdown - Flyer	1						1						2
Persons w/ Disabilities (PWD)	2			3	2	4	2	1					14
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1		4	1	5		1						12
Property - Special Handling - Damaged Items - Carry-On			2	1	1		1						5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On			1		2								3
Property - Special Handling - Missing Items - Checked	1				2								3
Screening	4	2	2	3	2	2	5	6					26
Screening - Inconsistency				1		1		2					4
Screening - Procedures/Process	4	2	2	1	2	1	4	4					20
Screening - Retrieving Abandoned/Confiscated Items				1			1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>MEI</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>18</b>
<b>2019</b>									<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	
Civil Rights													1	1
Civil Rights - Racial Profiling or Discrimination													1	1
Customer Service												1	1	1
Customer Service - TSO												1	1	1
Property - Special Handling									2	1			3	3
Property - Special Handling - Damaged Items - Carry-On									1				1	1
Property - Special Handling - Damaged Items - Checked										1			1	1
Property - Special Handling - Missing Items - Checked									1				1	1
<b>2020</b>		<b>2</b>	<b>1</b>	<b>1</b>							<b>1</b>	<b>1</b>	<b>6</b>	
Civil Rights				1									1	1
Civil Rights - Racial Profiling or Discrimination				1									1	1
Mishandling of Passenger Property		1											1	1
Mishandling of Passenger Property - Damaged/Missi		1											1	1
Patdown				1									1	1
Patdown - Flyer				1									1	1
Property - Special Handling										1			1	1
Property - Special Handling - Missing Items - Checked										1			1	1
Screening		1										1	2	2
Screening - Inconsistency												1	1	1
Screening - Procedures/Process		1											1	1
<b>2021</b>						<b>1</b>	<b>1</b>						<b>2</b>	
Patdown						1							1	1
Patdown - Flyer						1							1	1
Persons w/ Disabilities (PWD)								1					1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1	1
<b>2022</b>				<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>					<b>5</b>	
Civil Rights								1					1	1
Civil Rights - Not Specified								1					1	1
Expedited Passenger Screening Program							1						1	1
Expedited Passenger Screening Program - TSA PreCheck							1						1	1
Mishandling of Passenger Property							1						1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1	1
Property - Special Handling								1					1	1
Property - Special Handling - Missing Items - Checked								1					1	1
Screening				1									1	1
Screening - Procedures/Process				1									1	1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MEM</b>	<b>43</b>	<b>30</b>	<b>54</b>	<b>37</b>	<b>37</b>	<b>78</b>	<b>54</b>	<b>69</b>	<b>30</b>	<b>49</b>	<b>38</b>	<b>47</b>	<b>566</b>
<b>2019</b>				<b>5</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>11</b>	<b>17</b>	<b>109</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights					1	1	1			1		1	5
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination					1	1	1					1	4
Customer Service				1	4	7	4	1	3	6	4	3	33
Customer Service - Others						1		1		1			3
Customer Service - TSO				1	4	6	4		3	5	4	3	30
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property				2	2	1	4	4	2	4		4	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1		4	4	1	3		4	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1			1				3
Patdown						1		1	1		2	1	6
Patdown - Flyer						1		1	1		2		5
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)							2	1		1	2		6
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											2		2
Property - Special Handling				1		1	1	1	3	3	2	3	15
Property - Special Handling - Damaged Items - Carry-On				1					2	1	1		5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On							1		1	1		1	4
Property - Special Handling - Missing Items - Checked						1		1		1	1	1	5
Screening				1	1	4	1		3	1	1	3	15
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process				1		3			3	1	1	3	12
Screening - Retrieving Abandoned/Confiscated Items					1								1
TSA Contact Information													1
TSA Contact Information - General													1
<b>2020</b>	<b>7</b>	<b>8</b>	<b>21</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>8</b>	<b>101</b>
Civil Rights				1	1				1		1	1	5
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination									1		1	1	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Customer Service	3	1	5	2	3	1			1	3	1	2	22
Customer Service - Others												1	1
Customer Service - TSO	3	1	5	2	3	1			1	3	1	1	21
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	2	4	6	2		1			2	2	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1		3	2		1			2	1		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	4	2							1			8
Patdown				1		1		2			1	1	6
Patdown - Flyer				1		1		2			1	1	6
Persons w/ Disabilities (PWD)	1		1			1					1	1	5
Persons w/ Disabilities (PWD) - Cancer (General)	1												1
Persons w/ Disabilities (PWD) - General											1	1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling		2	8	1	2	3	2	1	4	8	3	2	36
Property - Special Handling - Damaged Items - Carry-On			1			1			1				3
Property - Special Handling - Damaged Items - Checked			2	1	2	1	1	1	1	1		2	12
Property - Special Handling - Missing Items - Carry-On		1	1			1							3
Property - Special Handling - Missing Items - Checked		1	4				1		2	7	3		18
Screening	1	1		1				1			1		5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1		1							1		4
<b>2021</b>	<b>13</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>20</b>	<b>18</b>	<b>22</b>	<b>133</b>
Civil Rights						1				1	1		3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service	4		2	4	3		3	3	3	4	2	5	33
Customer Service - TSO	4		2	4	3		3	3	3	4	2	5	33
Expedited Passenger Screening Program						2	1	3	4	9	8	11	38
Expedited Passenger Screening Program - TSA Application Program								1		1	2	2	6
Expedited Passenger Screening Program - TSA PreCheck						2	1	2	4	8	5	9	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks	1						1	1		1			4
Locks - General								1					1
Locks - Missing or Damaged Lock	1						1			1			3
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3		1	1	1	2	2			1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1							1			2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	3			1	1	1	2				1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown								1		1	1		3
Patdown - Flyer								1		1			2
Patdown - General											1		1
Persons w/ Disabilities (PWD)	1			1		2		1			1	1	7
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Chemical/Household Products											1		1
Property - Special Handling	4	1	1				2	1	3	2	1	3	18
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged It	2		1					1				1	5
Property - Special Handling - Missing Items - Carry-On									1			2	3
Property - Special Handling - Missing Item	2	1					2		2		1		8
Screening				1		4	1	1			2		9
Screening - Inconsistency						1					1		2
Screening - Procedures/Process				1		3	1	1			1		7
<b>2022</b>	<b>23</b>	<b>21</b>	<b>29</b>	<b>17</b>	<b>16</b>	<b>44</b>	<b>27</b>	<b>46</b>					<b>223</b>
Civil Rights	2		1			1	1						5
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimi	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	4	5	8					34
Customer Service - TSO	6	3	4	2	2	4	5	8					34
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	13	17	16	14	9	36	19	28					152
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		3	1	1	1	1					10
Expedited Passenger Screening Program	12	15	14	10	8	35	18	27					139
Expedited Passenger Screening Program - TSA/DHS Employee:			2										2
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property				1				2					3
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Patdown	1		3		3								7
Patdown - Children			1		1								2
Patdown - Flyer	1		2		2								5
Persons w/ Disabilities (PWD)							1	3					4
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		1				2		1					4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1		3		2	1	1	3					11
Screening - Inconsistency					1								1
Screening - Procedures/Process	1		3		1	1	1	3					10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MFE</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>17</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>70</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>6</b>	<b>8</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown				1				1	1				3
Patdown - Flyer				1					1	1			3
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>3</b>	<b>10</b>
Customer Service	1												1
Customer Service - TSO	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling						1			1			1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>	<b>1</b>	<b>1</b>					<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>11</b>
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Expedited Passenger Screening Program							1			2	1	3	7
Expedited Passenger Screening Program - TSA PreCheck							1			2	1	3	7
Mishandling of Passenger Property	1												2
Mishandling of Passenger Property - Dam	1								1				2
Screening			1										1
Screening - Procedures/Process			1										1
<b>2022</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>15</b>					<b>41</b>
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
Customer Service	1	1			1								3
Customer Service - TSO	1	1			1								3
Expedited Passenger Screening Program	3	4	2	2	3	1	2	13					30
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - TSA Application Pro			1		1								2
Expedited Passenger Screening Program	3	3	1	2	2	1	2	13					27
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescriptio		1											1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening								2					2
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								1					1
TWIC					1								1
TWIC - General					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MFR</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>15</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>93</b>
<b>2019</b>					<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>3</b>	<b>13</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service							1						1
Customer Service - TSO							1						1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1		1	4
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1	1					2
Screening - Inconsistency							1						1
Screening - Procedures/Process								1					1
<b>2020</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>				<b>4</b>	<b>1</b>	<b>1</b>	<b>22</b>
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service			1										1
Customer Service - TSO			1										1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	2		1	1		1				1			6
Mishandling of Passenger Property - Dam	1		1	1		1				1			5
Mishandling of Passenger Property - Disa	1												1
Patdown	1					1							2
Patdown - Flyer						1							1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not			1										1
Property - Special Handling	1			1						2	1	1	6
Property - Special Handling - Damaged It	1			1							1		3
Property - Special Handling - Missing Items - Checked										2		1	3
Screening		1		1							1		3
Screening - Procedures/Process		1		1							1		3
<b>2021</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>17</b>
Customer Service			2				1				1	1	5
Customer Service - TSO			2				1				1	1	5
Expedited Passenger Screening Program							1		1	1	2	1	6
Expedited Passenger Screening Program - TSA PreCheck							1		1	1	2	1	6
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening			1									1	2
Screening - Procedures/Process			1									1	2
<b>2022</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>5</b>					<b>41</b>
Customer Service	1	2											3
Customer Service - TSO	1	2											3
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4					28
Expedited Passenger Screening Program - TSA Appl		1					3						4
Expedited Passenger Screening Program	2		2	3	3	3	7	4					24
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1	1	2			1						5
Property - Special Handling - Damaged Items - Carry-On			1	2									3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening				1	1			1					3
Screening - Procedures/Process				1	1			1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MGM</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>39</b>
<b>2019</b>				<b>3</b>		<b>3</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>14</b>
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service									1			1	2
Customer Service - Others												1	1
Customer Service - TSO										1			1
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				2		1					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening								1	2	1			4
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process								1					1
<b>2020</b>				<b>2</b>						<b>1</b>		<b>1</b>	<b>4</b>
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1								1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2021</b>	<b>1</b>		<b>1</b>						<b>1</b>	<b>3</b>	<b>1</b>		<b>7</b>
Customer Service			1							1	1		3
Customer Service - TSO			1							1	1		3
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Ombudsman										1			1
Ombudsman - General										1			1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2022</b>	<b>2</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>					<b>14</b>
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	2			1	2	1	2					10
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2			1	2	1	2					9
Patdown							1						1
Patdown - Flyer							1						1
Screening								2					2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MHK</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>26</b>
<b>2019</b>				<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>3</b>	<b>7</b>
Mishandling of Passenger Property				1	1				1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1				1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>3</b>			<b>1</b>				<b>1</b>			<b>8</b>
Mishandling of Passenger Property	1	1	1										3
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Dam	1	1											2
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling		1				1							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checke		1											1
Screening				2									2
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>6</b>
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Touch Av		1											1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>		<b>1</b>	<b>2</b>						<b>2</b>				<b>5</b>
Expedited Passenger Screening Program		1	1						2				4
Expedited Passenger Screening Program - TSA PreC		1	1						2				4
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MHT</b>	<b>17</b>	<b>9</b>	<b>11</b>	<b>14</b>	<b>11</b>	<b>20</b>	<b>10</b>	<b>17</b>	<b>15</b>	<b>19</b>	<b>7</b>	<b>13</b>	<b>163</b>
<b>2019</b>				<b>5</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>58</b>
Customer Service						2			4		1	1	8
Customer Service - Others						1			2				3
Customer Service - TSO						1			2		1	1	5
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property				3	1	2		4	4	3	2	2	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				3		2		3	3	2	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1	1	1	1		5
Patdown						1	1			1			3
Patdown - Children										1			1
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)						1				1			2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling				1	1	2	2	3	1	5	2	1	18
Property - Special Handling - Damaged Items - Checked						2	1			2			5
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1	1		1	3		3	2	1	12
Screening							1	2		1			4
Screening - Procedures/Process							1	2		1			4
<b>2020</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>			<b>2</b>	<b>3</b>		<b>2</b>	<b>31</b>
Customer Service	2	1		1		1							5
Customer Service - TSO	2	1		1		1							5
Locks	2			1									3
Locks - Missing or Damaged Lock	2			1									3
Mishandling of Passenger Property	1	1	2		3				1	2			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1	1	1		3				1	2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			1										1
Patdown - Flyer		1											1
Property - Special Handling	3								1	1		2	7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On	3											1	4
Screening	1			2	2								5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			2	1								4
<b>2021</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>29</b>
Customer Service	1						1			2			4
Customer Service - Others										2			2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program					1	2			2	2	2	4	13
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck					1	2			2	2	2	3	12
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Real ID									1				1
Mishandling of Passenger Property		1		1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back		1		1			1						3
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	1								1	1		2	5
Property - Special Handling - Damaged Items - Checked	1								1	1			3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2022</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>4</b>	<b>7</b>					<b>45</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2	4	9	3	1	8	4	5					36
Expedited Passenger Screening Program - TSA Application Program				2				1					3
Expedited Passenger Screening Program - TSA PreCheck	2	4	9	1	1	8	4	4					33
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	1					2							3
Screening - Procedures/Process	1					2							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MIA</b>	<b>248</b>	<b>281</b>	<b>368</b>	<b>551</b>	<b>486</b>	<b>547</b>	<b>406</b>	<b>441</b>	<b>242</b>	<b>250</b>	<b>293</b>	<b>226</b>	<b>4,339</b>
<b>2019</b>				<b>148</b>	<b>113</b>	<b>137</b>	<b>132</b>	<b>137</b>	<b>122</b>	<b>136</b>	<b>158</b>	<b>99</b>	<b>1,182</b>
Civil Rights				2	1	4	1	3	9	3	3	2	28
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns									2				2
Civil Rights - Headwear										1			1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination					1	3	1	3	6	2	2		18
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1			1	3
Customer Service				23	19	17	19	24	14	13	24	19	172
Customer Service - CSM											1		1
Customer Service - Others				1	3	2	3	5		1	3		18
Customer Service - TSO				22	16	15	16	19	14	12	20	19	153
Locks				14	7	19	14	17	10	12	15	4	112
Locks - General					1								1
Locks - Missing or Damaged Lock				14	6	19	14	17	10	12	15	4	111
Lost and Found				1			2			2		1	8
Lost and Found - Airport/TSA				1			2			2		1	8
Mishandling of Passenger Property				50	37	45	41	42	32	54	60	40	401
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	2	2	1		4	2	3	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				45	29	35	38	38	26	46	52	32	341
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1					3	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	6	7	1	3	6	4	3	4	36
Patdown				1	2	2	1		2	5	3	4	20
Patdown - Flyer				1	2	1	1		2	5	3	4	19
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				3	6	2	4	6	5	5	3	3	37
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1	1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes							1		2	1		1	5
Persons w/ Disabilities (PWD) - General						2					1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			1		1	1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1		2			1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1	3	1				7
Property - Special Handling				41	30	30	44	30	30	38	37	20	300
Property - Special Handling - Damaged Items - Carry-On				1	2	2	2	4	3	4	4	4	26
Property - Special Handling - Damaged Items - Checked				9	4	9	7	5	8	10	7	6	65
Property - Special Handling - Missing Items - Carry-On				3	10	3	8	5	10	1	2	5	47
Property - Special Handling - Missing Items - Checked				28	14	16	27	16	9	23	24	5	162
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				13	11	16	8	15	17	4	13	6	103
Screening - International Screening									1	1			2
Screening - Lengthy Lines					4	4	1	4	2	1	2	1	19
Screening - Procedures/Process				13	6	11	6	10	14	2	9	5	76
Screening - Retrieving Abandoned/Confiscated Items						1		1			1		3
Screening - Security Breach							1				1		2
Screening - Shoe Screening					1								1
<b>2020</b>	<b>116</b>	<b>116</b>	<b>157</b>	<b>155</b>	<b>149</b>	<b>98</b>	<b>15</b>	<b>18</b>	<b>23</b>	<b>31</b>	<b>20</b>	<b>40</b>	<b>938</b>
Civil Rights	4	1	7	2	1	6			1		2		24
Civil Rights - Age			2										2
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	2	1	2	1		5			1		2		14
Civil Rights - Sex/Gender/Gender Identity	2		2		1	1							6
Customer Service	13	15	29	14	22	17	2	4	3	4	2	6	131
Customer Service - Others		1	1	2	1			1	1				7
Customer Service - TSO	13	14	28	12	21	17	2	3	2	4	2	6	124
Locks	10	14	21	14	16	10		1	2	1		3	92
Locks - General		1			1								2
Locks - Missing or Damaged Lock	10	13	21	14	15	10		1	2	1		3	90
Lost and Found	2		1		1	1				1			6
Lost and Found - Airport/TSA	2		1		1	1				1			6
Mishandling of Passenger Property	41	39	41	52	47	30	8	4	7	10	3	12	294
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1			2	2				1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	37	34	35	41	38	26	5	2	5	9	3	11	246
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	1		1				2					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	4	6	8	7	4	3		1	1		1	37
Patdown	4	4	2	4									14
Patdown - Flyer	4	4	1	4									13
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	10	8	7	5	3			1	3			38
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes		4			1								5
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1				1							2
Persons w/ Disabilities (PWD) - General		1	1						1				3



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary		2	1										3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	1								3
Persons w/ Disabilities (PWD) - Ostomy/	1				1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2	1		1				1			6
Property - Special Handling	29	24	31	43	41	24	4	7	9	7	9	14	242
Property - Special Handling - Damaged It	1	2	7	6	3	1		1	1		2		24
Property - Special Handling - Damaged It	6	11	7	6	6	7	1	2	2	1		3	52
Property - Special Handling - Missing Item	6	2	3	5	5	5	1	1	1	1	3	2	35
Property - Special Handling - Missing Item	16	9	14	26	27	11	2	3	5	5	4	9	131
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	12	9	17	19	15	7	1	2		5	4	5	96
Screening - Lengthy Lines	3	1	2	2	1	1						1	11
Screening - Procedures/Process	7	8	15	17	10	5		2		5	4	4	77
Screening - Retrieving Abandoned/Confis	1				2		1						4
Screening - Security Breach	1				2	1							4
<b>2021</b>	<b>30</b>	<b>33</b>	<b>30</b>	<b>43</b>	<b>38</b>	<b>64</b>	<b>56</b>	<b>97</b>	<b>97</b>	<b>83</b>	<b>115</b>	<b>87</b>	<b>773</b>
Airline						1	1	1					3
Airline - Policy/Regulations/Service						1	1	1					3
Animals						1							1
Animals - Carry-On						1							1
Civil Rights			1	2		3	1	1	3	1	9	6	27
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination				1		2	1	1	3	1	6	4	19
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1							2	2	6
Civil Rights - Sexual Orientation - Not Transgender						1							1
Claims			1		1	1			1				4
Claims - General			1		1	1			1				4
Customer Service		1	13	11	9	12	10	20	26	19	24	10	155
Customer Service - CSM			1										1
Customer Service - Others							1			1			2
Customer Service - TCC			1										1
Customer Service - TSO		1	11	11	9	12	9	20	26	18	24	10	151
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program				2	2	11	14	19	25	37	37	41	188
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - Known Crew Member									1				1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1	2	2		11
Expedited Passenger Screening Program - TSA PreCheck				2	2	9	12	16	23	35	35	41	175
Hazardous Materials Safety			2			1							3
Hazardous Materials Safety - General			2			1							3
Identification (ID) Requirements				1		1	1	2				1	5
Identification (ID) Requirements - Domestic						1	1	1				1	4
Identification (ID) Requirements - Real ID									1				1
Locks	2	2		2	1	2	1	1	1		2	1	15
Locks - Missing or Damaged Lock	2	2		2	1	2	1	1	1		2	1	15
Lost and Found		1		1			1	1				1	5
Lost and Found - Airport/TSA		1		1			1	1				1	5
Mishandling of Passenger Property	11	9	5	11	10	4	4	12	4	3	6	1	80
Mishandling of Passenger Property - Dam	1	1	1	1	2	1	1	2	2	1	1	1	15
Mishandling of Passenger Property - Dam	8	8	3	10	7	3	3	9	1	2	5		59
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1		1		1			1	1				5
No Jurisdiction			1			2		3	4		2		12
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			1			1		1	3		1		7
No Jurisdiction - Refer to Other						1		1	1		1		4
Patdown	1					1	1	2	2	1	2	1	11
Patdown - Children											1		1
Patdown - Flyer	1					1		2		1	1	1	7
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1	1				2	3	5	3	1	6	3	25
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General						1		1				1	3
Persons w/ Disabilities (PWD) - Hearing Impairment								1			3		4
Persons w/ Disabilities (PWD) - Internal Medical Devices								2				1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1	1				1	1				1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1	1	1		4
Prohibited & Permitted Items			1	3				1	3	2	2		12
Prohibited & Permitted Items - Alcohol and Tobacco				3					2	2			7
Prohibited & Permitted Items - Electronic Devices											1		1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling	11	14	5	7	11	15	6	13	15	14	15	14	140
Property - Special Handling - Damaged Items - Carry		2			2		1	1	3	5	4	8	26
Property - Special Handling - Damaged Items - Missing Item	1	1		1	4	8	2	4	4	2	5	1	33
Property - Special Handling - Missing Items	1				1	1	2	2	2	1	1	3	14
Property - Special Handling - Missing Items - Damaged	9	11	5	6	4	6	1	6	6	6	5	2	67
Screening	4	5	1	3	4	7	13	16	9	5	9	8	84
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1	2	2	4		2		12
Screening - Lengthy Lines		1			1	2	2	6	1	2	1	1	17
Screening - Opposite Gender													1
Screening - Procedures/Process	4	4	1	3	2	4	9	7	4	2	6	5	51
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Shoe Screening												1	1
Transfer to Security Specialist									1				1
Transfer to Security Specialist - Reportable Communication									1				1
<b>2022</b>	<b>102</b>	<b>132</b>	<b>181</b>	<b>205</b>	<b>186</b>	<b>248</b>	<b>203</b>	<b>189</b>					<b>1,446</b>
Airline					1	1	1	2					5
Airline - Policy/Regulations/Service					1	1	1	2					5
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	5	3	2	4	5	5	10	4					38
Civil Rights - Age				1			1						2
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 - Profiling						1	1						2
Civil Rights - Race						4	4	4					12
Civil Rights - Racial Profiling or Discrimination	2	3	1	2	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				3						4
Civil Rights - Sexual Orientation - Not Transgender	1				1								2
Civil Rights - Transgender Screening					1								1
Claims	1							2					3
Claims - General	1							2					3
Customer Service	16	22	32	37	25	32	27	22					213
Customer Service - TSO	16	22	32	37	25	32	27	22					213
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	48	77	100	108	104	126	111	111					785
Expedited Passenger Screening Program - DoD			1			1	2	1					5
Expedited Passenger Screening Program - TSA/DHS	2	4	6	2	2	7	3	4					30
Expedited Passenger Screening Program - TSA/DHS	46	72	93	106	102	118	106	106					749
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domestic		1		1									2
Locks	1		1	2	1	2	1	1					9
Locks - Missing or Damaged Lock	1		1	2	1	2	1	1					9
Lost and Found	1	1		1		1		1					5
Lost and Found - Airport/TSA	1	1		1		1		1					5
Mishandling of Passenger Property	3	1	4	4	2	4	8	4					30
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1		1	3	1					8
Mishandling of Passenger Property - Damaged/Missing Items--M	3		2	3	1	3	5	3					20
Mishandling of Passenger Property - Disarrayed Item		1			1								2
No Jurisdiction		3	3	2	3	4	1	4					20
No Jurisdiction - No Referral		1				1		2					4
No Jurisdiction - Refer to CBP		1		2	3			2					8
No Jurisdiction - Refer to Other		1	3			3	1						8
Patdown		1	2	3	4	3	6						19
Patdown - Children					1		1						2
Patdown - Flyer		1	2	3	3	2	4						15
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)		1	2	3	4	9	9	5					33
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1		1	1					4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						2	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General		1			1	1		1					4
Persons w/ Disabilities (PWD) - Hearing Impairment								2					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1	2						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	2	1					5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1			1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2		1					3
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Property - Special Handling	14	9	6	18	13	19	8	15					102
Property - Special Handling - Damaged Items - Carry	3	1	1	6	1	5	1	4					22
Property - Special Handling - Damaged Items - Missing Item	3	2	2	3	2	1	3	2					18
Property - Special Handling - Missing Items	3	3	2	4	5	7	2	6					32

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	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/Confiscated Items				1		3	2	2					8
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication			1										1
TWIC	1												1
TWIC - General	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MKE</b>	<b>37</b>	<b>38</b>	<b>50</b>	<b>37</b>	<b>31</b>	<b>56</b>	<b>69</b>	<b>58</b>	<b>31</b>	<b>34</b>	<b>41</b>	<b>57</b>	<b>539</b>
<b>2019</b>				<b>8</b>	<b>9</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>23</b>	<b>26</b>	<b>135</b>
Civil Rights				1				3	1		1	3	9
Civil Rights - Racial Profiling or Discrimination								3	1		1	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1								1	2
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				1			1	4	1	1	1	2	11
Customer Service - TSO				1			1	4	1	1	1	2	11
Locks									1	1	5	3	10
Locks - Missing or Damaged Lock									1	1	5	3	10
Lost and Found					1				1			2	4
Lost and Found - Airport/TSA					1				1			2	4
Mishandling of Passenger Property				1	1	4	6	4	9	5	5	7	42
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1				2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		3	4	3	9	5	5	5	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	2						4
Patdown				1	2	1				1			5
Patdown - Flyer				1	1	1				1			4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)									1	1	1	1	4
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling				4	3	5	4	2		3	5	5	31
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	1	1					2	4	9
Property - Special Handling - Missing Items - Carry-On					1	1	1	1		1			4
Property - Special Handling - Missing Items - Checked				3	1	3	3	1		2	3	1	17
Screening					2	2	3	2		2	5	3	19
Screening - Inconsistency					1						1		2
Screening - Procedures/Process					1	1	2	2		2	4	3	15
Screening - Security Breach						1	1						2
<b>2020</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>102</b>
Civil Rights	1				1						1	1	4
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity	1				1							1	3
Customer Service	1		1	1		1	1	2	1		1	1	10
Customer Service - TSO	1		1	1		1	1	2	1		1	1	10
Locks	1									1	1	2	5
Locks - Missing or Damaged Lock	1									1	1	2	5
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	5	6	9	4	2	1	1			2	6	3	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	5	6	3	2	1	1			2	5	3	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		2	1							1		5
Patdown				1								1	2
Patdown - Flyer				1								1	2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling	2	4	3	7	1	2			3	3	1	2	28
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Checked		3		2					1	1		1	8
Property - Special Handling - Missing Items - Carry-On		1	1			2							4
Property - Special Handling - Missing Items - Checked	2		2	5	1					2	1	1	14
Screening	2	3	1	1	2	1			1				11
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	2	1	1	1	1							8
Screening - Retrieving Abandoned/Confiscated Items	1								1				2
<b>2021</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>8</b>	<b>21</b>	<b>97</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1		2							1		2	6
Civil Rights - Racial Profiling or Discrimination	1		1							1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1									1	2
Customer Service		1		1			2	1	1		3	2	11
Customer Service - Others							1						1
Customer Service - TSO		1		1			1	1	1		3	2	10
Expedited Passenger Screening Program			1			1	2	11	8	10	3	14	50
Expedited Passenger Screening Program - TSA Application Program								1				3	4
Expedited Passenger Screening Program - TSA PreCheck			1			1	2	10	8	10	3	11	46
Mishandling of Passenger Property		1	1			1	1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1	1			1	1		1			1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3	1		1		1	1	2	1	1	1	1	13
Property - Special Handling - Damaged Items - Carry-On	1					1		1	1		1		5
Property - Special Handling - Missing Items - Carry-On	1											1	2
Property - Special Handling - Missing Items - Checked	1	1		1			1	1		1			6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening			2		1			1		1			5
Screening - Inconsistency										1			1
Screening - Procedures/Process			2		1			1					4
<b>2022</b>	<b>20</b>	<b>22</b>	<b>29</b>	<b>13</b>	<b>14</b>	<b>35</b>	<b>46</b>	<b>26</b>					<b>205</b>
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	1					1		1					3
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Transgender Screening								1					1
Customer Service			3	1			1	1					6
Customer Service - TSO			3	1			1	1					6
Expedited Passenger Screening Program	15	20	22	10	10	30	39	20					166
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		5	2	1	3	1	1						13
Expedited Passenger Screening Program	15	15	20	8	7	28	38	18					149
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1				1					2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property			2			1	1						4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Patdown							3						3
Patdown - Children							1						1
Patdown - Flyer							2						2
Persons w/ Disabilities (PWD)		1			1			2					4
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2			1	2	1	1						7
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items	1			1									2
Property - Special Handling - Missing Items	1				2								3
Property - Special Handling - Missing Items - Checked						1							1
Screening	2		1	1	1	2	1	1					9
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1		1		1					6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MKG</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>					<b>3</b>	<b>1</b>		<b>9</b>
<b>2019</b>				<b>1</b>						<b>3</b>	<b>1</b>		<b>5</b>
Property - Special Handling				1						2			3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked										2			2
Screening										1	1		2
Screening - Procedures/Process										1	1		2
<b>2020</b>	<b>1</b>				<b>2</b>								<b>3</b>
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
<b>2022</b>				<b>1</b>									<b>1</b>
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MKK</b>							1				1		2
<b>2019</b>							1						1
Customer Service							1						1
Customer Service - TSO							1						1
<b>2021</b>											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA Application Program											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLB</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>62</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>24</b>
Civil Rights							1	1		1			3
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service						1		1	1				3
Customer Service - Others								1					1
Customer Service - TSO						1			1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		2		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1		1	5
Patdown						1			1				2
Patdown - Flyer						1			1				2
Property - Special Handling							1	1	2		1	2	7
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1	1			2	4
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>		<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>		<b>13</b>
Customer Service			2	1									3
Customer Service - Others			1										1
Customer Service - TSO			1	1									2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1												1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling			1	1				1			1		4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening		1	1							1			3
Screening - Inconsistency			1										1
Screening - Procedures/Process		1											2
<b>2021</b>					<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>6</b>
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
<b>2022</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>					<b>19</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1		2	1		2	6	2					14
Expedited Passenger Screening Program	1		2	1		2	6	2					14
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown								1					1
Patdown - Flyer								1					1
Screening						1	1						2
Screening - Procedures/Process						1	1						2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLI</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>68</b>
<b>2019</b>						<b>1</b>		<b>3</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>11</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service									1				1
Customer Service - TSO									1				2
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property								1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1		1				2
Screening - Procedures/Process							1		1				2
<b>2020</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1			2
Patdown		1			1								2
Patdown - Flyer		1			1								2
Property - Special Handling				2					1		1	1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				2					1				3
Screening			1										1
Screening - Inconsistency			1										1
<b>2021</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>		<b>1</b>		<b>4</b>	<b>1</b>	<b>15</b>
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program				1			1		1		4		7
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA PreCheck				1			1		1		3		6
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening			1										1
Screening - Procedures/Process			1										2
<b>2022</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>6</b>					<b>31</b>
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4					28
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program	1	1	2	4	1	6	8	4					27
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Screening								1	1				2
Screening - Procedures/Process							1	1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLU</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>		<b>3</b>	<b>4</b>	<b>36</b>
<b>2019</b>				<b>2</b>	<b>1</b>				<b>4</b>		<b>2</b>	<b>1</b>	<b>10</b>
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Mishandling of Passenger Property									2		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2				2
Property - Special Handling				2								1	3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Checked												1	1
Screening									1		1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>2</b>	<b>2</b>		<b>3</b>					<b>1</b>		<b>1</b>		<b>9</b>
Customer Service		1											1
Customer Service - TSO		1											1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling				1					1		1		3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1		2									4
Screening - Children				1									1
Screening - Inconsistency				1									1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1											1
<b>2021</b>				<b>2</b>		<b>2</b>		<b>1</b>	<b>1</b>			<b>3</b>	<b>9</b>
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1								2	3
Screening - Inconsistency												1	1
Screening - Procedures/Process				1								1	2
<b>2022</b>			<b>3</b>			<b>2</b>	<b>2</b>	<b>1</b>					<b>8</b>
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1					3
Expedited Passenger Screening Program - TSA Application Proq			1										1
Expedited Passenger Screening Program - TSA PreCheck							1	1					2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General			1										1
Patdown							1						1
Patdown - Flyer							1						1
Screening								1					1
Screening - Inconsistency								1					1

TSA Contact Center (TCC) Data Tool - FOIA

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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MOB</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>82</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>25</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service						1	1		2	1	1	1	7
Customer Service - Others										1	1		2
Customer Service - TSO					1		1		2			1	5
Locks				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property				1			1	4	1	1	2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	4	1		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>2</b>			<b>1</b>		<b>2</b>	<b>3</b>	<b>19</b>
Customer Service	1					1						1	3
Customer Service - TSO	1					1						1	3
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown		2	1						1		1		5
Patdown - Children									1				1
Patdown - Flyer		2	1								1		4
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Property - Special Handling	1	1	1	1								1	5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Item	1	1		1								1	4
Screening				1									1
Screening - Children				1									1
<b>2021</b>	<b>1</b>		<b>1</b>					<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>12</b>
Civil Rights										1			1
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1					1	1		1	1	5
Expedited Passenger Screening Program - TSA PreCheck			1					1	1		1	1	5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
<b>2022</b>	<b>1</b>	<b>1</b>	<b>4</b>		<b>4</b>	<b>7</b>	<b>8</b>	<b>1</b>					<b>26</b>
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service							3						3
Customer Service - TSO							3						3
Expedited Passenger Screening Program	1		3		2	7	3						16
Expedited Passenger Screening Program	1		3		2	7	3						16
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening		1			1								2
Screening - Inconsistency					1								1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MOT</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>34</b>
<b>2019</b>				<b>3</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>8</b>
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property				1					1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening				1									1
Screening - Inconsistency				1									1
<b>2020</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>10</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	1			1		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			1		1					1		4
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling			1			1							2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked						1							1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2021</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>6</b>
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1						1				2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
<b>2022</b>			<b>2</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>					<b>10</b>
Expedited Passenger Screening Program			1		4	1	2	1					9
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA PreCheck			1		4	1	1	1					8
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MRY</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>53</b>
<b>2019</b>				<b>1</b>			<b>2</b>	<b>1</b>	<b>2</b>			<b>3</b>	<b>9</b>
Customer Service							1						1
Customer Service - TSO							1						1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening				1			1		2				6
Screening - Lengthy Lines												2	2
Screening - Procedures/Process				1			1		2				4
<b>2020</b>	<b>2</b>		<b>1</b>										<b>3</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>4</b>		<b>3</b>	<b>1</b>	<b>4</b>	<b>19</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Expedited Passenger Screening Program								2		2	1	3	8
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1		2		2	5
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling						1		1		1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked						1							1
Screening							1	1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process							1						1
<b>2022</b>	<b>5</b>	<b>3</b>		<b>1</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>					<b>22</b>
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights						1							1
Civil Rights - Transgender Screening						1							1
Expedited Passenger Screening Program	4	3		1	3	5	1	3					20
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	4	2		1	3	5	1	3					19

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSL</b>						1		3			1		5
<b>2019</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
<b>2021</b>								1			1		2
Customer Service								1			1		2
Customer Service - TSO								1			1		2
<b>2022</b>						1		1					2
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSN</b>	<b>15</b>	<b>18</b>	<b>20</b>	<b>23</b>	<b>15</b>	<b>39</b>	<b>26</b>	<b>16</b>	<b>11</b>	<b>14</b>	<b>17</b>	<b>10</b>	<b>224</b>
<b>2019</b>				<b>6</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>50</b>
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				1					1			1	3
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				1	2					2	1	1	7
Customer Service - Others					1								1
Customer Service - TSO				1	1					2	1	1	6
Locks							1	1			1		3
Locks - Missing or Damaged Lock							1	1			1		3
Mishandling of Passenger Property							1	1	2	2	2	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1	2	1	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	3
Patdown				1	1		1			1	2	1	7
Patdown - Flyer				1	1		1			1	2	1	7
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				1	1		2	1	2	1	2	1	11
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				1	1		2	1		1	1	1	8
Property - Special Handling - Missing Items - Checked									1		1		2
Screening				2					1	2	1		6
Screening - Procedures/Process				2					1	2	1		6
<b>2020</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>32</b>
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		2	1	1								1	5
Customer Service - TSO		2	1	1								1	5
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Mishandling of Passenger Property			1	1			2				1		6
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			2				1		5
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown	1	1			1								3
Patdown - Flyer	1	1			1								3
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		1	1		1			1	1			6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked				1			1			1			3
Screening	1	1	1	1		1		1					6
Screening - Procedures/Process	1		1	1		1		1					5
Screening - Security Breach		1											1
<b>2021</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>4</b>	<b>5</b>		<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>36</b>
Civil Rights	2	1	1			1							5
Civil Rights - Racial Profiling or Discrimination	2	1	1			1							5
Customer Service				1			1		2	2			6
Customer Service - TSO				1			1		2	2			6
Expedited Passenger Screening Program			1				2		1	1	5	2	12
Expedited Passenger Screening Program - TSA PreCheck			1				2		1	1	5	2	12
Mishandling of Passenger Property							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1		1			1	3
Patdown - Flyer							1		1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	1									1			2
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening				2			1						4
Screening - Children							1						1
Screening - Procedures/Process				2								1	3
<b>2022</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>8</b>	<b>8</b>	<b>30</b>	<b>16</b>	<b>11</b>					<b>106</b>
Civil Rights				1					1				2
Civil Rights - Race									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		4										6
Customer Service - TSO	2		4										6
Expedited Passenger Screening Program	4	12	6	8	8	28	14	8					88
Expedited Passenger Screening Program	2	3	1										6
Expedited Passenger Screening Program	2	9	5	8	8	28	14	8					82
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1						1	1					3
Patdown - Flyer	1						1	1					3
Property - Special Handling				1									1



TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSO</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>79</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>15</b>
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property							2		1		2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Checked				1						1			2
Screening										1			1
Screening - Crew Member or Airline Employee										1			1
<b>2020</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>		<b>11</b>
Customer Service											1		1
Customer Service - TSO											1		1
Locks				1		1				1			3
Locks - Missing or Damaged Lock				1		1				1			3
Mishandling of Passenger Property	2					1							3
Mishandling of Passenger Property - Dam	2					1							3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
<b>2021</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>20</b>
Customer Service	1			1						1			3
Customer Service - TSO	1			1						1			3
Expedited Passenger Screening Program						2			2		3	4	11
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck						2			1		3	4	10
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
<b>2022</b>	<b>3</b>	<b>3</b>		<b>7</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>6</b>					<b>33</b>
Expedited Passenger Screening Program	3	3		7	6	5	3	4					31
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3		7	5	5	3	4					30
Screening								2					2
Screening - Inconsistency								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSP</b>	<b>198</b>	<b>216</b>	<b>191</b>	<b>252</b>	<b>255</b>	<b>296</b>	<b>255</b>	<b>260</b>	<b>129</b>	<b>144</b>	<b>175</b>	<b>193</b>	<b>2,564</b>
<b>2019</b>				<b>43</b>	<b>36</b>	<b>55</b>	<b>50</b>	<b>54</b>	<b>69</b>	<b>62</b>	<b>82</b>	<b>88</b>	<b>539</b>
Civil Rights				2	2			4	3	4	5	3	23
Civil Rights - Age									1		1		2
Civil Rights - Hair Patdowns						1						1	2
Civil Rights - National Origin								2					2
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimination				1	1				2	1		2	7
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Screening of Religious or Cultural Garments								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							4		5
Customer Service				8	8	10	14	9	7	12	15	12	95
Customer Service - Others									1				1
Customer Service - TSO				8	8	10	14	9	6	12	15	12	94
Locks					4	1	2	1	5	1	2	3	19
Locks - Missing or Damaged Lock					4	1	2	1	5	1	2	3	19
Lost and Found				2				2	1	1			6
Lost and Found - Airport/TSA				2				2	1	1			6
Mishandling of Passenger Property				11	4	8	6	8	14	10	14	16	91
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			3	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	4	5	5	6	12	5	11	10	65
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4		2	1	1	2	5		4	19
Patdown					2	3	4	2	6	2	3	5	27
Patdown - Children							1		1			1	3
Patdown - Flyer					2	3	3	2	5	1	2	3	21
Patdown - Flyer as Observer											1	1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				2	3	4	4	6	2	6	8	5	40
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes								3	1	2		1	7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				3	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1					1	2	2	7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1		1	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	2		1			1		6
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling				13	5	17	10	14	21	16	18	15	129
Property - Special Handling - Damaged Items - Carry-On				2					1	2	2		7
Property - Special Handling - Damaged Items - Checked				4		6		3	4	4	6	5	32
Property - Special Handling - Missing Items - Carry-On				5	3	4	3	5	4	2		2	28
Property - Special Handling - Missing Items - Checked				2	2	7	7	6	12	8	10	8	62
Request for Assistance								1		1			2
Request for Assistance - Other								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				5	8	12	9	8	11	8	16	29	106
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency						1			1			1	3
Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process				3	6	8	8	3	7	6	10	19	70
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach							1						1
<b>2020</b>	<b>75</b>	<b>58</b>	<b>55</b>	<b>63</b>	<b>63</b>	<b>25</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>17</b>	<b>28</b>	<b>16</b>	<b>420</b>
Civil Rights	5	4	2	3	4	1		1	1	2	3	3	29
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns				1						1		1	3
Civil Rights - National Origin	1						1				2		4
Civil Rights - Racial Profiling or Discrimination	2	4	2	1				1	1	1	1	2	15
Civil Rights - Sex/Gender/Gender Identity	2			1	2								5
Civil Rights - Transgender Screening					1								1
Customer Service	14	7	14	12	12	5		3		3	4	1	75
Customer Service - Others		2			1			1					4
Customer Service - TSO	14	5	14	12	11	5		2		3	4	1	71
Locks	3	2	1	3	3	1	1	1	1		1		17
Locks - Missing or Damaged Lock	3	2	1	3	3	1	1	1	1		1		17
Lost and Found	4	6	2	4	1	2				1			20
Lost and Found - Airport/TSA	4	6	2	4	1	2				1			20
Mishandling of Passenger Property	14	8	14	13	16	8		1	2	1	8	2	87
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	3	3	2				1				11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	13	7	9	9	10	5		1		1	8	1	64
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	2	6	1	1	3	2				1	1	2	19
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive	1	1											2
Persons w/ Disabilities (PWD) - Diabetes						2						1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1							1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	1				1					1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	12	14	9	14	11	2		2	3	4	7	4	82
Property - Special Handling - Damaged Items - Carry		5		3						2	2	1	10
Property - Special Handling - Damaged It	1	2	1	3	1				2	2	1	1	14
Property - Special Handling - Missing Item	4	3	1	3	2							2	15
Property - Special Handling - Missing Item	7	4	7	5	8	2		2	1	2	4	1	43
Request for Assistance	2									1			3
Request for Assistance - Other	2									1			3
Screening	16	7	8	8	11	4	1	1	1	4	4	4	69
Screening - Inconsistency				1						1	1	1	4
Screening - Lengthy Lines	4	1	1	2	2								10
Screening - Procedures/Process	11	6	6	4	9	4	1	1	1	3	3	3	52
Screening - Retrieving Abandoned/Confis	1		1										2
Screening - Security Breach				1									1
<b>2021</b>	<b>21</b>	<b>15</b>	<b>13</b>	<b>12</b>	<b>18</b>	<b>32</b>	<b>39</b>	<b>39</b>	<b>52</b>	<b>65</b>	<b>65</b>	<b>89</b>	<b>460</b>
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	2	1			1			1		2	2	1	10
Civil Rights - Racial Profiling or Discrimin	2							1			2	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1					1			3
Civil Rights - Transgender Screening										1			1
Customer Service	6	1	5	3	7	4	7	5	9	10	10	8	75
Customer Service - Others												1	1
Customer Service - TCC					1								1
Customer Service - TSO	6	1	5	3	6	4	7	5	9	10	10	7	73
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program			3		3	15	16	16	26	35	37	59	210
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA Application Prog			1			1	5	1	3	1	3	8	23
Expedited Passenger Screening Program - TSA PreCheck			2		3	14	11	15	23	34	33	51	186
General Aviation				1									1
General Aviation - General				1									1
Identification (ID) Requirements				1			1		1	1			4
Identification (ID) Requirements - Domestic				1			1			1			3
Identification (ID) Requirements - Real ID									1				1
Locks	2						1	1		1			5
Locks - General								1					1
Locks - Missing or Damaged Lock	2						1			1			4
Lost and Found					1		1	1					3
Lost and Found - Airport/TSA					1		1	1					3
Mishandling of Passenger Property	3	5		4	1		2				3		18
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Dam	1	5		2	1		2				2		13
Mishandling of Passenger Property - Disa	1										1		2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown		1	1		1	1		1	2	4	4	2	17
Patdown - Children									1			1	2
Patdown - Flyer		1			1	1		1	1	3	3	1	12
Patdown - Flyer as Observer			1							1			2
Patdown - General											1		1
Persons w/ Disabilities (PWD)	4	1			1	1	2	1	4	2		2	18
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - General						1	1		1				3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medical [	2												2
Persons w/ Disabilities (PWD) - Medically Necessary		1							1			1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		2				3
Prohibited & Permitted Items			1			1		1	1	1		2	7
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1									2	3
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	2	3	1	1		4	6	5	4	5	4	3	38
Property - Special Handling - Damaged Items - Carry-On							1				1		2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Property - Special Handling - Damaged Items - Check			1		1			1	2		2	1	1	9
Property - Special Handling - Missing Items - Carry-Over			1				1	2	2	1	1	1	1	10
Property - Special Handling - Missing Items - Checked	2	1	1				3	2	1	3	2	1	1	17
Request for Assistance													1	1
Request for Assistance - Other													1	1
Screening	2	2	1	2	3	5	3	6	5	4	5	10		48
Screening - Inconsistency					2							1		3
Screening - Lengthy Lines						2	2	1	1				2	8
Screening - Procedures/Process	2	2	1	2	1	3	1	4	4	4	3	8		35
Screening - Retrieving Abandoned/Confiscated Items								1			1			2
<b>2022</b>	<b>102</b>	<b>143</b>	<b>123</b>	<b>134</b>	<b>138</b>	<b>184</b>	<b>163</b>	<b>158</b>						<b>1,145</b>
Additional Information Required/Insufficient Information			1											1
Additional Information Required/Insufficient Information - Other			1											1
Airline				1										1
Airline - Policy/Regulations/Service				1										1
Civil Rights	2	2	2		2	2	3							13
Civil Rights - Age	1							1						2
Civil Rights - Civil Rights Violation (TSA Employee)			1											1
Civil Rights - Hair Patdowns		1												1
Civil Rights - Perceived Religion								1						1
Civil Rights - Race						2								2
Civil Rights - Racial Profiling or Discrimination	1	1			1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1						2
Civil Rights - Transgender Screening				1										1
Claims			1					1						2
Claims - Status			1					1						2
CSM/Stakeholder Follow-up								1						1
CSM/Stakeholder Follow-up - General								1						1
Customer Service	10	11	4	11	4	12	7	9						68
Customer Service - CSM				1										1
Customer Service - Others				2		1								3
Customer Service - TSO	10	11	4	8	4	11	7	9						64
Expedited Passenger Screening Program	72	107	92	100	117	159	127	130						904
Expedited Passenger Screening Program - DoD		1			1		1	4						7
Expedited Passenger Screening Program - Other	2	13	6	7	5		6	9						48
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	70	93	86	93	111	159	120	116						848
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1						1
Hazardous Materials Safety		1		1										2
Hazardous Materials Safety - General		1		1										2
Locks							2	1						3
Locks - General								1						1
Locks - Missing or Damaged Lock							2							2
Lost and Found					2									2
Lost and Found - Airport/TSA					2									2
Mishandling of Passenger Property		2	2	2	4		2	4						16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1	2	1	2			1	3						10
Mishandling of Passenger Property - Disarrayed Item	1				1			1						3
No Jurisdiction		1		1			1	2						5
No Jurisdiction - No Referral				1										1
No Jurisdiction - Refer to CBP		1					1	2						4
Patdown	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
Persons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1						20
Persons w/ Disabilities (PWD) - Autism Spectrum				1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1	1											2
Persons w/ Disabilities (PWD) - Diabetes				2										2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1								1
Persons w/ Disabilities (PWD) - General			1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1						1	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1		1		2							4
Persons w/ Disabilities (PWD) - Prostheses	1	1												2
Persons w/ Disabilities (PWD) - Respirators	1													1
Persons w/ Disabilities (PWD) - Wheelchairs	2	1												3
Prohibited & Permitted Items		1												1
Prohibited & Permitted Items - Breast Milk/Baby Formula		1												1
Property - Special Handling	5	1	7	4	2	3	2	3						27
Property - Special Handling - Damaged Items - Checked	1		3		1			3						8
Property - Special Handling - Damaged Items - Carry-Over	1		1	1	1	1								5
Property - Special Handling - Missing Items - Checked	3		1	2		1	1							8
Property - Special Handling - Missing Items - Carry-Over	1	2	1			1	1							6
Screening	6	6	9	8	4	3	12	9						57
Screening - Inconsistency	2	1		1	1		2	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/Confiscated Items			2	1										3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSY</b>	<b>104</b>	<b>111</b>	<b>102</b>	<b>131</b>	<b>130</b>	<b>183</b>	<b>189</b>	<b>213</b>	<b>94</b>	<b>105</b>	<b>97</b>	<b>70</b>	<b>1,529</b>
<b>2019</b>				<b>39</b>	<b>32</b>	<b>44</b>	<b>57</b>	<b>73</b>	<b>51</b>	<b>46</b>	<b>45</b>	<b>38</b>	<b>425</b>
Civil Rights				1	1	2	2	3	2	1			5
Civil Rights - Constitutional Rights													2
Civil Rights - Perceived Religion													1
Civil Rights - Racial Profiling or Discrimination						1	2	2	1			3	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1			1	1	1			5
Customer Service				11	7	11	19	24	15	5	10	7	109
Customer Service - Others						1							1
Customer Service - TSO				11	7	10	19	24	15	5	10	7	108
Locks				2		4	4	2	5	4	1	1	23
Locks - Missing or Damaged Lock				2		4	4	2	5	4	1	1	23
Lost and Found							3		2		1	1	7
Lost and Found - Airport/TSA							3		2		1	1	7
Mishandling of Passenger Property				8	12	6	13	14	8	14	11	7	93
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1	2	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	9	5	11	11	6	9	8	5	72
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1		3	1	3	1	1	12
Patdown					2		2	2	4	3	2	1	16
Patdown - Flyer					2		2	1	4	3	2	1	15
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				3	1	9	5	7	2	2	4	2	35
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes				1		1					1	1	4
Persons w/ Disabilities (PWD) - General				1		1	2						4
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						3	1				1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		2					3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals						1		1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1					1	1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2		1			5
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling				14	7	5	7	9	6	13	10	11	82
Property - Special Handling - Damaged Items - Carry-On				3	1	1	1	2	1				9
Property - Special Handling - Damaged Items - Checked				4	2		3	2		2	2	3	18
Property - Special Handling - Missing Items - Carry-On				5		2	1	2	1	2	3	4	20
Property - Special Handling - Missing Items - Checked				2	4	2	2	3	4	9	5	4	35
Screening					2	4	5	12	6	4	6	3	42
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines						1		4			1		6
Screening - Procedures/Process					2	2	5	7	6	4	3	2	31
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach											1	1	2
<b>2020</b>	<b>54</b>	<b>50</b>	<b>42</b>	<b>36</b>	<b>39</b>	<b>32</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>18</b>	<b>16</b>	<b>10</b>	<b>321</b>
Civil Rights	5	2	2	1	1					2			13
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	1	1	1	1	1					2			7
Civil Rights - Sex/Gender/Gender Identity	3		1										4
Customer Service	11	10	10	5	9	1	1		1	7		2	57
Customer Service - Others			1										1
Customer Service - TSO	11	10	9	5	9	1	1		1	7		2	56
Locks	6	2	1	1	1			1			1		13
Locks - Missing or Damaged Lock	6	2	1	1	1			1			1		13
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	9	10	10	13	14	9	1	2	4	2	3	1	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	7	9	8	12	13	7		2	3	2	2	1	66
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1	2	1	2	1					1		10
Patdown	1		2	2	1					1			7
Patdown - Flyer	1		2	2	1					1			7
Persons w/ Disabilities (PWD)	3	5	1	1	1	1			1	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum			1							1			2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	1										2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals									1		1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1		1								2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Medication/Prescription			1										1
Property - Special Handling	6	8	10	8	8	16	3	2	6	1	8	3	79
Property - Special Handling - Damaged Items - Carry-On	1		1	1	1	1					2	1	8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Item	1	3	2	2					1				9
Property - Special Handling - Missing Item	1	1	2	4	2	4		1	2		1		18
Property - Special Handling - Missing Item	4	3	5	1	5	11	3	1	3	1	5	2	44
Screening	13	11	6	5	4	5		2		4	3	2	55
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines	1	3	1										5
Screening - Procedures/Process	12	6	4	5	4	5		2		4	3	2	47
Screening - Security Breach		1											1
<b>2021</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>21</b>	<b>24</b>	<b>31</b>	<b>41</b>	<b>36</b>	<b>22</b>	<b>236</b>
Civil Rights						1	1	1	2	1	3		9
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination									2	1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1				1		3
Customer Service	2	2	3	3	2	4	2	4	7	9	7	3	48
Customer Service - Others								1					1
Customer Service - TSO	2	2	3	3	2	4	2	3	7	9	7	3	47
Expedited Passenger Screening Program			1	2	3	3	8	10	11	20	18	13	89
Expedited Passenger Screening Program - TSA Application Program				1	2	1		1	1		2		8
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	2	8	9	10	20	16	12	80
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	3	2	4	1		1				1	1	15
Mishandling of Passenger Property - Damaged/Missing		1	1	1	1							1	5
Mishandling of Passenger Property - Damaged	2	1	1	3			1				1		9
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown								1				2	3
Patdown - Flyer								1				2	3
Persons w/ Disabilities (PWD)		1		1				1	1	2	2		8
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals								1		1			2
Prohibited & Permitted Items				1	1				1	1			4
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1					1			2
Property - Special Handling	6	3			1	1	5	1	6	2	2	2	29
Property - Special Handling - Damaged Item	1	1							3	1			6
Property - Special Handling - Damaged Item	2	2			1		2		2	1	1	1	12
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	2				1	3	1	1			1	1	10
Screening	1	2		1	2	1	4	5	3	6	2	1	28
Screening - Inconsistency					2			1			1		4
Screening - Lengthy Lines								2	2	3	1	1	9
Screening - Procedures/Process	1	2		1		1	4	2	1	3			15
<b>2022</b>	<b>39</b>	<b>50</b>	<b>54</b>	<b>44</b>	<b>48</b>	<b>97</b>	<b>106</b>	<b>109</b>					<b>547</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2	1					1						4
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination	2												2
Civil Rights - Transgender Screening		1											1
Customer Service	2	3	3	2	4	5	10	10					39
Customer Service - TSO	2	3	3	2	4	5	10	10					39
Expedited Passenger Screening Program	28	36	44	36	40	79	76	86					425
Expedited Passenger Screening Program - DoD		1		1			4						6
Expedited Passenger Screening Program	3	1	2		1		4	8					19
Expedited Passenger Screening Program	24	34	41	35	39	79	68	78					398
Expedited Passenger Screening Program	1		1										2
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property		1		1		1	3	3					9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing		1		1		1	2	2					7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown		1	1		1	1	2	1					7
Patdown - Flyer		1			1	1	2	1					6
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	2			1	3	5	1					13
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1				1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prostheses		1						1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1	1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Food/Beve		1											1
Property - Special Handling		4	3	2	3		2	1	1				16
Property - Special Handling - Damaged It		1		1	2								4
Property - Special Handling - Damaged It		1					1						2
Property - Special Handling - Missing Items - Carry-C			2		1								3
Property - Special Handling - Missing Item		2	1	1			1	1	1				7
Screening		1	3	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MTJ</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>24</b>	<b>13</b>	<b>11</b>	<b>3</b>	<b>3</b>			<b>4</b>	<b>5</b>	<b>82</b>
<b>2019</b>				<b>1</b>	<b>13</b>	<b>1</b>	<b>3</b>	<b>1</b>			<b>4</b>	<b>5</b>	<b>4</b>
Civil Rights													1
Civil Rights - Headwear													1
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
<b>2020</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>							<b>1</b>	<b>11</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Patdown			1		1								2
Patdown - Flyer			1		1								2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1	2											3
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	1											2
<b>2021</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>5</b>	<b>1</b>		<b>2</b>			<b>4</b>	<b>3</b>	<b>19</b>
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	2					2							4
Customer Service - TSO	2					2							4
Expedited Passenger Screening Program											2	3	5
Expedited Passenger Screening Program - TSA PreCheck											2	3	5
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checke		1									1		2
Screening						1	1						2
Screening - Inconsistency						1							1
Screening - Procedures/Process							1						1
<b>2022</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>20</b>	<b>6</b>	<b>9</b>	<b>3</b>						<b>48</b>
Customer Service		1	2	3	2								8
Customer Service - TSO		1	2	3	2								8
Expedited Passenger Screening Program			5	11	3	7	3						29
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Proç			2										2
Expedited Passenger Screening Program - TSA PreCheck			2	11	3	7	3						26
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1			3	1	2							7
Screening - Inconsistency				2		1							3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			1		1							3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MWA</b>													<b>5</b>
<b>2019</b>			<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
<b>2020</b>			<b>1</b>										<b>1</b>
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Service Animals													1
<b>2021</b>													<b>1</b>
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
<b>2022</b>				<b>1</b>				<b>1</b>					<b>2</b>
Civil Rights													1
Civil Rights - Not Specified													1
Customer Service													1
Customer Service - TSO													1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MYR</b>	<b>30</b>	<b>22</b>	<b>22</b>	<b>20</b>	<b>19</b>	<b>26</b>	<b>23</b>	<b>53</b>	<b>40</b>	<b>36</b>	<b>22</b>	<b>26</b>	<b>339</b>
<b>2019</b>				<b>5</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>16</b>	<b>17</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>87</b>
Civil Rights					1	2							3
Civil Rights - Hair Patdowns					1	1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				2	1	1	1	1	3	3			12
Customer Service - TSO				2	1	1	1	1	3	3			12
Locks				2				1				2	5
Locks - Missing or Damaged Lock				2				1				2	5
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property					1	2	5	5	3	2	2	2	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		2	3	5	2	2	2	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown							1	3	1		3		8
Patdown - Flyer							1	3	1		2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								1	3	2	1	1	8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1		1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1	1			2
Property - Special Handling					1	3		3	3	2	4	2	18
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						2		1	2		1		6
Property - Special Handling - Missing Items - Checked				1	1	1	2	1	1	1	3	2	11
Screening				1		1		2	3	2	1		10
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1				1	2	2	1		7
Screening - Security Breach								1					1
<b>2020</b>	<b>8</b>	<b>7</b>	<b>8</b>		<b>4</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>42</b>
Customer Service	3	1	2								2		8
Customer Service - Others			1										1
Customer Service - TSO	3	1	1								2		7
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	2		1		2				1		2	2	10
Mishandling of Passenger Property - Dam	2		1		2				1		2	2	10
Patdown			2		1				1	1			5
Patdown - Flyer			2		1				1	1			5
Property - Special Handling	1	1	3		1		1				1	1	9
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checke			1	3	1						1	1	7
Screening	2	3								2			7
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process	2	3								1			6
<b>2021</b>	<b>5</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>21</b>	<b>22</b>	<b>6</b>	<b>16</b>	<b>96</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1			3	4
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Claims							1						1
Claims - General							1						1
Customer Service		1		1				3	9	5	1	3	23
Customer Service - CSM										1			1
Customer Service - Others									2				2
Customer Service - TSO		1		1				3	7	4	1	3	20
Expedited Passenger Screening Program						1	1	3	6	12	1	8	32
Expedited Passenger Screening Program - TSA PreCheck						1	1	3	6	12	1	8	32
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2			1	1			1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	1							1		1			3
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown	1								1			1	3
Patdown - Flyer	1								1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)						1	1	2		1			5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling	2			1			1	1	1	1	2	1	10
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	2						1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked				1						1	1	1	4
Screening		1				1	2		2	2	1		9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1				1	1		2	2	1		8
<b>2022</b>	<b>17</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>9</b>	<b>27</b>					<b>114</b>
Civil Rights	1		1					1					3
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1												1
Claims						1							1
Claims - General						1							1
Customer Service	2					1							3
Customer Service - TSO	2					1							3
Expedited Passenger Screening Program	13	9	12	8	6	10	7	24					89
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	11	8	12	8	6	10	7	24					86
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown	1		1				1						3
Patdown - Flyer	1		1				1						3
Persons w/ Disabilities (PWD)		1		1				1					3
Persons w/ Disabilities (PWD) - Diabetes		1						1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening		1		3		2	1	1					8
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		3		1	1	1					7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>NYL</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>33</b>
<b>2019</b>				<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>15</b>
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling					2	1				1			4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked					1					1			2
Property - Special Handling - Missing Items - Checked					1								1
Screening				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2020</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>						<b>4</b>
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked							1						1
<b>2021</b>	<b>1</b>			<b>1</b>					<b>1</b>	<b>2</b>		<b>3</b>	<b>8</b>
Customer Service				1						1		1	3
Customer Service - TSO				1						1		1	3
Expedited Passenger Screening Program										1		2	3
Expedited Passenger Screening Program - TSA PreCheck										1		2	3
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2022</b>			<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>						<b>6</b>
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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OAJ</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>2</b>	<b>12</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>74</b>
<b>2019</b>						<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>13</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown								1	1				3
Patdown - Flyer								1	1				3
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening						2	1			2			5
Screening - Procedures/Process						2	1			2			5
<b>2020</b>	<b>6</b>		<b>3</b>	<b>7</b>	<b>1</b>	<b>4</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>27</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2	1								3
Customer Service - TSO				2	1								3
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property	2						1				2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2						1				1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)				2		1			1				4
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1		1				1			1	1		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items	1		1				1			1			4
Screening	3		1	1			1						7
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2		1	1			1						5
<b>2021</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>4</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>11</b>
Customer Service									2	1			3
Customer Service - TSO									2	1			3
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Mishandling of Passenger Property						1	2						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked	1												1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2022</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>5</b>					<b>23</b>
Civil Rights				1				2					3
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	1	1					1					4
Customer Service - TSO	1	1	1					1					4
Expedited Passenger Screening Program		1					1	2	1				5
Expedited Passenger Screening Program - TSA PreCheck		1					1	2	1				5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Persons w/ Disabilities (PWD)						1	2						3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Screening			2				2	1	1				6
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			1										1
Screening - Procedures/Process							2	1	1				4



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OAK</b>	<b>54</b>	<b>58</b>	<b>84</b>	<b>76</b>	<b>62</b>	<b>70</b>	<b>84</b>	<b>94</b>	<b>43</b>	<b>73</b>	<b>63</b>	<b>79</b>	<b>840</b>
<b>2019</b>				<b>18</b>	<b>10</b>	<b>22</b>	<b>27</b>	<b>22</b>	<b>27</b>	<b>31</b>	<b>31</b>	<b>30</b>	<b>218</b>
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				1	1	2	1		3	1			9
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									2				2
Civil Rights - Racial Profiling or Discrimination					1	1	1		1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service				1	1	3	7	2	2	5	5	1	27
Customer Service - Others							1				1		2
Customer Service - TSO				1	1	3	6	2	2	5	4	1	25
Locks					1	2	1	1	3	1	2	1	12
Locks - Missing or Damaged Lock					1	2	1	1	3	1	2	1	12
Lost and Found										1		1	2
Lost and Found - Airport/TSA										1		1	2
Mishandling of Passenger Property				8	2	6	4	3	4	5	8	11	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											3	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	2	3	4	2	4	3	4	7	37
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3		1		2	1	2	9
Patdown				1				3	2	2	2	1	11
Patdown - Flyer				1				3	2	2	2	1	11
Persons w/ Disabilities (PWD)					1		1	1	1		1	3	8
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1		1			1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				6	3	6	6	5	9	9	12	10	66
Property - Special Handling - Damaged Items - Carry-On				1							2	1	4
Property - Special Handling - Damaged Items - Checked				1	2	3		2	3	3	3	1	18
Property - Special Handling - Missing Items - Carry-On					1	1	2	1	2	2	2	1	10
Property - Special Handling - Missing Items - Checked				4		2	4	2	4	6	5	7	34
Screening				1	1	3	6	7	3	7	1	2	31
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines						1	1			1			3
Screening - Procedures/Process					1	1	4	6	3	6		2	23
Screening - Security Breach				1		1	1						3
<b>2020</b>	<b>22</b>	<b>17</b>	<b>39</b>	<b>35</b>	<b>18</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>18</b>	<b>8</b>	<b>19</b>	<b>203</b>
Civil Rights			1	2	2						1		6
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination			1	1							1		3
Civil Rights - Transgender Screening					1								1
Customer Service	1	2	5	3	1	3	1			2	1	4	23
Customer Service - TSO	1	2	5	3	1	3	1			2	1	4	23
Locks	1	1	2	3					2		1	1	11
Locks - General	1											1	2
Locks - Missing or Damaged Lock		1	2	3					2		1		9
Lost and Found		1		1	1	1		1	1			1	7
Lost and Found - Airport/TSA		1		1	1	1		1	1			1	7
Mishandling of Passenger Property	9	1	15	13	5	1		1	1	7	1	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4		13	7	5	1		1	1	6	1	4	43
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	5	1	2	5						1		1	15
Patdown		1		2	3					1			7
Patdown - Flyer				2	3					1			6
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2		1		1			1		1	10
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1					1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1		1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	8	7	12	7	4	4		2	3	4	4	6	61
Property - Special Handling - Damaged Items - Carry-On	1				1								2
Property - Special Handling - Damaged Items - Checked	2	4	2	3	1	2		1		1	1	2	19
Property - Special Handling - Missing Items - Carry-On	1	1	1					1	1				5
Property - Special Handling - Missing Items - Checked	6	2	8	3	2	2		2	2	3	3	4	35
Screening	2	1	1	4	1	3		2		3		1	18
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1	4	1	3		1		3		1	15
Screening - Security Breach	1							1					2
<b>2021</b>	<b>6</b>	<b>5</b>	<b>5</b>		<b>9</b>	<b>8</b>	<b>9</b>	<b>19</b>	<b>9</b>	<b>24</b>	<b>24</b>	<b>30</b>	<b>148</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1			1					2
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service		1	1		1	1	2	2	1	4	2	2	17
Customer Service - TSO		1	1		1	1	2	2	1	4	2	2	17
Expedited Passenger Screening Program			1		2	4	3	13	7	12	18	20	80

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Application Program								1	2	1	2	4	10
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	2	11	6	12	16	16	70
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property		5	1	1					1	1	1		10
Mishandling of Passenger Property - Dam		5	1	1					1	1	1		10
Persons w/ Disabilities (PWD)						1				3	1	1	6
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items					1								2
Prohibited & Permitted Items - Electronic Devices													1
Prohibited & Permitted Items - Food/Beverages					1								1
Property - Special Handling		1	3	1	3	1	1	1		4	2	3	20
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Check			1		1					2		1	5
Property - Special Handling - Missing Items - Carry-On					1		1	1			1		4
Property - Special Handling - Missing Items - Checked		1	2	1	1	1					1	2	9
Screening					1	1	2	2					8
Screening - Inconsistency					1			1					2
Screening - Procedures/Process						1	2	1				2	6
<b>2022</b>	<b>26</b>	<b>36</b>	<b>40</b>	<b>23</b>	<b>25</b>	<b>28</b>	<b>46</b>	<b>47</b>					<b>271</b>
Airline						1		1					2
Airline - Policy/Regulations/Service						1		1					2
Civil Rights		2	1	1	1	1							6
Civil Rights - Age		1											1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service		4	2	1		1	2	4					16
Customer Service - TSO		4	2	1		1	2	4					16
Expedited Passenger Screening Program		10	31	35	17	19	20	38	32				202
Expedited Passenger Screening Program - TSA Appl			2	2		1		5					10
Expedited Passenger Screening Program - TSA PreCheck		10	29	33	17	18	20	33	32				192
Mishandling of Passenger Property			2	1	3		1	1	2				10
Mishandling of Passenger Property - Damaged/Missin			2		2		1	1	2				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1	1								2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown		1											2
Patdown - Flyer		1											2
Persons w/ Disabilities (PWD)				1				1					3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Toc		1											1
Property - Special Handling		1		1	2		1	1	1				7
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Damaged Items - Checked							1	1	1				3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					2								2
Screening		7		1		2	3	2	6				21
Screening - Inconsistency						1		1	2				4
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		7		1		1	2	1	4				16

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OGD</b>					1		2	1	1	1			6
<b>2019</b>							1			1			2
Customer Service							1						1
Customer Service - Others							1						1
Screening											1		1
Screening - Procedures/Process										1			1
<b>2021</b>					1					1			2
Civil Rights										1			1
Civil Rights - Constitutional Rights										1			1
Customer Service					1								1
Customer Service - TCC					1								1
<b>2022</b>							1	1					2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Screening									1				1
Screening - Procedures/Process									1				1

**TSA Contact Center (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
<b>OGG</b>	<b>51</b>	<b>50</b>	<b>46</b>	<b>84</b>	<b>53</b>	<b>86</b>	<b>79</b>	<b>96</b>	<b>39</b>	<b>50</b>	<b>60</b>	<b>38</b>	<b>732</b>
<b>2019</b>				<b>11</b>	<b>8</b>	<b>19</b>	<b>14</b>	<b>18</b>	<b>10</b>	<b>17</b>	<b>12</b>	<b>21</b>	<b>130</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights								2		1	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening								1					1
Customer Service				2	1		1	4	3	4	1	1	17
Customer Service - TSO				2	1		1	4	3	4	1	1	17
Locks				2	1		1	1		1		2	8
Locks - Missing or Damaged Lock				2	1		1	1		1		2	8
Lost and Found								1		2			3
Lost and Found - Airport/TSA								1		2			3
Mishandling of Passenger Property				3	1	10	5	3	3	2	5	4	36
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	8	4	2	3	2	5	3	31
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1	1				1	5
Patdown				1	1	1	1	1	1	1	1	4	12
Patdown - Children									1				1
Patdown - Flyer				1	1	1	1	1		1	1	4	11
Persons w/ Disabilities (PWD)						1		1		2	2	2	8
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling				2	3	3	4	2	1	3		4	22
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked							2					2	4
Property - Special Handling - Missing Items - Carry-On					1	1	1			1			4
Property - Special Handling - Missing Items - Checked				2	2	2	1	2	1	1		2	13
Screening				1	1	4	2	3	2	1	1	4	19
Screening - Children								1					1
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1		1	1				3
Screening - Procedures/Process				1	1	2	2	1	1	1	1	3	13
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2020</b>	<b>14</b>	<b>12</b>	<b>17</b>	<b>17</b>	<b>13</b>	<b>13</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>95</b>
Civil Rights	2			1									3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service			1	5	1	2	2			1		1	13
Customer Service - TSO			1	5	1	2	2			1		1	13
Locks		1	2	1									4
Locks - Missing or Damaged Lock		1	2	1									4
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	4	7	3	6	3			1		1		31
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	6	3	7	3	5	3			1		1		29
Mishandling of Passenger Property - Disarrayed Item		1			1								2
Patdown				1	1	1							3
Patdown - Flyer				1	1	1							3
Persons w/ Disabilities (PWD)	3	1		1	1	1							7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Touch Assistance	1												1
Persons w/ Disabilities (PWD) - Wounded Warrior	1												1
Property - Special Handling	1	2	5	2	3	1			1			1	16
Property - Special Handling - Damaged Items - Checked		1	3		1							1	6
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Items - Checked	1	1	2	2		1			1				8
Request for Assistance	1			1									2
Request for Assistance - Other	1			1									2
Screening	1	4	2	1	1	5	1						15
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	2							3
Screening - Procedures/Process	1	3	2	1		3	1						11
<b>2021</b>	<b>2</b>	<b>5</b>		<b>3</b>	<b>2</b>	<b>7</b>	<b>12</b>	<b>20</b>	<b>27</b>	<b>32</b>	<b>47</b>	<b>15</b>	<b>172</b>
Civil Rights								1			3	1	5
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination								1			2		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1		3		1	3	3	9	7	5	1	33
Customer Service - Others				1									1
Customer Service - TSO		1		2		1	3	3	9	7	5	1	32
Expedited Passenger Screening Program					1	1	5	14	14	19	25	9	88
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program					1			2	1				4
Expedited Passenger Screening Program - TSA PreCheck							5	12	13	19	25	9	83
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	2	2						1	1		2		8
Mishandling of Passenger Property - Damaged/Missin			1										1
Mishandling of Passenger Property - Dam	2	1							1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2		3
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling		2					1	1	2	1	5	1	13
Property - Special Handling - Damaged Items - Carry-On										1	2	1	4
Property - Special Handling - Damaged Items - Check			1					1	1				3
Property - Special Handling - Missing Items - Carry-On											3		3
Property - Special Handling - Missing Items - Checke		1					1		1				3
Screening					1	3	1	1	1	5	6	3	21
Screening - Children												1	1
Screening - Inconsistency										1			1
Screening - Lengthy Lines									1	2	5		8
Screening - Procedures/Process					1	3	1	1		2	1	2	11
<b>2022</b>	<b>35</b>	<b>33</b>	<b>29</b>	<b>53</b>	<b>30</b>	<b>47</b>	<b>50</b>	<b>58</b>					<b>335</b>
Civil Rights	2	1			2	1	1						7
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race						1	1						2
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Customer Service	2	4	7	10	2	5	6	6					42
Customer Service - TSO	2	4	7	10	2	5	6	6					42
Expedited Passenger Screening Program	24	26	18	36	21	33	34	44					236
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program	2	5	1	5		1	2	1					17
Expedited Passenger Screening Program	22	21	17	31	21	32	32	42					218
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1		1	1			1						4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			1						3
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1				1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown		1				2	2	2					7
Patdown - Flyer		1				2	2	2					7
Persons w/ Disabilities (PWD)	2			1		2		1					6
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1							2
Property - Special Handling	1		1	2	3		1	2					10
Property - Special Handling - Damaged It	1			2			1	1					5
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked					1			1					2
Screening	3	1	2	2	1	4	5	2					20
Screening - Inconsistency	1			1		1	1						4
Screening - Lengthy Lines					1		2						3
Screening - Procedures/Process	2	1	2	1		3	2	2					13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OGS</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>		<b>14</b>
<b>2019</b>							<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>5</b>
Mishandling of Passenger Property							1		1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
<b>2020</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>							<b>5</b>
Mishandling of Passenger Property			2			1							3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1						2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>							<b>1</b>			<b>1</b>			<b>2</b>
Patdown										1			1
Patdown - Flyer										1			1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2022</b>						<b>2</b>							<b>2</b>
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Patdown						1							1
Patdown - Flyer						1							1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OKC</b>	<b>30</b>	<b>38</b>	<b>32</b>	<b>29</b>	<b>39</b>	<b>48</b>	<b>45</b>	<b>39</b>	<b>30</b>	<b>28</b>	<b>30</b>	<b>27</b>	<b>415</b>
<b>2019</b>				<b>8</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>83</b>
Civil Rights						1	1				1		3
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination							1				1		2
Customer Service				1	1	2	3	3	4	2	1	2	19
Customer Service - Others								1					1
Customer Service - TSO				1	1	2	3	2	4	2	1	2	18
Locks							2				2	2	8
Locks - Missing or Damaged Lock							2				2	2	8
Mishandling of Passenger Property				3	2	1	1	1	2	4	1	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	2	1	1	1	1	3			12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1					1	1	1		4
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							2					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling				3	1	3	2		2		4	3	18
Property - Special Handling - Damaged Items - Checked				1		1	1		1		1	2	7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				1	1	2	1		1		3	1	10
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				1		2	2	2		4		3	14
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process				1		2	2	1		4		2	12
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2020</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>5</b>		<b>1</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>65</b>
Civil Rights							1						1
Civil Rights - Hair Patdowns							1						1
Customer Service			1	1	1							2	5
Customer Service - Others												2	2
Customer Service - TSO			1	1	1								3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	5	2	2		2		2			1	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	2	2		1		2				1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage										1			1
Patdown				1	1						1		3
Patdown - Flyer				1	1						1		3
Persons w/ Disabilities (PWD)	1			1			1						3
Persons w/ Disabilities (PWD) - Medically Necessary	1			1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling	6	1	2	3	2	3	2			3	1		23
Property - Special Handling - Damaged Items - Checked	1										1		2
Property - Special Handling - Damaged Items - Carry-On	4	1	1	2	1	3	1						13
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1		1		1		1			3			7
Screening	2		2	1	4		1		1	2		1	14
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		2	1	3		1		1	2		1	13
<b>2021</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>13</b>	<b>21</b>	<b>8</b>	<b>18</b>	<b>13</b>	<b>106</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1	1	3	1	1	1	1	1	2		2	2	16
Customer Service - CSM			1										1
Customer Service - TSO	1	1	2	1	1	1	1	1	2		2	2	15
Expedited Passenger Screening Program					2	3	4	4	13	4	12	9	51
Expedited Passenger Screening Program - DoD										1		2	3
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck					2	3	4	4	11	3	12	7	46
Locks			1						1		1		3
Locks - Missing or Damaged Lock			1						1		1		3
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		1					2					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1					2					4
Patdown							2			1			3
Patdown - Flyer							2						2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling		1				2		2	2	1	1		9
Property - Special Handling - Damaged Items - Carry-On						1		1	1				3
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1						1		1			3
Screening		1	1	2		1	2	1	3	2	2	1	16
Screening - Inconsistency			1					1	1	1			4
Screening - Lengthy Lines							1			1			2
Screening - Procedures/Process		1		2		1	1		2		2	1	10
<b>2022</b>	<b>14</b>	<b>29</b>	<b>20</b>	<b>11</b>	<b>20</b>	<b>26</b>	<b>21</b>	<b>20</b>					<b>161</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1				3					4
Civil Rights - Hair Patdowns								1					1
Civil Rights - Race								2					2
Civil Rights - Racial Profiling or Discrimination				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 - 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) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	7	4	4	1		4	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



TSA Contact Center (TCC) Data Tool - FOIA

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

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OMA</b>	<b>50</b>	<b>37</b>	<b>54</b>	<b>38</b>	<b>60</b>	<b>57</b>	<b>54</b>	<b>65</b>	<b>38</b>	<b>47</b>	<b>39</b>	<b>39</b>	<b>578</b>
<b>2019</b>				<b>6</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>25</b>	<b>20</b>	<b>18</b>	<b>15</b>	<b>135</b>
Civil Rights				2				2	2	5	1	1	13
Civil Rights - Age				1					1			1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination									1	3			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1		2			4
Civil Rights - Transgender Screening								1					1
Customer Service						4	1	1	4	3	1	2	16
Customer Service - Others										1			1
Customer Service - TSO						4	1	1	4	2	1	2	15
Locks							1		4	2	1	1	9
Locks - Missing or Damaged Lock							1		4	2	1	1	9
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				2	2		3	4	4	7	6	5	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2		3	2	3	4	5	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2	1	3	1	2	9
Patdown					1	2	2	4	2		2	3	16
Patdown - Flyer					1	2	2	4	2		1	3	15
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)					1	1			1		1	1	5
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				1	3	2	4	4	4	2	1	1	22
Property - Special Handling - Damaged Items - Checked				1	2	1		1	2				7
Property - Special Handling - Missing Items - Carry-On						1	1	1			1	1	5
Property - Special Handling - Missing Items - Checked					1		3	2	2	2			10
Screening				1	4	3	1	1	3	1	5	1	20
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process				1	3	1		1	3	1	3	1	14
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach											1		1
<b>2020</b>	<b>21</b>	<b>10</b>	<b>25</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>112</b>
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Civil Rights			1	2	1	1							5
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination					1	1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				1									1
Customer Service			3	1	1	1				1	1		8
Customer Service - TSO			3	1	1	1				1	1		8
Locks	6	1	1		1	1				1		1	12
Locks - Missing or Damaged Lock	6	1	1		1	1				1		1	12
Mishandling of Passenger Property	3	2	7	1	3	2	1	1	1	1	2	1	25
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	5	1	1	2	1	1	1	1	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Bag			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1	1		2								6
Patdown	1	1	1	2	1								6
Patdown - Flyer	1	1		2	1								5
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	1	2	1									6
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1	1											2
Property - Special Handling	6	3	4	2	1	1		2	1	2		2	24
Property - Special Handling - Damaged Items - Checked	4		1					1	1	2			9
Property - Special Handling - Missing Items - Carry-On	1	2		1				1					5
Property - Special Handling - Missing Items - Checked	1	1	3	1	1	1						2	10
Screening	3	1	5	1	1	1		1	1	3	1	6	24
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	1	3	1	1	1		1	1	2	1	6	20
Screening - Retrieving Abandoned/Confiscated Items	1		1							1			3
<b>2021</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>13</b>	<b>14</b>	<b>10</b>	<b>19</b>	<b>17</b>	<b>14</b>	<b>125</b>
Civil Rights			1	1	1		2	1	1	1	1		8
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination					1		1		1	1	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims							1						1
Claims - General							1						1
Customer Service	1	3	2	2	1		1	1	2		3	3	19
Customer Service - TCC				2									2
Customer Service - TSO	1	3	2		1		1	1	2		3	3	17
DHS TRIP								1					1
DHS TRIP - General								1					1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program							1	4	3	6	9	5	28
Expedited Passenger Screening Program - TSA Application Program									1			2	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Expedited Passenger Screening Program - TSA PreCheck								1	4	2	6	9	3	25
Locks								1		1				2
Locks - Missing or Damaged Lock								1						2
Mishandling of Passenger Property	3			3		2	1	2			1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1						2
Mishandling of Passenger Property - Disa	3			2			1	1		1	1			9
Patdown	2				1		1			4	2	2		12
Patdown - Flyer	2						1			4	2	2		11
Patdown - Flyer as Observer					1									1
Persons w/ Disabilities (PWD)							1	1		2			1	5
Persons w/ Disabilities (PWD) - Diabetes								1		1				2
Persons w/ Disabilities (PWD) - General													1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1				1
Persons w/ Disabilities (PWD) - Service Animals							1							1
Prohibited & Permitted Items			1			1	2			1		1		6
Prohibited & Permitted Items - Alcohol and Tobacco							1							1
Prohibited & Permitted Items - General			1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1	2
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1				1				2
Property - Special Handling	1	2			1	2	1	3		3			1	14
Property - Special Handling - Damaged Items - Carry-On								1					1	2
Property - Special Handling - Damaged Items - Check		2			1	1	1	1		2				8
Property - Special Handling - Missing Item	1							1						2
Property - Special Handling - Missing Items - Checked						1				1				2
Screening	2	1			3	1	1	1	3	1	1	1		15
Screening - Children								1						1
Screening - Inconsistency									1		1			2
Screening - Procedures/Process	1				2	1	1		2	1		1		9
Screening - Security Breach	1				1									2
Screening - Shoe Screening		1												1
<b>2022</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>17</b>	<b>33</b>	<b>32</b>	<b>28</b>	<b>31</b>						<b>206</b>
Airline				2										2
Airline - Policy/Regulations/Service				2										2
Civil Rights		1	3	1	1			1						7
Civil Rights - National Origin								1						1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1									6
Customer Service	3	2	2	1	4	3	4	4						23
Customer Service - TSO	3	2	2	1	4	3	4	4						23
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23						135
Expedited Passenger Screening Program	1	1	1				1							4
Expedited Passenger Screening Program - TSA Appl		3				1		2						6
Expedited Passenger Screening Program	7	11	13	8	21	26	18	21						125
Locks								1						1
Locks - Missing or Damaged Lock								1						1
Mishandling of Passenger Property	1	1		2	1	1		2						8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1								1
Mishandling of Passenger Property - Damaged/Missin		1		1				1						3
Mishandling of Passenger Property - Disa	1			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 Medical Devices			1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1										1
Persons w/ Disabilities (PWD) - Service A	1													1
Persons w/ Disabilities (PWD) - Wheelcha	1	1												2
Prohibited & Permitted Items	1		1											2
Prohibited & Permitted Items - Breast Milk	1													1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1											1
Property - Special Handling			2	1	1	1								5
Property - Special Handling - Damaged Items - Checked			1	1										2
Property - Special Handling - Missing Items - Carry-On					1	1								2
Property - Special Handling - Missing Items - Checked			1											1
Screening	3		1	1	2		3							10
Screening - Inconsistency							2							2
Screening - Procedures/Process	3		1	1	1									6
Screening - Retrieving Abandoned/Confiscated Items					1		1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OME</b>			1	1		1		1					4
<b>2019</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
<b>2020</b>			1										1
Patdown			1										1
Patdown - Flyer			1										1
<b>2022</b>						1		1					2
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ONT</b>	<b>46</b>	<b>51</b>	<b>49</b>	<b>60</b>	<b>54</b>	<b>76</b>	<b>54</b>	<b>75</b>	<b>41</b>	<b>32</b>	<b>47</b>	<b>48</b>	<b>633</b>
<b>2019</b>				<b>11</b>	<b>13</b>	<b>16</b>	<b>7</b>	<b>21</b>	<b>23</b>	<b>14</b>	<b>26</b>	<b>10</b>	<b>141</b>
Civil Rights								2	1	2	1	1	7
Civil Rights - Hair Patdowns										1		1	2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening										1			1
Customer Service				2	6	2	5	2	1	3	6		27
Customer Service - Others											1		1
Customer Service - TSO				2	6	2	5	2	1	3	5		26
Locks						2				1	2		5
Locks - Missing or Damaged Lock						2				1	2		5
Lost and Found											2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property				6	1	4		8	5	6	8	4	42
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				2	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				5	1			7	4	4	5	4	30
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1		3			1		2		7
Patdown					1	1	1	2			2	1	7
Patdown - Flyer						1	1	2			2	1	7
Persons w/ Disabilities (PWD)							1	2	4	1	1	1	10
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1	1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling					3	2		2	6	2	3	2	20
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1				1		2	1	5
Property - Special Handling - Missing Items - Carry-On					1			1	2			1	5
Property - Special Handling - Missing Items - Checked					1	2		1	2	2	1		9
Screening			3	3	5			3	5		1	1	21
Screening - Inconsistency					1								1
Screening - Procedures/Process			3	2	5			3	5			1	19
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2020</b>	<b>22</b>	<b>16</b>	<b>13</b>	<b>19</b>	<b>13</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>118</b>
Civil Rights	1	1	1									3	6
Civil Rights - Age	1												1
Civil Rights - Racial Profiling or Discrimination		1	1									2	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	2	4	1	3	3	1	2	1	2	1	1		21
Customer Service - Others		1											1
Customer Service - TSO	2	3	1	3	3	1	2	1	2	1	1		20
Locks	1	1		1									3
Locks - Missing or Damaged Lock	1	1		1									3
Lost and Found	1				1								2
Lost and Found - Airport/TSA	1				1								2
Mishandling of Passenger Property	6	5	4	7	4	1		1		1	3	2	34
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	1										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	3	2	6	4			1		1	3	1	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage		1	1	1		1						1	5
Patdown	1	1	2	1	2	1							8
Patdown - Flyer	1	1	2	1	2	1							8
Persons w/ Disabilities (PWD)	2	2	1	1	1					1			8
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1	1		1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1									1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Property - Special Handling	5	2	4	5		3				1	1	2	23
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked	2			1		1					1	2	7
Property - Special Handling - Missing Items - Carry-On	1		1										2
Property - Special Handling - Missing Items - Checked	2	2	3	3		2				1			13
Screening	3			1	2	2			1	1		3	13
Screening - Procedures/Process	3			1	2	2			1	1		3	13
<b>2021</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>12</b>	<b>8</b>	<b>11</b>	<b>15</b>	<b>13</b>	<b>16</b>	<b>28</b>	<b>141</b>
Civil Rights				1					1		2		4
Civil Rights - Racial Profiling or Discrimination				1					1		2		4
Claims				1									1
Claims - General				1									1
Customer Service	1	1	3	2	1	4	1	4	3	2		7	29
Customer Service - TSO	1	1	3	2	1	4	1	4	3	2		7	29
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	1	3	2	4	3	7	10	32
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	3	2	4	3	7	8	30
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Minors Domestic												1	1
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	3	5	1	1		1	1	1	1				14
Mishandling of Passenger Property - Damaged/Missin			1	1									2
Mishandling of Passenger Property - Dam	3	4	1			1							9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1	1				3
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1				1			1	1		3	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1						1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	4		1	1		2	1	3	3	1	3	4	23
Property - Special Handling - Damaged Items - Carry-On								1	2	1			4
Property - Special Handling - Damaged It	1		1	1							2	1	6
Property - Special Handling - Missing Item	1					1		1	1				6
Property - Special Handling - Missing Item	2				1	1	1	1			1	1	7
Screening	2			1	3	3	2	1	2	4	3	3	24
Screening - Children										1			1
Screening - Inconsistency				1		1						1	3
Screening - Lengthy Lines						1	1			2	2		6
Screening - Procedures/Process	2				3		1	1	2	1	1	2	13
Screening - Retrieving Abandoned/Confiscated Items													1
<b>2022</b>	<b>14</b>	<b>28</b>	<b>27</b>	<b>23</b>	<b>23</b>	<b>40</b>	<b>37</b>	<b>41</b>					<b>233</b>
Civil Rights		1	1		1		3	1					7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination		1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	3	5	2	2	2	8	4	4					30
Customer Service - TSO	3	5	2	2	2	8	4	4					30
Expedited Passenger Screening Program	5	14	17	14	16	20	24	26					136
Expedited Passenger Screening Program	1	2	2		4			2					11
Expedited Passenger Screening Program	4	12	15	14	12	20	24	24					125
Locks							1	2					3
Locks - Missing or Damaged Lock							1	2					3
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1		2		1	1						5
Mishandling of Passenger Property - Damaged/Missin		1		1		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown		2	1			6	2						11
Patdown - Flyer		2	1			6	2						11
Persons w/ Disabilities (PWD)	2	1	1		2	2							8
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	1	1	2	2			1	4					11
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged It	1		1	1				1					4
Property - Special Handling - Missing Items - Carry-C		1					1	1					3
Property - Special Handling - Missing Items - Checked			1					2					3
Screening	3	2	3	3	2	3	1	4					21
Screening - Inconsistency						1		1					2
Screening - Procedures/Process	2	2	3	3	2	2	1	2					17
Screening - Retrieving Abandoned/Confis	1							1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ORD</b>	<b>341</b>	<b>341</b>	<b>388</b>	<b>363</b>	<b>378</b>	<b>673</b>	<b>652</b>	<b>599</b>	<b>236</b>	<b>310</b>	<b>317</b>	<b>289</b>	<b>4,887</b>
<b>2019</b>				<b>78</b>	<b>69</b>	<b>92</b>	<b>101</b>	<b>118</b>	<b>103</b>	<b>136</b>	<b>126</b>	<b>107</b>	<b>930</b>
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Flyer									1		1		2
Civil Rights				7	6	2	9	6	10	9	10	8	67
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Hair Patdowns						1				1	2	2	6
Civil Rights - National Origin									1	1	1		3
Civil Rights - Perceived Religion							1	2	1				5
Civil Rights - Racial Profiling or Discrimination				2	4	1	4	2	3	5	5	2	28
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3	1		3			1	1	3	12
Civil Rights - Sexual Orientation - Not Transgender				2	1			2	5			1	11
Customer Service	18	18		23	24	33	27	31	27	31	27	25	226
Customer Service - Others	1			1	2	1	2	3					10
Customer Service - TSO	17	18		22	22	32	25	28	27	28	27	25	216
Human Capital	1												1
Human Capital - Prospective Employment with TSA	1												1
Locks				1	3	6	9	7	5	9	5	9	54
Locks - Missing or Damaged Lock				1	3	6	9	7	5	9	5	9	54
Lost and Found	4	1		4	1	1	2	1	3	2	2	1	15
Lost and Found - Airport/TSA	4	1		4	1	1	2	1	3	2	2	1	15
Mishandling of Passenger Property	19	9	18	15	25	16	23	27	26	178			178
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	3	1	1	1	1	1	2	1	4	14			14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	13	8	13	11	19	12	17	22	19	134			134
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1		1	1						1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2		3	2	5	4	4	4	2	26			26
Patdown	2	3	3	8	2	5	8	2	6	39			39
Patdown - Flyer	2	2	3	8	2	5	7	2	5	36			36
Patdown - Flyer as Observer			1									1	2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	6	3	3	4	3	3	3	3	2	8	4		36
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer	1								1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1						1	2			4
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	1								1				2
Persons w/ Disabilities (PWD) - Hearing Impairment				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1	1				1	1	1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)	2											1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	1					1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2				1	1		4
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1							1		2	1		5
Property - Special Handling	13	13	25	22	19	21	32	26	19	190			190
Property - Special Handling - Damaged Items - Carry-On	1	2		1	2	1	6			1			14
Property - Special Handling - Damaged Items - Checked	1		5	6	5	2	8	8	3	38			38
Property - Special Handling - Missing Items - Carry-On	5	4	4	5	1	6	6	6	4	41			41
Property - Special Handling - Missing Items - Checked	6	7	16	10	11	12	12	12	11	97			97
Screening	7	13	12	9	21	14	19	18	9	122			122
Screening - Children					1					1			2
Screening - Gate Pass								1					1
Screening - Inconsistency		1	2		1					1			5
Screening - Lengthy Lines		1	3		3	2	3	1	2	15			15
Screening - Procedures/Process		6	9	10	5	14	10	17	13	8	92		92
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
Screening - Security Breach								3	1		1		5
<b>2020</b>	<b>115</b>	<b>96</b>	<b>114</b>	<b>96</b>	<b>92</b>	<b>60</b>	<b>10</b>	<b>15</b>	<b>19</b>	<b>46</b>	<b>44</b>	<b>34</b>	<b>741</b>
Civil Rights	7	7	5	6	3	4	2	2		4	3		43
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination	5	5	3	3	1	3	2	1		2	2		27
Civil Rights - Sex/Gender/Gender Identity	1		1	2	1	1					1		7
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening	1		1					1					3
Customer Service	22	21	16	23	23	10	2	2	2	10	4	3	138
Customer Service - Others	2	2		3			1			1			10
Customer Service - TSO	20	19	16	23	20	10	1	2	2	9	4	2	128
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	6	7	10	3	3	4		1	1	1			37
Locks - Missing or Damaged Lock	6	7	10	3	3	4		1	1	1			37
Lost and Found	2	2	2	3	1	1	1		1	1			17
Lost and Found - Airport/TSA	2	2	2	2	3	1	1		1	1			17
Mishandling of Passenger Property	22	22	27	24	22	15	2	4	11	12	8		169
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	2	3	4	2	3	1							15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	18	14	22	19	16	14		2	2	9	11	7	134
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	5	1	3	3				2	2	1	1	20
Patdown	3	1	6	3	2	2				1	2		20
Patdown - Flyer	3	1	5	3	2	2				1	2		19
Patdown - Flyer as Observer			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	5	4	10	3	5	2	1			5	1	1	37
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (General)	1									1			2
Persons w/ Disabilities (PWD) - Cognitive	1		2										3
Persons w/ Disabilities (PWD) - General										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1										2
Persons w/ Disabilities (PWD) - Medically	1	1	1		2	2	1						8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		2	1					1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1							1			2
Persons w/ Disabilities (PWD) - Service Animals			1							1			2
Persons w/ Disabilities (PWD) - Wheelcha	2		2								1		5
Property - Special Handling	29	20	19	25	21	19	1	5	5	11	15	14	184
Property - Special Handling - Damaged It	4	2	1	2							1	2	12
Property - Special Handling - Damaged It	7	3	2	2	3	4		1	1	4	4	3	34
Property - Special Handling - Missing Item	9	5	5	3	5	4	1	2	2	3	3	3	42
Property - Special Handling - Missing Item	9	10	11	18	13	11		2	2	7	7	6	96
Screening	18	12	19	7	10	3	3	2	6	2	7	4	93
Screening - Inconsistency	1										1		2
Screening - International Screening	1												1
Screening - Lengthy Lines	2	1	5		1								9
Screening - Procedures/Process	13	10	14	6	9	3	3	2	6	2	6	4	78
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	1			1									2
TSA Contact Information								1					1
TSA Contact Information - General								1					1
<b>2021</b>	<b>58</b>	<b>28</b>	<b>36</b>	<b>23</b>	<b>34</b>	<b>50</b>	<b>76</b>	<b>96</b>	<b>114</b>	<b>128</b>	<b>147</b>	<b>148</b>	<b>938</b>
Airline									1	1			2
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service									1				1
Animals			1										1
Animals - Checked			1										1
Civil Rights	2	1	1		2	2	2	5	3	4	7	4	33
Civil Rights - National Origin							1	1					2
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimin	1	1	1		1	2		2	2	1	4	3	18
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity	1						1	2		2	2		8
Civil Rights - Sexual Orientation - Not Transgender									1			1	2
Civil Rights - Transgender Screening						1							1
Claims						1							1
Claims - General						1							1
Customer Service	13	8	13	8	9	9	14	15	20	17	26	16	168
Customer Service - Others						1			1			1	3
Customer Service - TCC													1
Customer Service - TSO	13	8	13	8	9	8	14	15	19	17	26	14	164
DHS TRIP									1		1		2
DHS TRIP - General											1		1
DHS TRIP - Status									1				1
Expedited Passenger Screening Program			2	1	5	12	31	41	59	72	83	108	414
Expedited Passenger Screening Program - DoD									1	1			2
Expedited Passenger Screening Program - TSA Application Program						1	5	4	4	2	4	12	32
Expedited Passenger Screening Program - TSA PreCheck			2	1	5	11	26	37	53	69	78	96	378
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1		1		2
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Human Capital										1			1
Human Capital - Current Employee										1			1
Identification (ID) Requirements								1			1		2
Identification (ID) Requirements - Domestic								1			1		2
Locks	1		1		1		2	1	1			1	8
Locks - General												1	1
Locks - Missing or Damaged Lock	1		1		1		2	1	1				7
Lost and Found	3			1		1	1		1		1		8
Lost and Found - Airport/TSA	3			1		1	1		1		1		8
Mishandling of Passenger Property	10	10	7	8	6	1	5	5	1	5	5	1	64
Mishandling of Passenger Property - Dam	2	4		2				1		2			11
Mishandling of Passenger Property - Dam	6	4	7	5	5	1	5	3	1	2	5	1	45
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1	2		1	1			1		1			7
No Jurisdiction			2	2				1	1		2		8
No Jurisdiction - Refer to CBP			1	2				1	1		2		7
No Jurisdiction - Refer to Other			1										1
No Subject						1							1
No Subject - General						1							1
Patdown			2		1	2				4	2	5	16
Patdown - Flyer			1		1	2				4	2	5	15
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					4	2	1	2	2		2	14
Persons w/ Disabilities (PWD) - General						2	1					1	4
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Service A	1					1		1					3



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Prohibited & Permitted Items			1		1			1	2	4	2		11
Prohibited & Permitted Items - Alcohol and Tobacco										1	2		3
Prohibited & Permitted Items - Beauty & Grooming Items								1					1
Prohibited & Permitted Items - Food/Beverages					1								1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									2				2
Prohibited & Permitted Items - Liquids/Gels/Aerosols										2			2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items										1			1
Property - Special Handling	20	7	1	3	5	13	12	22	14	13	14	7	131
Property - Special Handling - Damaged Items	1	1			1		2		1	2	3		11
Property - Special Handling - Damaged Items	4	1		1	2	7	6	6	1		2	2	32
Property - Special Handling - Missing Items	3	1	1			2	1	2	2	5	3	4	24
Property - Special Handling - Missing Items	12	4		2	2	4	3	14	10	6	6	1	64
Screening	8	2	5		3	5	7	3	7	5	3	4	52
Screening - Crew Member or Airline Employee			1				1						2
Screening - Inconsistency	1				1		2	1	2				7
Screening - Lengthy Lines								1	2		1		4
Screening - Procedures/Process	7	2	3		2	5	4	1	3	4	2	4	37
Screening - Retrieving Abandoned/Confiscated Items			1							1			2
<b>2022</b>	<b>168</b>	<b>217</b>	<b>238</b>	<b>166</b>	<b>183</b>	<b>471</b>	<b>465</b>	<b>370</b>					<b>2,278</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	1	1		1	1	2	2					9
Airline - Lost Baggage						1		1					2
Airline - Policy/Regulations/Service	1	1	1		1		2	1					7
Civil Rights	3	3	2		1	3	4	3					19
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1						1						2
Civil Rights - Profiling							1						1
Civil Rights - Race						3	2	2					7
Civil Rights - Racial Profiling or Discrimination	1	3	1		1								6
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening													1
Claims				1			1	1					3
Claims - General				1				1					2
Claims - Status							1						1
Customer Service	14	20	21	14	8	22	28	24					151
Customer Service - Others		1	1			1	1						4
Customer Service - TSO	14	19	20	14	8	21	27	24					147
Expedited Passenger Screening Program	125	162	163	124	150	421	396	311					1,852
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program	3					1							4
Expedited Passenger Screening Program	7	26	10	6	10	10	13	10					92
Expedited Passenger Screening Program	114	135	153	118	140	410	383	300					1,753
Expedited Passenger Screening Program	1	1											2
Hazardous Materials Safety	1			1									2
Hazardous Materials Safety - General	1			1									2
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic		1	1										2
Locks					1		1	1					3
Locks - Missing or Damaged Lock					1		1	1					3
Lost and Found		3		1		1	2	1					8
Lost and Found - Airport/TSA		3		1		1	2	1					8
Mishandling of Passenger Property	1		7	1	4	3	5	7					28
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	3					6
Mishandling of Passenger Property - Damaged/Missing Items--D	1		6	1	4	1	3	2					18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	2					4
No Jurisdiction	2		4	2	2		4	1					15
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to CBP	1		1				3						5
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2				1					7
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	1	6	5	3		1	1						17
Patdown - Flyer	1	5	5	3		1	1						16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5					35
Persons w/ Disabilities (PWD) - Cancer (general) Not		1						1					2
Persons w/ Disabilities (PWD) - Diabetes						1	1						2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1	1										2
Persons w/ Disabilities (PWD) - General	1		1		1	1							4
Persons w/ Disabilities (PWD) - Hearing I	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1	2		1			2					6
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1			1		1					3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respirato	2					1							3
Persons w/ Disabilities (PWD) - Service Animals		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1		1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 It		3	1	4	1		1	1					11
Property - Special Handling - Damaged It		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 Employee				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/Confiscated Items							2	4	1				7
Screening - Shoe Screening									1				1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Commun			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ORF</b>	<b>22</b>	<b>38</b>	<b>54</b>	<b>35</b>	<b>42</b>	<b>56</b>	<b>50</b>	<b>83</b>	<b>33</b>	<b>31</b>	<b>32</b>	<b>31</b>	<b>507</b>
<b>2019</b>				<b>8</b>	<b>4</b>	<b>14</b>	<b>6</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>104</b>
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				1			1		1	1		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination				1			1			1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1		3		1	4		1	4	14
Customer Service - Others								1	1				2
Customer Service - TSO				1		3			3		1	4	12
Locks							1	1	2				4
Locks - Missing or Damaged Lock							1	1	2				4
Mishandling of Passenger Property					2	3		1	3	3	3	4	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	2		1	2	3	3	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1			2	4
Patdown				2				1	1	2	2	1	9
Patdown - Flyer				2				1	1	2	2	1	9
Persons w/ Disabilities (PWD)						1			2	2	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	1	6	3	6	2	4	1	2	27
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged Items - Checked						1		1	2	2			6
Property - Special Handling - Missing Items - Carry-On						1	1			1		2	5
Property - Special Handling - Missing Items - Checked				2	1	3	2	4		1	1		14
Screening				1	1	1	1	3	3	1	3	2	16
Screening - Inconsistency									1				1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1	1	1		3	2	1	3	2	14
TSA Contact Information				1									1
TSA Contact Information - General				1									1
<b>2020</b>	<b>7</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>2</b>		<b>73</b>
Civil Rights	1			1									2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		1	3	1	1		1		1		1		9
Customer Service - TSO		1	3	1	1		1		1		1		9
Locks								1			1		2
Locks - Missing or Damaged Lock								1			1		2
Mishandling of Passenger Property	1	4	2	3	5	1		1	1	1			19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	3	1	3	4	1		1	1				15
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Patdown	1	2	2			1							6
Patdown - Flyer	1	2	2			1							6
Persons w/ Disabilities (PWD)		1	2	1	1	1							6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	1	5	2	1	1		1	4	3			19
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked	1								1				2
Property - Special Handling - Missing Items - Carry-On			2	1	1	1			1				6
Property - Special Handling - Missing Items - Checked		1	3	1				1	1	3			10
Screening	3	2	1	2	1	1							10
Screening - Inconsistency		1											1
Screening - Military				1									1
Screening - Procedures/Process	2	1	1		1	1							6
Screening - Security Breach	1			1									2
<b>2021</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>13</b>	<b>19</b>	<b>15</b>	<b>105</b>
Civil Rights					1				1		1		3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination					1						1		2
Claims				1									1
Claims - General				1									1
Customer Service			1		2		3	2	2	3	3	2	18
Customer Service - TCC			1										1
Customer Service - TSO					2		3	2	2	3	3	2	17
Expedited Passenger Screening Program						1	1	3	5	5	9	9	33
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1	1	3	4	5	8	9	31
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property	1	1	2	3	1	1		1		2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged	1	1	2	1	1	1				1			8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2				1					3
Patdown							1					1	2
Patdown - Flyer							1					1	2
Persons w/ Disabilities (PWD)			1			2		1			1		5
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	2	1			1	3	2	2	1	2	1	1	16
Property - Special Handling - Damaged Items - Carry-On								1		1	1	1	4
Property - Special Handling - Damaged Items - Checked	1	1			1	1	1		1				6
Property - Special Handling - Missing Items - Carry-On	1					2	1	1		1			6
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening		2		1	1	2		1		1	2	1	11
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process		2		1		2				1	1		7
<b>2022</b>	<b>12</b>	<b>23</b>	<b>35</b>	<b>12</b>	<b>22</b>	<b>28</b>	<b>36</b>	<b>57</b>					<b>225</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		1							2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	5	4	1	3	2	4					21
Customer Service - TSO	1	1	5	4	1	3	2	4					21
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45					166
Expedited Passenger Screening Program - DoD		1	2		1	2	1	1					8
Expedited Passenger Screening Program - TSA Appl		5	1	1	1								8
Expedited Passenger Screening Program - TSA/DHS	9	12	18	5	15	17	29	44					149
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic				2									2
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1		1							2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown				1						2			3
Patdown - Flyer				1						2			3
Persons w/ Disabilities (PWD)			1				1	1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			1										1
Property - Special Handling				1	1	1	2	1	2				8
Property - Special Handling - Damaged Items - Carry-On					1				1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				1		1	1						4
Screening	1	2	4		2	3	1	3					16
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2										2
Screening - Military								1					1
Screening - Opposite Gender				1									1
Screening - Procedures/Process	1	2	1		2	2		2					10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ORH</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>18</b>
<b>2019</b>				<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>10</b>
Locks							<b>1</b>					<b>1</b>	<b>2</b>
Locks - Missing or Damaged Lock							<b>1</b>					<b>1</b>	<b>2</b>
Mishandling of Passenger Property					<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>		<b>5</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									<b>1</b>	<b>2</b>	<b>1</b>		<b>4</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					<b>1</b>								<b>1</b>
Property - Special Handling				<b>1</b>	<b>1</b>			<b>1</b>					<b>3</b>
Property - Special Handling - Missing Items - Carry-On				<b>1</b>									<b>1</b>
Property - Special Handling - Missing Items - Checked					<b>1</b>			<b>1</b>					<b>2</b>
<b>2021</b>											<b>1</b>		<b>1</b>
Expedited Passenger Screening Program											<b>1</b>		<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck											<b>1</b>		<b>1</b>
<b>2022</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>							<b>7</b>
Civil Rights	<b>1</b>												<b>1</b>
Civil Rights - Headwear	<b>1</b>												<b>1</b>
Customer Service			<b>1</b>										<b>1</b>
Customer Service - TSO			<b>1</b>										<b>1</b>
Expedited Passenger Screening Program	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>							<b>4</b>
Expedited Passenger Screening Program	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>							<b>4</b>
Screening													<b>1</b>
Screening - Procedures/Process							<b>1</b>						<b>1</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OTH</b>													
<b>2019</b>		1	1	3	2		1		3	3	1	2	17
Mishandling of Passenger Property					1					1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
<b>2020</b>			1	2	1				1	1			6
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling			1	1									3
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked										1			1
<b>2021</b>				1			1		2	1		2	7
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling							1		1	1			3
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Checked									1				1
<b>2022</b>			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OTZ</b>	1		1			1		2	1			1	7
<b>2019</b>									1			1	2
Civil Rights									1				1
Civil Rights - Age									1				1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2021</b>	1												1
Screening	1												1
Screening - Lengthy Lines	1												1
<b>2022</b>			1			1		2					4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program			1			1		1					3
Expedited Passenger Screening Program - TSA PreCheck			1			1		1					3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OWB</b>		1		2				1	1				5
<b>2019</b>				1				1	1				3
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked		1											1
<b>2021</b>				1									1
Customer Service				1									1
Customer Service - TSO				1									1



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PAE</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>3</b>	<b>61</b>
<b>2019</b>							<b>3</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>26</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service								1	1		3	1	6
Customer Service - Others											1		1
Customer Service - TSO								1	1			1	5
Mishandling of Passenger Property										1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			2
Patdown							1		1	1			4
Patdown - Flyer							1		1	1			4
Persons w/ Disabilities (PWD)									1	1	2		4
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling									2				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening							2			2	3		7
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process							1			2	3		6
<b>2020</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>								<b>14</b>
Civil Rights		1		1									2
Civil Rights - Age		1		1									2
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property		1	1				1						3
Mishandling of Passenger Property - Damaged/Missii		1	1										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling	1		2	1									4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Item	1		2										3
Screening		1	1	1									3
Screening - Procedures/Process		1	1	1									3
<b>2021</b>	<b>1</b>					<b>2</b>				<b>1</b>	<b>1</b>		<b>5</b>
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
<b>2022</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>					<b>16</b>
Expedited Passenger Screening Program	1		2	1	1	1	2	5					13
Expedited Passenger Screening Program	1		2	1	1	1	2	5					13
Patdown			2										2
Patdown - Flyer			2										2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PAH</b>		1		2		1		1			1		6
<b>2019</b>											1		1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2020</b>				2									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
<b>2021</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
<b>2022</b>		1				1							2
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PBG</b>		1		1	1		2		1	2	2		10
<b>2019</b>				1	1				1				3
Patdown					1								1
Patdown - Flyer						1							1
Property - Special Handling				1					1				2
Property - Special Handling - Missing Items - Checked				1					1				2
<b>2021</b>							1			2	2		5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA Application Program							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											2		2
Screening										1			1
Screening - Procedures/Process										1			1
<b>2022</b>		1					1						2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center (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
<b>PBI</b>	<b>49</b>	<b>78</b>	<b>113</b>	<b>85</b>	<b>114</b>	<b>148</b>	<b>132</b>	<b>112</b>	<b>51</b>	<b>46</b>	<b>36</b>	<b>42</b>	<b>1,006</b>
<b>2019</b>				<b>16</b>	<b>21</b>	<b>26</b>	<b>22</b>	<b>23</b>	<b>17</b>	<b>26</b>	<b>15</b>	<b>7</b>	<b>173</b>
Civil Rights				1		2	1	2	1	2	1		10
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service				2	4	7	5	1	1	3	2	1	26
Customer Service - TSO				2	4	7	5	1	1	3	2	1	26
Locks						4	1	1	1	1			8
Locks - Missing or Damaged Lock						4	1	1	1	1			8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				5	8	3	4	4	9	5	1	1	40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1						2		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	7	3	4	4	7	2	1		32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				2	1			4
Patdown				1			1			2			4
Patdown - Flyer				1			1			1			3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1		2	3	1		2	1	1	11
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1	1					4
Property - Special Handling				6	4	6	6	8	3	6	6	4	49
Property - Special Handling - Damaged Items - Carry-On						1	1			1	2		5
Property - Special Handling - Damaged Items - Checked				2		1			2	2		2	9
Property - Special Handling - Missing Items - Carry-On				1	2			2	1	1		1	8
Property - Special Handling - Missing Items - Checked				3	2	4	5	6		2	4	1	27
Screening					5	2	1	6	2	4	4		24
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process					4		1	6	1	4	3		19
Screening - Security Breach					1								1
<b>2020</b>	<b>13</b>	<b>20</b>	<b>31</b>	<b>28</b>	<b>33</b>	<b>18</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>172</b>
Civil Rights					2	1			1				4
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	1	3	6	5	8	4		3	1			1	32
Customer Service - Others			1					1					2
Customer Service - TSO	1	3	5	5	8	4		2	1			1	30
Locks	1	1		1	1	1				1		1	7
Locks - Missing or Damaged Lock	1	1		1	1	1				1		1	7
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4	5	10	9	9	8			1	1		2	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	3	4	10	9	8	7			1	1		2	45
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1		1	1	1							4
Patdown	2			1		1						1	5
Patdown - Flyer	1			1		1						1	4
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	3	1	3	4								12
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2								3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy													1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		2			1								3
Property - Special Handling	4	5	11	6	6	1	1		3	3	1	2	43
Property - Special Handling - Damaged Items - Carry-On			2	2									4
Property - Special Handling - Damaged Items - Checked	2	3	2	2	2				1	1		2	15
Property - Special Handling - Missing Items - Carry-On	2	1		2	2		1			1			7
Property - Special Handling - Missing Items - Checked	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 Employee						1							1
Screening - Procedures/Process		3	2	2	2	1		1	1	2	1		15
Screening - Security Breach			1	1								1	3
<b>2021</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>34</b>	<b>24</b>	<b>27</b>	<b>13</b>	<b>19</b>	<b>27</b>	<b>197</b>
Civil Rights				1		2	2	1					6
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination				1		1	1	1					4
Claims			1										1
Claims - General			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1	1	2	7	2	3	7	6	6	2	1	3	41
Customer Service - Others							1						1
Customer Service - TSO	1	1	2	7	2	3	6	6	6	2	1	3	40
Expedited Passenger Screening Program			1		3	4	17	9	12	9	16	18	89
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program					1			1	1			1	4
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	16	8	11	9	15	17	83
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property		2	1					1	1				5
Mishandling of Passenger Property - Damaged/Missi		2	1					1	1				5
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
No Subject			1										1
No Subject - General			1										1
Patdown	1						1	1	2				5
Patdown - Flyer	1						1		2				4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1				1		3	1				2	8
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	1	4		1	1	1	1	4	3	2	1	2	21
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Damaged Items - Check		2			1			1		1	1		6
Property - Special Handling - Missing Items - Carry-On									1	1			2
Property - Special Handling - Missing Item	1	2		1		1		2	2			2	11
Screening	1	1		1	4		2		3		1	2	15
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	1		1	3		2		3		1	2	14
<b>2022</b>	<b>30</b>	<b>50</b>	<b>75</b>	<b>31</b>	<b>48</b>	<b>94</b>	<b>75</b>	<b>61</b>					<b>464</b>
Civil Rights				1	1	1	1						4
Civil Rights - Age					1	1							2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	5	8	7	5	3	6	7	4					45
Customer Service - CSM		1											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 Member						1							1
Expedited Passenger Screening Program - TSA Appl		1	7	1	1	1	2	3					16
Expedited Passenger Screening Program	22	38	51	19	35	72	57	50					344
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction		1					1						2
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to Other		1											1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)		1	3	1		1		1					7
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	3		4	3	4	4	2	1					21
Property - Special Handling - Damaged It	1		1		2	2	2						8
Property - Special Handling - Damaged It	1		2	1	1								5
Property - Special Handling - Missing Item	1			1		1							3
Property - Special Handling - Missing Items - Checked			1	1	1	1		1					5
Screening		1		1	3	5	6	2					18
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency						3	1						4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1			2	2	3	2					10
Screening - Retrieving Abandoned/Confiscated Items							2						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PDX</b>	<b>104</b>	<b>108</b>	<b>119</b>	<b>131</b>	<b>96</b>	<b>151</b>	<b>159</b>	<b>184</b>	<b>102</b>	<b>116</b>	<b>100</b>	<b>115</b>	<b>1,485</b>
<b>2019</b>				<b>31</b>	<b>22</b>	<b>37</b>	<b>28</b>	<b>37</b>	<b>47</b>	<b>44</b>	<b>35</b>	<b>39</b>	<b>320</b>
Civil Rights				3	1	1		1	1	1	1	1	10
Civil Rights - Headwear								1					1
Civil Rights - Racial Profiling or Discrimination				1	1					1	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1				2
Civil Rights - Transgender Screening				1		1						1	3
Customer Service				6	2	4	8	11	4	10	8	8	61
Customer Service - Others										2	1		3
Customer Service - TSO				6	2	4	8	11	4	8	7	8	58
Locks				2			1		1		1	1	6
Locks - Missing or Damaged Lock				2			1		1		1	1	6
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				6	6	4	3	8	15	12	11	13	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1			4	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	5	4	2	8	10	11	9	6	60
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1			1		4	1	2	3	12
Patdown					2		1	3	4	1	1		12
Patdown - Flyer					2		1	3	4	1	1		12
Persons w/ Disabilities (PWD)				3	6	3	1	3	6	4	5	2	33
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			2	2		3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1			1	1		1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1				2
Property - Special Handling				10	3	15	9	8	10	6	5	10	76
Property - Special Handling - Damaged Items - Carry-On				1	2	2			2	2	1		10
Property - Special Handling - Damaged Items - Checked				1		3	1	1	1		1	1	9
Property - Special Handling - Missing Items - Carry-On				3		2	4	4	3			1	17
Property - Special Handling - Missing Items - Checked				5	1	8	4	3	4	4	3	8	40
Screening				1	2	10	5	3	6	10	3	3	43
Screening - Inconsistency				1		2			1		1	1	6
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process					2	5	5	3	4	8	2	1	30
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach						2						1	3
<b>2020</b>	<b>31</b>	<b>31</b>	<b>36</b>	<b>32</b>	<b>22</b>	<b>23</b>	<b>3</b>	<b>4</b>	<b>10</b>	<b>26</b>	<b>11</b>	<b>27</b>	<b>256</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights	1	4	2	1	1				3		1	1	14
Civil Rights - Age			1										1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination		2							2			1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1			1				1				3
Civil Rights - Transgender Screening	1	1	1	1									4
Customer Service	6	8	7	4		4	1				5	2	37
Customer Service - Others		1									2		3
Customer Service - TSO	6	7	7	4		4	1				3	2	34
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks				1	1								3
Locks - Missing or Damaged Lock				1	1								3
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property	8	4	12	9	8	11	1	1	1	5	3	9	72
Mishandling of Passenger Property - Damaged/Missin			1	2		1				2	1	1	9
Mishandling of Passenger Property - Dam	6	2	8	6	7	7	1	1	1	2	1	5	47
Mishandling of Passenger Property - Disa	2	1	3	1	1	3				1	1	3	16
Patdown				1	2	1	1			3			8
Patdown - Flyer				1	2	1	1			3			8
Persons w/ Disabilities (PWD)	2	2	2	4	5	1							16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes													2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary					3								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/C	1			1									2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1		1								3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling	9	7	7	5	2	4		2	3	13		7	59
Property - Special Handling - Damaged Items - Carry			1	1						3			5
Property - Special Handling - Damaged It	5	1		1		1		2	1	3		5	19

**TSA Contact Center (TCC) Data Tool - FOIA**

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	2	2	1		1					2			8
Property - Special Handling - Missing Items	2	3	6	3	1	3			2	5		2	27
Screening	5	5	3	4	5	3	1	1	3	3	2	7	42
Screening - Inconsistency	1	1			1								3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	3	3	4	2	3	1	1	3	3	2	7	36
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach		1											1
<b>2021</b>	<b>16</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>26</b>	<b>28</b>	<b>45</b>	<b>46</b>	<b>54</b>	<b>49</b>	<b>319</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Civil Rights			2			2	1	1	2	1		3	12
Civil Rights - Racial Profiling or Discrimination						2	1			1		2	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						2				3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening												1	2
Claims								1					1
Claims - General								1					1
Customer Service	2	3	1	3	5	4	3	4	7	7	6	6	51
Customer Service - TSO	2	3	1	3	5	4	3	4	7	7	6	6	51
Expedited Passenger Screening Program			1	1	2	2	10	14	15	22	33	35	135
Expedited Passenger Screening Program - DoD								2					2
Expedited Passenger Screening Program - TSA Application Program							1	3	1		2	3	10
Expedited Passenger Screening Program - TSA PreCheck			1	1	2	2	8	9	14	22	31	32	122
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements								1		1	2		4
Identification (ID) Requirements - Domestic										1	2		3
Identification (ID) Requirements - Real ID							1						1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Lost and Found	1								1	1			3
Lost and Found - Airport/TSA	1								1	1			3
Mishandling of Passenger Property	3	3		1	1		3	3	2	3	1	1	21
Mishandling of Passenger Property - Damaged	1				1		1	1				1	5
Mishandling of Passenger Property - Damaged	2	3		1			2	2	2	2	1		15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1		1				3		2	1	4		12
Patdown - Children										1			1
Patdown - Flyer	1						3		2		4		10
Patdown - General			1										1
Persons w/ Disabilities (PWD)	3	5		1					4	1	2		16
Persons w/ Disabilities (PWD) - Diabetes	1										2		3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Mobility [	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					2				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Visual Impairment		3											3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items			1		1								2
Prohibited & Permitted Items - Food/Beverages			1		1								2
Property - Special Handling	2	1	1	1	1	1	2		10	3	2	3	26
Property - Special Handling - Damaged Items - Carry-On									3	1		1	5
Property - Special Handling - Damaged Items	1						2		1	1	1		6
Property - Special Handling - Missing Items - Carry-On									2	1		2	5
Property - Special Handling - Missing Items	1	1	1		1	1			4		1		10
Request for Assistance										1			1
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1			1
Screening	4	2		4		2	3	3	2	4	4	1	29
Screening - Inconsistency						1		2					3
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process	3	2		4		1	2	1	1	4	3		21
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1
TWIC			1	1									2
TWIC - General			1	1									2
<b>2022</b>	<b>57</b>	<b>63</b>	<b>75</b>	<b>57</b>	<b>42</b>	<b>79</b>	<b>102</b>	<b>115</b>					<b>590</b>
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 Discrimination	4	1	2	1	1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		2						3
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	42	44	34	32	63	81	99					430

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - DoD							1						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 - Damaged/Missing Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--C			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					8
Patdown - Non-Flyer					1								1
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/Garments/Dressings/Ma			1										1
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1					1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1				1					3
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	3	4	3	2	1	2	1	1					17
Property - Special Handling - Damaged Items - Carry		1	2	2				1					6
Property - Special Handling - Damaged It	2				1				1				4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Item	1	3	1										6
Screening	3	3	5	4		2		4					21
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1						2					3
Screening - Lengthy Lines			1			1		1					3
Screening - Procedures/Process	3	2	3	4		1		1					14



TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PGD</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>19</b>	<b>34</b>	<b>15</b>	<b>19</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>163</b>
<b>2019</b>				<b>2</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>34</b>
Civil Rights					1					1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1			2
Customer Service						2	1		1		1		5
Customer Service - TSO						2	1		1		1		5
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property					1	1	1						3
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)				1	1	2					3		7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling						1	3	1					5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2						2
Screening				1	1	1		1		4			8
Screening - Procedures/Process					1	1		1		4			7
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2020</b>	<b>2</b>	<b>2</b>	<b>4</b>		<b>4</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>27</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property						1							2
Mishandling of Passenger Property - Damaged/Missin			1			1							2
Patdown						3						1	5
Patdown - Children						1							1
Patdown - Flyer						2						1	3
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)					2	1					1		4
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	1	1								1	1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Item	1									1			2
Screening	1		1			5	1	1	2				11
Screening - Inconsistency			1										1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					4	1	1	2				9
<b>2021</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>33</b>
Civil Rights					1							1	2
Civil Rights - Constitutional Rights					1								2
Customer Service		1	1	1		1							4
Customer Service - CSM			1										1
Customer Service - TSO		1		1		1							3
Expedited Passenger Screening Program								1	1	3	1	4	10
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1	1	3	1	3	9
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown						1		1	1				3
Patdown - Flyer						1			1				2
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Screening	1		1		1		1	1	1		1	1	8
Screening - Inconsistency			1									1	2
Screening - Procedures/Process	1									1			6
<b>2022</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>13</b>	<b>8</b>	<b>13</b>					<b>69</b>
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or Discrimin	1				2								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				2				1					3
Customer Service - TSO				2				1					3
Expedited Passenger Screening Program	4	5	5	3	6	11	6	11					51
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	2	5	5	3	6	10	6	11					48

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Persons w/ Disabilities (PWD) - Medically		1											1
Property - Special Handling				1	1		2						4
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Carry-On							2						2
Screening		1	1		1								3
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process		1	1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PGV</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>3</b>	<b>5</b>	<b>28</b>
<b>2019</b>				<b>1</b>		<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>5</b>
Customer Service											1		1
Customer Service - TSO											1		1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling				1		1	1						3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked				1				1					2
<b>2020</b>	<b>3</b>	<b>1</b>	<b>3</b>								<b>2</b>	<b>1</b>	<b>10</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2		1									1	4
Mishandling of Passenger Property - Dam	2		1									1	4
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1	1										2
Screening - Procedures/Process		1	1										2
<b>2021</b>							<b>1</b>		<b>2</b>			<b>3</b>	<b>6</b>
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling									1			2	3
Property - Special Handling - Missing Items - Checked									1			2	3
<b>2022</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>					<b>7</b>
Expedited Passenger Screening Program		2					1						3
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		1				1							2
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1							1					2
Screening - Procedures/Process	1							1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PHF</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>33</b>
<b>2019</b>					<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>5</b>
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked									1				1
<b>2020</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>				<b>1</b>				<b>13</b>
Civil Rights	1		1										2
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1		2		1								4
Customer Service - TSO	1		2		1								4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Touch Aviators	1												1
Property - Special Handling				1	1				1				3
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Checked				1									1
<b>2021</b>	<b>1</b>			<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>6</b>
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1			1						3
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
<b>2022</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>							<b>9</b>
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	2		2	1	1							7
Expedited Passenger Screening Program - TSA PreCheck	1	2		2	1	1							7
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PHL</b>	<b>233</b>	<b>222</b>	<b>238</b>	<b>232</b>	<b>241</b>	<b>305</b>	<b>302</b>	<b>322</b>	<b>159</b>	<b>188</b>	<b>205</b>	<b>170</b>	<b>2,817</b>
<b>2019</b>				<b>57</b>	<b>45</b>	<b>43</b>	<b>46</b>	<b>69</b>	<b>68</b>	<b>99</b>	<b>93</b>	<b>60</b>	<b>580</b>
Civil Rights				6	4		4	4	1	2	1	4	26
Civil Rights - Age								1				1	2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination				1	2		2	1		1	1	1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				5	1		1		1			1	9
Civil Rights - Sexual Orientation - Not Transgender							1			1			2
Civil Rights - Transgender Screening								1				1	2
CSM/Stakeholder Follow-up								1					1
CSM/Stakeholder Follow-up - General								1					1
Customer Service				9	7	10	7	9	22	22	21	17	124
Customer Service - Others							1	1	1	1	1	1	6
Customer Service - TSO				9	7	10	6	8	21	21	20	16	118
Locks				2	2	2	4	1	2	4	4	3	24
Locks - Missing or Damaged Lock				2	2	2	4	1	2	4	4	3	24
Lost and Found				1	2	3	1					2	9
Lost and Found - Airport/TSA				1	2	3	1					2	9
Mishandling of Passenger Property				19	8	9	9	15	10	22	25	8	125
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5		1		3	1	2	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				12	6	7	7	9	8	17	22	7	95
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1				1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2	1	2	2	1	3	1		13
Notice of Violation/Civil Penalties										1		1	2
Notice of Violation/Civil Penalties - General										1		1	2
Patdown				3	4		2	7	2	5	3	5	31
Patdown - Flyer				3	4		1	5	2	5	2	5	27
Patdown - Flyer as Observer							1	2			1		4
Persons w/ Disabilities (PWD)				3	3	5	4	5	8	8	2	1	39
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1			1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1					1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2			3	1			7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1			1			2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	3		1	1		7
Property - Special Handling				13	13	11	8	17	11	28	21	14	136
Property - Special Handling - Damaged Items - Carry-On				2	1	2	1	2	3	1	1		13
Property - Special Handling - Damaged Items - Checked				1	4	1	1	6	3	7	6	2	31
Property - Special Handling - Missing Items - Carry-On				5	5	2	1	2	2	7	7	3	34
Property - Special Handling - Missing Items - Checked				5	3	6	5	7	3	13	7	9	58
Request for Assistance													1
Request for Assistance - Other													1
Screening				1	2	3	7	10	12	7	14	6	62
Screening - Crew Member or Airline Employee											1		1
Screening - International Screening												1	1
Screening - Lengthy Lines								3			4	1	8
Screening - Procedures/Process				1	1	2	7	7	11	5	9	4	47
Screening - Retrieving Abandoned/Confiscated Items										2			3
Screening - Security Breach						1			1				2
<b>2020</b>	<b>84</b>	<b>65</b>	<b>80</b>	<b>60</b>	<b>35</b>	<b>37</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>17</b>	<b>23</b>	<b>36</b>	<b>456</b>
Civil Rights	3	2	2	5	1							4	17
Civil Rights - Constitutional Rights				1								1	2
Civil Rights - Headwear				1									1
Civil Rights - Racial Profiling or Discrimination	2	2		1	1							2	8
Civil Rights - Sex/Gender/Gender Identity	1		1	1								1	4
Civil Rights - Transgender Screening			1	1									2
Customer Service	17	13	17	14	8	8	1			3	4	6	91
Customer Service - CSM						1							1
Customer Service - Others	1	1	1									1	4
Customer Service - TSO	16	12	16	14	8	7	1			3	4	5	86
Locks	1	5	7	4		3				1			21
Locks - Missing or Damaged Lock	1	5	7	4		3				1			21
Lost and Found	2	1	2		1	2			1	1		2	12
Lost and Found - Airport/TSA	2	1	2		1	2			1	1		2	12
Mishandling of Passenger Property	27	12	12	8	2	9				5	2	1	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	4	1			2				1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	20	5	10	8	1	7				4	2	1	58
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	6	3	1		1								11
Patdown	3	2	4	2	2	2			1		1		17
Patdown - Flyer	3	2	4	2	2	2			1				16
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	6	5	6	4	4	2				1		2	30
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1	1			1						1	5
Persons w/ Disabilities (PWD) - Cognitive	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes				1						1			2
Persons w/ Disabilities (PWD) - General	1	1				1							3
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	1							1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			2			1							3
Persons w/ Disabilities (PWD) - Wheelcha	2		1										3
Property - Special Handling	17	17	20	20	14	10	2	3	6	6	11	15	141
Property - Special Handling - Damaged It	4	2	3	2	2	1			2		3	2	21
Property - Special Handling - Damaged It	2	2	7	4	3	2	1		1	1	2	6	31
Property - Special Handling - Missing Item	4	7	5	6	2	3		1	1		1	3	33
Property - Special Handling - Missing Item	7	6	5	8	7	4	1	2	2	5	5	4	56
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	7	8	10	3	3	1	1	3	1		5	6	48
Screening - Crew Member or Airline Employee		2											2
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process	6	5	7	1	3	1		3	1		4	6	37
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
Screening - Security Breach		1	1	2							1		5
<b>2021</b>	<b>35</b>	<b>29</b>	<b>18</b>	<b>12</b>	<b>16</b>	<b>42</b>	<b>55</b>	<b>62</b>	<b>82</b>	<b>72</b>	<b>89</b>	<b>74</b>	<b>586</b>
Airline							1		1				2
Airline - Policy/Regulations/Service							1		1				2
Civil Rights	1	1				2	1	1	8	1	2		17
Civil Rights - Constitutional Rights									4				4
Civil Rights - Racial Profiling or Discrimination						2	1		3		2		8
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity	1							1		1			3
Civil Rights - Transgender Screening		1											1
Claims						1				1			2
Claims - General						1							1
Claims - Status										1			1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service	5	7	4	4	4	10	13	9	11	16	12	8	103
Customer Service - Others							1	1	1	2			5
Customer Service - TCC			1										1
Customer Service - TSO	5	7	3	4	4	10	12	8	10	14	12	8	97
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1	1	4	11	16	27	40	36	49	57	242
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program - TSA Application Program						2	2	1	2		3	5	15
Expedited Passenger Screening Program - TSA PreCheck			1	1	4	9	14	25	37	36	46	51	224
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Identification (ID) Requirements		2					1						3
Identification (ID) Requirements - Domestic		2					1						3
Locks	1	1	3				1	1	1				8
Locks - Missing or Damaged Lock	1	1	3				1	1	1				8
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	2	3	1	4	3	1	3	2	2	1	32
Mishandling of Passenger Property - Dam	1		1			2			1				5
Mishandling of Passenger Property - Dam	5	4	1	2	1	2	2	1	2	2			22
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2	1	4
No Jurisdiction				1					1				2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other									1				1
No Subject			1										1
No Subject - General			1										1
Patdown	3						1	2	2	2	2		12
Patdown - Flyer	3							2	1	2	2		10
Patdown - Flyer as Observer							1		1				2
Persons w/ Disabilities (PWD)	4	3					4	3	4	3		2	23
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General	1	1					1						3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1				2
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1					2
Persons w/ Disabilities (PWD) - Wheelcha	2	1							2	1			6
Prohibited & Permitted Items							1	2					3
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Prohibited & Permitted Items - Remains								1					1
Property - Special Handling	10	7	3	2	2	6	10	13	6	7	17	2	85
Property - Special Handling - Damaged It	1	1			1	1	1	2		2	4		13

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	4	1	1	1	1	3	4	4	2		6		27
Property - Special Handling - Missing Items	1	2	1			1	2	2	3	3	3	1	19
Property - Special Handling - Missing Items - Checked Back	4	3	1	1		1	3	5	1	2	4	1	26
Screening	4	4	2	1	4	9	3	3	5	4	4	4	47
Screening - Inconsistency					1	2	2	3					9
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process	4	3	1	1	3	6			5	4	4	3	34
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach		1											1
<b>2022</b>	<b>114</b>	<b>128</b>	<b>140</b>	<b>103</b>	<b>145</b>	<b>183</b>	<b>197</b>	<b>185</b>					<b>1,195</b>
Airline							2	1					3
Airline - Policy/Regulations/Service							2	1					3
Civil Rights	2	1	1		4		1	1					10
Civil Rights - Perceived Religion							1						1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	2	1			3								6
Civil Rights - Transgender Screening			1		1								2
Customer Service	19	12	6	6	12	9	12	19					95
Customer Service - TSO	19	12	6	6	12	9	12	19					95
Expedited Passenger Screening Program	77	95	124	85	118	154	156	144					953
Expedited Passenger Screening Program - Active Duty Military				2									2
Expedited Passenger Screening Program - DoD		1	1		1	1		1					5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	6	12	12	4	6	3	5	6					54
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	82	111	79	111	148	149	136					887
Locks							1	1					2
Locks - Missing or Damaged Lock							1	1					2
Lost and Found					1		1						2
Lost and Found - Airport/TSA					1	1							2
Mishandling of Passenger Property		2	1	1			2	3					9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back		2	1				1						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1			1	3					5
No Jurisdiction				1			4						5
No Jurisdiction - Refer to CBP							2						2
No Jurisdiction - Refer to Other				1			2						3
Patdown	3	2	1		2	2	2	1					13
Patdown - Flyer	3	1	1		2	2	1	1					11
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3	4	2					16
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1				1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices - Attached to the Body	1						1						2
Persons w/ Disabilities (PWD) - Medically Necessary	1					2	1	1					5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchairs	1					1							2
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic	1												1
Prohibited & Permitted Items - Firearm/Arms	1	1											2
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	5	6	2	4	5	4	5	5					36
Property - Special Handling - Damaged Items	1	2	1	1		1		2					8
Property - Special Handling - Damaged Items - Checked Back	3			1	2			1					7
Property - Special Handling - Missing Items	1	3	1		1	1	2	1					10
Property - Special Handling - Missing Items - Checked Back		1		2	2	2	3	1					11
Screening	2	8	4	4	3	9	8	9					47
Screening - Inconsistency	1	1	2				4	1					9
Screening - Lengthy Lines							2	2					4
Screening - Procedures/Process	1	7	2	4	3	8	2	5					32
Screening - Retrieving Abandoned/Confiscated Items						1		1					2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PHX</b>	<b>286</b>	<b>300</b>	<b>310</b>	<b>366</b>	<b>404</b>	<b>506</b>	<b>426</b>	<b>462</b>	<b>245</b>	<b>218</b>	<b>219</b>	<b>245</b>	<b>3,987</b>
<b>2019</b>				<b>83</b>	<b>80</b>	<b>122</b>	<b>123</b>	<b>121</b>	<b>104</b>	<b>92</b>	<b>84</b>	<b>95</b>	<b>904</b>
Civil Rights				5	1	5	6	2	4	4	5	3	35
Civil Rights - Age				1			1				1		3
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						2							2
Civil Rights - Racial Profiling or Discrimination				2	1	1	3	1	2	1	2	3	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1	2	1	2	3	1		11
Civil Rights - Transgender Screening						1							1
Customer Service				14	13	23	24	23	25	15	15	23	175
Customer Service - Others						1		1			1	1	4
Customer Service - TSO				14	13	22	24	22	25	15	14	22	171
Locks				1	5	5	7	7	3	3	5	2	38
Locks - General					1								1
Locks - Missing or Damaged Lock				1	4	5	7	7	3	3	5	2	37
Lost and Found					4	7	4	3	2	3	3	3	29
Lost and Found - Airport/TSA					4	7	4	3	2	3	3	3	29
Mishandling of Passenger Property				21	19	29	26	22	26	20	17	19	199
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2		1	1	1	1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	11	24	19	19	23	15	14	13	158
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					6	5	6	2	2	4	2	5	32
Patdown					1	7	6	2	1	1	5	4	27
Patdown - Flyer					1	6	6	2	1		4	3	23
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				8	10	4	7	6	5	11	4	5	60
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1	1		1		2	1			6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General				1				1		1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2		1	2	2	2	2	1	12
Persons w/ Disabilities (PWD) - Metal Implants (Joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2	1	2	1		1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				2									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1			1			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		1						2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1		1	1	3		2	10
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling				18	14	24	27	32	23	18	14	20	190
Property - Special Handling - Damaged Items - Carry-On				3	1	1	4	2		2	1	5	19
Property - Special Handling - Damaged Items - Checked				2	5	4	2	2	5	1	6	4	31
Property - Special Handling - Missing Items - Carry-On				4	4	11	7	8	7	4	1	6	52
Property - Special Handling - Missing Items - Checked				9	4	8	14	20	11	11	6	5	88
Request for Assistance						1		2	1	1			5
Request for Assistance - Other								2	1	1			4
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				16	13	17	16	22	14	16	16	16	146
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency				2	1	2	1		1	2	2		11
Screening - Lengthy Lines				1				1		2			4
Screening - Procedures/Process				9	11	14	14	18	10	12	13	15	116
Screening - Retrieving Abandoned/Confiscated Items				2	1			2	1				6
Screening - Security Breach				1		1	1	1	2			1	7
<b>2020</b>	<b>94</b>	<b>98</b>	<b>108</b>	<b>99</b>	<b>109</b>	<b>74</b>	<b>14</b>	<b>23</b>	<b>28</b>	<b>44</b>	<b>34</b>	<b>41</b>	<b>766</b>
Civil Rights	3	5	8	3	1	5		1	1	1	2	2	32
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1		2										3
Civil Rights - Hair Patdowns	2		1						1		1		5
Civil Rights - National Origin						1				1			2
Civil Rights - Racial Profiling or Discrimination			3	3	1	3		1			1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2	1	1	1								6
Civil Rights - Sexual Orientation - Not Transgender			1			1							2
Customer Service	17	17	28	20	21	17	4	4	8	6	6	11	159
Customer Service - Others		1	1	1	2				1				6
Customer Service - TSO	17	16	27	19	19	17	4	4	7	6	6	11	153
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	4	6	8	2	9	1	1	1	1	2	3		38
Locks - Missing or Damaged Lock	4	6	8	2	9	1	1	1	1	2	3		38
Lost and Found	5	3	2	4	4	1				1	2		22
Lost and Found - Airport/TSA	5	3	2	4	4	1				1	2		22
Mishandling of Passenger Property	22	23	29	25	23	18	2	1	7	7	2	6	165
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	3	4	5	2	2	1			1			1	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	12	14	23	17	19	14	1	1	6	7	2	4	120
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	7	5	1	6	2	3	1					1	26
Patdown	2	2	4	1		3		1	1	1	1	1	17
Patdown - Children	1	1											2
Patdown - Flyer	1	1	3	1		3		1	1	1			12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer				1							1		2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	7	7	4	10	7	9		1		1	3	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1									2
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general)	1	1									1		3
Persons w/ Disabilities (PWD) - Cognitive/Developmental		1		1		1						1	4
Persons w/ Disabilities (PWD) - Diabetes	1	1		2									4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	1					4						1	6
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1		1							2
Persons w/ Disabilities (PWD) - Medically Necessary	1	2	1		1	1							6
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2								1	3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1					1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1		1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1			1			1		3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1	1	2	1	4							1	10
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling	17	25	15	21	27	13	2	7	6	19	11	10	173
Property - Special Handling - Damaged Items	4		2	3	2	3				3		2	19
Property - Special Handling - Damaged Items - Missing	3	5	2	3	6	4		4	3	3	6	2	41
Property - Special Handling - Missing Items	3	4	4	6	9	2			2	4	1	2	37
Property - Special Handling - Missing Items - Damaged	7	16	7	9	10	4	2	3	1	9	4	4	76
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	17	10	10	13	17	6	5	6	4	6	4	5	103
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2		1	1		1							5
Screening - Procedures/Process	11	10	6	11	15	5	5	6	3	6	4	4	86
Screening - Retrieving Abandoned/Confiscated	2		1	1	2								6
Screening - Security Breach	1		2									1	4
<b>2021</b>	<b>46</b>	<b>31</b>	<b>28</b>	<b>26</b>	<b>53</b>	<b>64</b>	<b>69</b>	<b>88</b>	<b>113</b>	<b>82</b>	<b>101</b>	<b>109</b>	<b>810</b>
Additional Information Required/Insufficient Information					1				1				2
Additional Information Required/Insufficient Information - EMAIL ONLY					1				1				2
Airline							1	2					3
Airline - Policy/Regulations/Service							1	2					3
Civil Rights	3	2	2	1	6	1	3	5	6	2	4	2	37
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)							1		1				2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin									1			1	2
Civil Rights - Racial Profiling or Discrimination	3	2	1		5	1	1	4	3	1	4	1	26
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		1						3
Civil Rights - Transgender Screening			1										1
Claims			1	1					1			1	4
Claims - General			1	1					1				3
Claims - Status												1	1
Customer Service	15	6	13	14	16	15	12	12	20	14	13	19	169
Customer Service - CSM			1	1									2
Customer Service - Others			1						1				2
Customer Service - TCC						1							1
Customer Service - TSO	15	6	11	13	16	14	12	12	19	14	13	19	164
Expedited Passenger Screening Program			2		6	16	15	30	35	31	42	63	240
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program							1	3	2		4	4	14
Expedited Passenger Screening Program - TSA PreCheck			2		6	16	14	27	33	29	38	59	224
Hazardous Materials Safety					2							1	3
Hazardous Materials Safety - General					2							1	3
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	1	2	1	1	1	1	2				2	1	12
Locks - Missing or Damaged Lock	1	2	1	1	1	1	2				2	1	12
Lost and Found	2	1		1	2					1	1	1	9
Lost and Found - Airport/TSA	2	1		1	2					1	1	1	9
Mishandling of Passenger Property	1	4	4	3	4	3	2	8	6	7	6		48
Mishandling of Passenger Property - Damaged	1		2	1	1	1	1	1	1	1	3		13
Mishandling of Passenger Property - Damaged/Missing		4	2	1		2	1	6	4	5	1		26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3			1	1	1	2		9
No Jurisdiction						2	1				1	1	5
No Jurisdiction - Refer to Other						2	1				1	1	5
No Subject						1				1			2
No Subject - General						1				1			2
Patdown		1	1	1		2	4	2	5	1	4	2	23
Patdown - Children										1			1
Patdown - Flyer		1	1	1		1	4	2	4		3	1	18
Patdown - Flyer as Observer									1		1	1	3
Patdown - General						1							1
Persons w/ Disabilities (PWD)	3	1				3	12	4	4	5	6	2	40
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes						1	1				1	1	4
Persons w/ Disabilities (PWD) - Diapers/C	1						1						2
Persons w/ Disabilities (PWD) - General							3	1			2		6
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		2			1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1			1		1	1	4
Persons w/ Disabilities (PWD) - Respiratory and Inha			1										1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Visual Impairment										2			2
Persons w/ Disabilities (PWD) - Wheelcha	1						4	1		1			7
Persons w/ Disabilities (PWD) - Wounded Warrior										1	1		2
Prohibited & Permitted Items						2	1		3	1	1	1	9
Prohibited & Permitted Items - Alcohol and Tobacco						1					1		2
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Prohibited & Permitted Items - Firearm/Ammunition												1	1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Prohibited & Permitted Items - Sporting Goods						1							1
Property - Special Handling	15	9	2	2	4	4	8	12	19	11	17	9	112
Property - Special Handling - Damaged It	1		1				3	1	4	1	4	3	18
Property - Special Handling - Damaged It	3	5	1		3		2	3	7	5	6	1	36
Property - Special Handling - Missing Item	7	1			1	3	1	3	4	1	3	3	27
Property - Special Handling - Missing Item	4	3		2		1	2	5	4	4	4	2	31
Screening	6	5	2	2	9	16	8	13	13	7	4	5	90
Screening - Children											1		1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			3	3	1	2	4	2			16
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	6	4	2	1	6	13	6	11	9	5	2	5	70
Screening - Retrieving Abandoned/Confiscated Items							1						1
Transfer to Security Specialist										1			1
Transfer to Security Specialist - Reportable Communication										1			1
<b>2022</b>	<b>146</b>	<b>171</b>	<b>174</b>	<b>158</b>	<b>162</b>	<b>246</b>	<b>220</b>	<b>230</b>					<b>1,507</b>
Additional Information Required/Insufficient Inf	1				1								2
Additional Information Required/Insuffici	1				1								2
Airline	1		1	1	1		3						7
Airline - Policy/Regulations/Service	1		1	1	1		3						7
Civil Rights	4	6	1	2	2	1	1	1					18
Civil Rights - Age				1		1							2
Civil Rights - Headwear		1											1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimina	3	5		1	1								10
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30	19	24					188
Customer Service - Others	1												1
Customer Service - TCC				2									2
Customer Service - TSO	28	21	35	15	13	30	19	24					185
Expedited Passenger Screening Program	86	112	103	102	116	168	155	168					1,010
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1			1	1	2	1					6
Expedited Passenger Screening Program	4	16	14	3	6	6	10	6					65
Expedited Passenger Screening Program	82	95	88	99	109	161	143	159					936
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								2					2
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domestic	1			1		1							3
Locks	1		1	1	1	1	1						6
Locks - General							1						1
Locks - Missing or Damaged Lock	1		1	1	1	1							5
Lost and Found		2		3	1	2		1					9
Lost and Found - Airport/TSA		2		3	1	2		1					9
Mishandling of Passenger Property		2	4	1	1	2	6	6					22
Mishandling of Passenger Property - Damaged/Missii		1	1				2	5					9
Mishandling of Passenger Property - Damaged/Missii		1	3	1	1	2	2	1					11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2						2
No Jurisdiction				1		1	1						3
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1							1
No Subject		1											1
No Subject - General		1											1
Notice of Violation/Civil Penalties	1						1						2
Notice of Violation/Civil Penalties - Gener	1						1						2
Patdown		3	1	1	1	3	6	3					18
Patdown - Flyer		2	1	1	1	3	5	2					15
Patdown - Flyer as Observer		1					1						2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5					44

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism Spectrum				1									3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes					2		1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1							1				2
Persons w/ Disabilities (PWD) - General						1		1					3
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1									2
Persons w/ Disabilities (PWD) - Internal M		1											1
Persons w/ Disabilities (PWD) - Medically		3	2	1	1			2	1				10
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1			1	1	1				4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesi		1	1	1		1	1						5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1		1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			2	1			2						5
Prohibited & Permitted Items		2	1										3
Prohibited & Permitted Items - Alcohol an		1											1
Prohibited & Permitted Items - Firearm/Ar		1											1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	9	7	12	11	9	19	7	10					84
Property - Special Handling - Damaged It	2	1	3	4	1	4	1	2					18
Property - Special Handling - Damaged It	1	2	4		2	4		3					16
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3					29
Property - Special Handling - Missing Item	3	1	1		3	6	5	2					21
Screening	6	8	8	16	12	11	13	10					84
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			1	1	2	1	3	1					9
Screening - Lengthy Lines				1		1		3					5
Screening - Procedures/Process	6	7	6	14	10	8	7	5					63
Screening - Retrieving Abandoned/Confiscated Items						1	2	1					4
Screening - Security Breach				1	1								2
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication				1									1
TSA Contact Information								1					1
TSA Contact Information - General								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIA</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>49</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>
Customer Service							1						1
Customer Service - TSO							1						1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1	2		1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Patdown													1
Patdown - Flyer as Observer													1
Property - Special Handling				1		1				1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked				1		1							2
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>1</b>		<b>12</b>
Customer Service		1										1	2
Customer Service - TSO		1										1	2
Mishandling of Passenger Property			2	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		1	1						2	1			5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Check		1							2	1			4
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>	<b>1</b>		<b>1</b>				<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>8</b>
Expedited Passenger Screening Program									1		2		3
Expedited Passenger Screening Program - TSA PreCheck									1		2		3
Property - Special Handling			1				1					1	3
Property - Special Handling - Damaged Items - Carry-On			1									1	2
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Procedures/Process													1
<b>2022</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>		<b>1</b>					<b>16</b>
Customer Service													1
Customer Service - TSO													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
Property - Special Handling - Damaged Items - Checked													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIB</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>22</b>
<b>2019</b>					<b>1</b>			<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>8</b>
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1				1
Patdown - Children									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
<b>2020</b>			<b>1</b>										<b>1</b>
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
<b>2021</b>		<b>1</b>					<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>6</b>
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missii		1											1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2022</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>		<b>1</b>						<b>7</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	1	2			1								4
Expedited Passenger Screening Program	1	2			1								4
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIE</b>	<b>16</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>26</b>	<b>27</b>	<b>14</b>	<b>22</b>	<b>19</b>	<b>8</b>	<b>15</b>	<b>9</b>	<b>191</b>
<b>2019</b>				<b>5</b>	<b>11</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>57</b>
Civil Rights					1	1	1	1		1			5
Civil Rights - Racial Profiling or Discrimination					1	1		1		1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service					3	5	1	2			1	1	13
Customer Service - Others						1							1
Customer Service - TSO					3	4	1	2			1	1	12
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property				1	2	1			2	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1			1	1	1	1	8
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)					2							1	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Property - Special Handling				2		1		4	2	1	2		12
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1		1	1		3
Property - Special Handling - Missing Items - Checked				2				2	1		1		6
Screening				2	2	2	3		3				12
Screening - Children									1				1
Screening - Procedures/Process				2	2	2	3		2				11
<b>2020</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>7</b>		<b>2</b>	<b>5</b>		<b>5</b>	<b>1</b>	<b>40</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	2		1	1	2	3		1			2		12
Customer Service - Others	1												1
Customer Service - TSO	1		1	1	2	3		1			2		11
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property				1		2			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--C				1					1		1		3
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked						2							2
Patdown	1		1		1	1			1				5
Patdown - Flyer	1		1		1	1			1				5
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	1						1	2		1		6
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Items	1							1					2
Screening	2	1			1	1			1		1	1	8
Screening - Procedures/Process	2	1			1	1			1		1	1	8
<b>2021</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>34</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				1	1		2	1	6	1	2		14
Customer Service - TSO				1	1		2	1	6	1	2		14
Expedited Passenger Screening Program					1					2	2	3	8
Expedited Passenger Screening Program - TSA PreCheck					1					2	2	3	8
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown										2			2
Patdown - Children										1			1
Patdown - General										1			1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inha													1
Property - Special Handling	1	1									1	1	4
Property - Special Handling - Missing Items - Carry-C			1									1	2
Property - Special Handling - Missing Items	1										1		2
Screening						1		1					2
Screening - Procedures/Process						1		1					2
<b>2022</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>11</b>					<b>60</b>
Customer Service	2	1	1	1	1		1	3					10
Customer Service - TSO	2	1	1	1	1		1	3					10
Expedited Passenger Screening Program	2	5	3	3	3	8	6	4					34
Expedited Passenger Screening Program - TSA Application Program				1			1						2
Expedited Passenger Screening Program	2	5	3	2	3	8	5	4					32
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Property - Special Handling				2	1			1					4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1	2	1	3			1					9
Screening - Lengthy Lines					1								1

TSA Contact Center (TCC) Data Tool - FOIA

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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIH</b>		<b>2</b>			<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>10</b>
<b>2019</b>						<b>1</b>	<b>1</b>				<b>1</b>		<b>3</b>
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
<b>2020</b>		<b>1</b>											<b>1</b>
Patdown		1											1
Patdown - Non-Flyer		1											1
<b>2021</b>									<b>1</b>			<b>1</b>	<b>2</b>
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck									1				1
<b>2022</b>		<b>1</b>			<b>1</b>	<b>2</b>							<b>4</b>
Expedited Passenger Screening Program		1			1	2							4
Expedited Passenger Screening Program - TSA PreC		1			1	2							4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIR</b>													
<b>2019</b>			2	1	1				1		1	1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
<b>2021</b>			1						1		1	1	4
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2022</b>			1	1	1								3
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIT</b>	<b>60</b>	<b>54</b>	<b>69</b>	<b>58</b>	<b>69</b>	<b>100</b>	<b>106</b>	<b>109</b>	<b>54</b>	<b>75</b>	<b>67</b>	<b>64</b>	<b>885</b>
<b>2019</b>				<b>17</b>	<b>13</b>	<b>21</b>	<b>20</b>	<b>20</b>	<b>22</b>	<b>37</b>	<b>32</b>	<b>15</b>	<b>197</b>
Civil Rights						1	2	1		1	2	1	8
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination						1	1					1	4
Civil Rights - Transgender Screening								1			1		2
Customer Service				2	3		3	3	4	7	7	3	32
Customer Service - TSO				2	3		3	3	4	7	7	3	32
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks				2			2			1		1	6
Locks - Missing or Damaged Lock				2			2			1		1	6
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				9	3	4	5	6	9	12	10	4	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				9	1	3	4	4	7	9	9	4	50
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2		1	1	1	1	3	1	9
Patdown						1		1	1	3	3		9
Patdown - Flyer						1			1	2	2		6
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				1	2	2	2			2	2	1	12
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - General				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1				1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										2			2
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				3	4	7	3	6	5	8	6	3	45
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked					1		2		3	5	3		14
Property - Special Handling - Missing Items - Carry-On					2	2	1	2		1	1	1	10
Property - Special Handling - Missing Items - Checked				3	1	4		4	1	2	2	2	19
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening					1	6	2	3	3	2	1	2	20
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1	6	1	2	2	1	1	1	15
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach												1	1
<b>2020</b>	<b>22</b>	<b>15</b>	<b>24</b>	<b>10</b>	<b>18</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>14</b>	<b>145</b>
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1
Civil Rights	2			1		1			2		1	1	8
Civil Rights - Age									1		1		2
Civil Rights - Racial Profiling or Discrimination	1					1			1				3
Civil Rights - Sex/Gender/Gender Identity	1			1								1	3
Customer Service	2	3	6	2	5		1	1		2		3	25
Customer Service - Others			1										1
Customer Service - TSO	2	3	5	2	5		1	1		2		3	24
Locks	1	4	2	2	2	1			1	1		1	15
Locks - Missing or Damaged Lock	1	4	2	2	2	1			1	1		1	15
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	6	4	4	4	5	1		1	1	4	4	5	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	4	4	4	4	1		1	1	3	4	4	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1							1	2
Patdown	2		1			1				1			5
Patdown - Flyer	1					1				1			3
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	1		1		1		1					1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	3	4	7		1	1	2	1	2	1	2	2	26
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			3				1				1		5
Property - Special Handling - Missing Items - Carry-On		2	2						1				5
Property - Special Handling - Missing Items - Checked	3	2	1		1	1	1	1	1	1	1	2	15
Screening	4		2	1	4	2		1	1	2	1	1	19
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process	3		2	1	4	2			1	2	1		16
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Shoe Screening												1	1
<b>2021</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>13</b>	<b>12</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>35</b>	<b>186</b>
Civil Rights				1					1	2		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination										2		1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening				1								1	2
Claims				1					1				2
Claims - General				1					1				2
Customer Service		2	7		1	2	1	2	6	4	1	5	31
Customer Service - Others											1		1
Customer Service - TSO		2	7		1	2	1	2	6	4		5	30
Expedited Passenger Screening Program			1		1	3	5	6	7	12	15	23	73
Expedited Passenger Screening Program - TSA Application Program						1		2		2			5
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	5	4	7	10	15	21	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
Identification (ID) Requirements								2					2
Identification (ID) Requirements - Domestic								1					1
Identification (ID) Requirements - Real ID								1					1
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3	3				1	3		2	2	2	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2					3			2	1	1	12
Mishandling of Passenger Property - Disarrayed Item			1			1			2				4
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	2	1							1		4		8
Patdown - Flyer	2	1							1		4		8
Persons w/ Disabilities (PWD)							2	1	2	3	2		10
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment								1			1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	3	4		2	2	2	1	1	3	1	1	2	22
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked Baggage	1	3		1		1			1		1	1	9
Property - Special Handling - Missing Items - Carry-On					1			1	1				3
Property - Special Handling - Missing Items - Checked Baggage	2	1		1	1	1			1	1		1	9
Screening	2			1	1	1	1		1	1	1	2	11
Screening - Inconsistency										1			1
Screening - Procedures/Process	2			1	1	1	1		1		1	2	10
<b>2022</b>	<b>28</b>	<b>29</b>	<b>37</b>	<b>25</b>	<b>33</b>	<b>63</b>	<b>69</b>	<b>73</b>					<b>357</b>
Civil Rights				1		1	1	1					4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race						1		1					2
Civil Rights - Transgender Screening				1									1
Customer Service	2	2	5	1	3	3	2	5					23
Customer Service - Others			1										1
Customer Service - TSO	2	2	4	1	3	3	2	5					22
Expedited Passenger Screening Program	19	26	28	18	29	50	62	60					292
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		3	2	1	2		2	3					13
Expedited Passenger Screening Program	18	23	26	17	27	49	60	55					275
Expedited Passenger Screening Program	1							1					2
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Mishandling of Passenger Property				2		1	2	2					7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			2	2					5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown				1		2		1					4
Patdown - Flyer				1		2							3
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	2					1		2					5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1					1		1					3
Property - Special Handling		1		1	1	2	1						6
Property - Special Handling - Damaged Items - Checked Baggage							1						1
Property - Special Handling - Missing Items - Carry-On		1			1								2
Property - Special Handling - Missing Items - Checked Baggage				1		2							3
Screening	5		2	2		3		2					14
Screening - Inconsistency	1		1										2
Screening - Procedures/Process	4		1	2		3							10
Screening - Retrieving Abandoned/Confiscated Items								2					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PKB</b>	1		1		1			1				1	5
<b>2020</b>	1		1		1			1					4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening	1				1								2
Screening - Procedures/Process	1				1								2
<b>2021</b>												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PLN</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>38</b>
<b>2019</b>						<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>15</b>
Customer Service								2				1	3
Customer Service - TSO								2				1	3
Mishandling of Passenger Property							1	1		2	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1		1		1	4
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening								1		1	1		3
Screening - Procedures/Process						1			1		1		3
<b>2020</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>1</b>					<b>3</b>		<b>1</b>	<b>15</b>
Customer Service		1		1	1					1			4
Customer Service - TSO		1		1	1					1			4
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1		3						2		1	7
Mishandling of Passenger Property - Damaged/Missi		1		3						2		1	7
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Check		1	1										2
<b>2021</b>	<b>2</b>			<b>1</b>				<b>1</b>				<b>1</b>	<b>5</b>
Customer Service				1								1	2
Customer Service - Others				1									1
Customer Service - TSO												1	1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
<b>2022</b>	<b>1</b>			<b>1</b>	<b>1</b>								<b>3</b>
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	1						1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PNS</b>	<b>25</b>	<b>22</b>	<b>11</b>	<b>24</b>	<b>20</b>	<b>36</b>	<b>26</b>	<b>41</b>	<b>30</b>	<b>21</b>	<b>20</b>	<b>17</b>	<b>293</b>
<b>2019</b>				<b>4</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>47</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service					1	2			1			1	5
Customer Service - TSO					1	2			1			1	5
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				1		1	1	2	4	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	1	1	2				6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown						1			1		1	4	7
Patdown - Flyer						1			1		1	4	7
Property - Special Handling			2			2	1	3	1		1		10
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-On			2			1							3
Property - Special Handling - Missing Items - Checked								3					3
Screening				1		3		2	1	1	2	2	12
Screening - Lengthy Lines						2							2
Screening - Procedures/Process			1			1		2	1	1	1	2	9
Screening - Security Breach											1		1
<b>2020</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>6</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>39</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Locks						1				1		1	3
Locks - Missing or Damaged Lock						1				1		1	3
Mishandling of Passenger Property	1	2	1	1		3			1		1		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2		1		2			1		1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1			1							2
Patdown	1		1	2	1								5
Patdown - Flyer	1		1	2	1								5
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diapers/Carriers	1												1
Persons w/ Disabilities (PWD) - Ostomy/Supplies	1												1
Property - Special Handling		1		2		1					1	1	6
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Checked						1					1	1	3
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	3		1	2	2				1				9
Screening - Gate Pass			1										1
Screening - Inconsistency				1									1
Screening - Procedures/Process	3			1	2				1				7
<b>2021</b>	<b>3</b>	<b>3</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>13</b>	<b>19</b>	<b>18</b>	<b>13</b>	<b>7</b>	<b>92</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights	1						2		1				4
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination							2						2
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims				1									1
Claims - General				1									1
Customer Service		1		1	1	2	2	3	5	3	3	3	24
Customer Service - Others								1					1
Customer Service - TSO		1		1	1	2	2	2	5	3	3	3	23
Expedited Passenger Screening Program							1	3	4	6	5	1	20
Expedited Passenger Screening Program - TSA PreCheck							1	3	4	6	5	1	20
Locks	1										1		2
Locks - Missing or Damaged Lock	1										1		2
Mishandling of Passenger Property		1		1	1			2	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1		1	1			1	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Patdown									1	1	1		3
Patdown - Flyer											1		1
Patdown - Flyer as Observer									1				1
Patdown - General										1			1
Persons w/ Disabilities (PWD)									1	4			5
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1							1	6	1	2	2	13
Property - Special Handling - Damaged Items - Carry-On	1								4		1		6
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked								1	2		1	1	5
Screening		1		1			3	3		2	1	1	12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency				1			2	3					6
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1					1				1	1	5
<b>2022</b>	<b>14</b>	<b>16</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>19</b>	<b>15</b>	<b>21</b>					<b>115</b>
Civil Rights		1					1						2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2	3		1	1	2	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 Duty Military							1						1
Expedited Passenger Screening Program	1				2	1		3					7
Expedited Passenger Screening Program	9	9	7	5	8	10	10	13					71
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property		2		1				2					5
Mishandling of Passenger Property - Damaged/Missii		1						2					3
Mishandling of Passenger Property - Damaged/Missii		1		1									2
Persons w/ Disabilities (PWD)		1					1	1					3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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						4
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1						4
Screening		1		1	2	1		1					6
Screening - Inconsistency					1								1
Screening - Procedures/Process		1		1	1	1		1					5



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PPG</b>	1		1			1						1	4
<b>2020</b>	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
<b>2021</b>												1	1
Patdown												1	1
Patdown - Flyer												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PQI</b>				1			2	1		1		4	9
<b>2019</b>							1					1	2
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
<b>2020</b>												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
<b>2021</b>								1		1		2	4
Customer Service										1			1
Customer Service - TSO										1			1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>				1			1						2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Locks													1
Locks - Missing or Damaged Lock													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PRC</b>		<b>2</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>13</b>
<b>2019</b>				<b>1</b>					<b>1</b>				<b>2</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>											<b>1</b>		<b>1</b>
Screening											1		1
Screening - Procedures/Process											1		1
<b>2021</b>		<b>1</b>					<b>1</b>		<b>1</b>	<b>2</b>			<b>6</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program - TSA PreCheck										2			2
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked									1				1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2022</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>					<b>4</b>
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program - TSA PreC		1				1	1	1					4

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSC</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>70</b>
<b>2019</b>				<b>3</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>		<b>2</b>	<b>2</b>	<b>17</b>
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service												1	1
Customer Service - TSO												1	1
Locks				1				1	1				4
Locks - Missing or Damaged Lock				1				1	1			1	4
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1		2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling							1		3				4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>		<b>4</b>		<b>3</b>	<b>1</b>								<b>8</b>
Locks		1			1								2
Locks - Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>			<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>		<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>25</b>
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service				3	1				1	1			6
Customer Service - Others					1								1
Customer Service - TSO				3					1	1			5
Expedited Passenger Screening Program								3	1		2	3	9
Expedited Passenger Screening Program - TSA PreCheck								3	1		2	3	9
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Ombudsman						1							1
Ombudsman - General						1							1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1	2	1								4
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	1									2
<b>2022</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>					<b>20</b>
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	3	1	1	1		1	2	3					12
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	2	1	1			1	2	3					10
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening			1										1
Screening - Procedures/Process			1										1
Transportation Security Operations Center						1							1
Transportation Security Operations Center - Refer to Airport						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>20</b>
<b>2019</b>							<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>6</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										1			1
Customer Service - TSO										1			1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Patdown											1		1
Patdown - Flyer										1			1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>									<b>5</b>
Mishandling of Passenger Property			1	1	2								4
Mishandling of Passenger Property - Damaged/Missing Items--C				1	2								3
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
<b>2021</b>							<b>1</b>				<b>1</b>		<b>2</b>
Customer Service							1						1
Customer Service - TSO							1						1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
<b>2022</b>		<b>1</b>	<b>2</b>		<b>1</b>		<b>3</b>						<b>7</b>
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		1			1								2
Screening - Procedures/Process		1			1								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSG</b>	<b>3</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>11</b>
<b>2019</b>								<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked												1	1
Screening								1					1
Screening - Inconsistency								1					1
<b>2020</b>			<b>1</b>									<b>1</b>	<b>2</b>
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service													1
Customer Service - TSO													1
<b>2021</b>										<b>1</b>		<b>1</b>	<b>2</b>
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
<b>2022</b>	<b>3</b>												<b>3</b>
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSM</b>		<b>1</b>			<b>5</b>		<b>2</b>		<b>1</b>	<b>1</b>			<b>10</b>
<b>2019</b>					<b>1</b>								<b>1</b>
Customer Service					1								1
Customer Service - Others					1								1
<b>2020</b>					<b>2</b>								<b>2</b>
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>							<b>1</b>		<b>1</b>	<b>1</b>			<b>3</b>
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening									1				1
Screening - Lengthy Lines									1				1
<b>2022</b>		<b>1</b>			<b>2</b>		<b>1</b>						<b>4</b>
Expedited Passenger Screening Program		1			2		1						4
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1			1		1						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSP</b>	<b>26</b>	<b>29</b>	<b>40</b>	<b>48</b>	<b>41</b>	<b>68</b>	<b>41</b>	<b>43</b>	<b>13</b>	<b>15</b>	<b>13</b>	<b>10</b>	<b>387</b>
<b>2019</b>				<b>8</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>60</b>
Customer Service					3	2		1	1			1	8
Customer Service - Others								1					1
Customer Service - TSO									1				7
Locks				2	1	1						1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1	1	1						1	4
Lost and Found					1				1				2
Lost and Found - Airport/TSA					1				1				2
Mishandling of Passenger Property				1	2	2	2	4	2	1	1	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1		1	1				4
Patdown					1				2			1	4
Patdown - Flyer					1				2			1	4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling				4	3	4			2		3	3	19
Property - Special Handling - Damaged Items - Carry-On					2							1	3
Property - Special Handling - Damaged Items - Checked				1	1	2					1	1	6
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Checked				2		2			1		2	1	8
Screening					1		1			1		1	4
Screening - Procedures/Process					1		1			1		1	4
<b>2020</b>	<b>7</b>	<b>11</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>2</b>		<b>2</b>	<b>4</b>	<b>1</b>		<b>81</b>
Civil Rights		1	1										2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1	3	1			5	2			1			13
Customer Service - TSO	1	3	1			5	2			1			13
Locks	1	1	1	3	1				1				8
Locks - Missing or Damaged Lock	1	1	1	3	1				1				8
Mishandling of Passenger Property	1	4	3	9	4	6				1			28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	4	2	7	3	6				1			24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1	2	1								4
Patdown			1		1								2
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1		1	2								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2	1	4	1	4				1	2	1		16
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Property - Special Handling - Damaged Items - Checked			2		3						1		8
Property - Special Handling - Missing Items - Carry-On			1							1			2
Property - Special Handling - Missing Items - Checked		1		1	1					1			4
Screening	2		4	1		1							8
Screening - Procedures/Process	2		3	1		1							7
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2021</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>57</b>
Civil Rights				1									1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Customer Service			1	1	1		1						4
Customer Service - Others			1		1								2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program				1		1		2	5	4	6	4	23
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck				1		1		2	3	3	6	4	20
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property		1	1			3	2	1		2			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1			1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1			2			5
Patdown					1				1				2
Patdown - Flyer					1				1				2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Property - Special Handling	1					1				1	1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked	1					1				1			3
Screening	2	1				2	3	1	1				10
Screening - Inconsistency						1	1						2
Screening - Procedures/Process	2	1				1	2	1	1				8
<b>2022</b>	<b>16</b>	<b>16</b>	<b>23</b>	<b>21</b>	<b>16</b>	<b>39</b>	<b>30</b>	<b>28</b>					<b>189</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1		1							2
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		1	2	3	1	6	5						18
Customer Service - TSO		1	2	3	1	6	5						18
Expedited Passenger Screening Program	9	13	20	10	12	26	22	20					132



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Appl		1	1	1			1						4
Expedited Passenger Screening Program	9	12	19	9	12	26	21	20					128
Mishandling of Passenger Property	1					1		2					4
Mishandling of Passenger Property - Dam	1					1		1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction				1		2							3
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other						2							2
Patdown			1	1	1	1							4
Patdown - Flyer				1	1	1							3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3						1	1					5
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	2			3		2	1	4					12
Property - Special Handling - Damaged It	1			2				3					6
Property - Special Handling - Damaged It	1			1				1					3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked						2							2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening		2		2	1		1						6
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		2	1								4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PUB</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>11</b>
<b>2019</b>											<b>1</b>		<b>1</b>
Customer Service											1		1
Customer Service - TSO											1		1
<b>2020</b>				<b>1</b>	<b>2</b>								<b>3</b>
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown					1								1
Patdown - Flyer					1								1
<b>2021</b>							<b>1</b>	<b>1</b>			<b>1</b>		<b>3</b>
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked											1		1
<b>2022</b>	<b>1</b>	<b>1</b>		<b>1</b>					<b>1</b>				<b>4</b>
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Medically		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PUW</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>23</b>
<b>2019</b>					<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>			<b>1</b>	<b>5</b>
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property						1	2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2						3
<b>2020</b>		<b>2</b>			<b>2</b>	<b>1</b>				<b>1</b>			<b>6</b>
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2021</b>								<b>2</b>	<b>3</b>				<b>5</b>
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1				1
<b>2022</b>		<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>						<b>7</b>
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				1									2
Expedited Passenger Screening Program - TSA PreCheck				1									2
Screening			1			1							4
Screening - Inconsistency				1									1
Screening - Procedures/Process			1			1							2
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PVC</b>	1	1		1	3	1	2	2		1	1		13
<b>2019</b>										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
<b>2020</b>					1						1		2
Customer Service											1		1
Customer Service - TSO											1		1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
<b>2022</b>	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 Discrimination	1												1
Expedited Passenger Screening Program		1		1	2			2					6
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1		1	1			2					5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PVD</b>	<b>36</b>	<b>24</b>	<b>33</b>	<b>32</b>	<b>26</b>	<b>41</b>	<b>35</b>	<b>35</b>	<b>21</b>	<b>26</b>	<b>25</b>	<b>17</b>	<b>351</b>
<b>2019</b>				<b>10</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>7</b>	<b>87</b>
Civil Rights				1		1		1					3
Civil Rights - Age								1					1
Civil Rights - National Origin				1									1
Civil Rights - Transgender Screening						1							1
Customer Service					1	1	1	1					4
Customer Service - TSO					1	1	1	1					4
Locks				2	1	2	1		2		2		10
Locks - Missing or Damaged Lock				2	1	2	1		2		2		10
Mishandling of Passenger Property				3	3	3	4		6	5	4	6	34
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2	2	4		1	2	3	5	21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1			4	3	1	1	11
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling				4	2	2	2	3	3	4	2	1	23
Property - Special Handling - Damaged Items - Checked				1	1		1	1	1	2		1	8
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				3	1	2	1	2	2	2	1		14
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening						1	1	1	1	3	2		9
Screening - Procedures/Process							1	1	1	2	2		7
Screening - Security Breach						1				1			2
<b>2020</b>	<b>18</b>	<b>6</b>	<b>17</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>76</b>
Civil Rights	3	1	1	1						1	1	1	9
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	1							1		4
Civil Rights - Transgender Screening	1												1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Locks		1	2	2	1		1						7
Locks - Missing or Damaged Lock		1	2	2	1		1						7
Mishandling of Passenger Property	5	1	4	2		2				2		1	17
Mishandling of Passenger Property - Dam	4	1	4	2		2				2		1	16
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1	2		1			1					5
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	7	2	2	2	3	2		2	3	2	2	1	28
Property - Special Handling - Damaged It	3	1			2	1			3		1		11
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	3	1	2	1	1	1		2		2	1	1	15
Screening	3		3										6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1		3										4
<b>2021</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>50</b>
Civil Rights								1				2	3
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service							1	1	2	2	1		7
Customer Service - TSO							1	1	2	2	1		7
Expedited Passenger Screening Program							1	4	2	2	8	3	20
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	4	2	2	8	2	19
Mishandling of Passenger Property			1					1	1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	2			1	1	1	1		1			8
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Item	1	2			1	1				1			6
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening								2				2	4
Screening - Procedures/Process								2				2	4
<b>2022</b>	<b>17</b>	<b>16</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>26</b>	<b>22</b>	<b>14</b>					<b>138</b>
Customer Service	2		1				1	1					5
Customer Service - TSO	2		1				1	1					5
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	11	10	9	15	11	23	18	12					109

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - DoD							1						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 - Domestic		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 (Not Wheelchair or Scooter)						1							1
Property - Special Handling	1	2	1			1	2						7
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item	1	1	1			1	1						5
Screening	2	2	1				1						6
Screening - Procedures/Process	2	2	1				1						6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PVU</b>	<b>1</b>			<b>1</b>		<b>3</b>	<b>2</b>		<b>1</b>				<b>8</b>
<b>2021</b>						<b>1</b>	<b>1</b>		<b>1</b>				<b>3</b>
Customer Service						1	1		1				1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer									1				1
Screening								1					1
Screening - Inconsistency								1					1
<b>2022</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>1</b>						<b>5</b>
Customer Service	1			1		2	1						1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1	1						3
Expedited Passenger Screening Program - TSA PreCheck				1		1	1						3
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PWM</b>	<b>14</b>	<b>19</b>	<b>11</b>	<b>8</b>	<b>13</b>	<b>23</b>	<b>16</b>	<b>32</b>	<b>14</b>	<b>22</b>	<b>21</b>	<b>25</b>	<b>218</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>39</b>
Civil Rights							1	5	4	1		8	3
Civil Rights - Constitutional Rights							1			1			1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								2		1	1		4
Customer Service - TSO								2		1	1		4
Locks						1						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 - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1	2	3	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Patdown										3			3
Patdown - Flyer										3			3
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling				1	2			1	2	1		1	8
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked				1	1			1	1	1		1	6
Screening							2	1		2		2	7
Screening - Inconsistency							1						1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process							1	1		2		1	5
<b>2020</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>40</b>
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1				1	2			1			2	7
Customer Service - TSO	1				1	2			1			2	7
Mishandling of Passenger Property	3	3	2					1			1	2	12
Mishandling of Passenger Property - Dam	2	3	1					1			1	1	9
Mishandling of Passenger Property - Disa	1	1										1	3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling	1	1	2	1		1		1		1	1	2	11
Property - Special Handling - Damaged Items - Checked			1	1		1					1		4
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Item	1	1	1							1		2	6
Screening	1		2							3	1		7
Screening - Inconsistency											1		1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		1							3			5
<b>2021</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>14</b>	<b>11</b>	<b>61</b>
Civil Rights		1						1					2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1		1			1	2		1	1	7
Customer Service - TSO			1		1			1	2		1	1	7
Expedited Passenger Screening Program							1	3	2	5	12	6	29
Expedited Passenger Screening Program - TSA PreCheck							1	3	2	5	12	6	29
Identification (ID) Requirements				1	1	1			1	1			5
Identification (ID) Requirements - Domestic				1	1	1			1	1			5
Locks		1							1				2
Locks - Missing or Damaged Lock		1							1				2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening		1				2			2				8
Screening - Inconsistency						1							2
Screening - Procedures/Process		1							1			2	4
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
TWIC						2							2
TWIC - General						2							2
<b>2022</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>15</b>	<b>11</b>	<b>20</b>					<b>78</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Customer Service		1				2		1					4
Customer Service - TSO		1				2		1					4
Expedited Passenger Screening Program	6	8	2	4	6	13	9	17					65
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1		1	1								3
Expedited Passenger Screening Program	6	7	2	3	5	12	9	17					61
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1	1			1	1					4



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RAP</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>80</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>18</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property						1			2	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			2	1			4
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1		2			1		1		5
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>16</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1						2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1						2						3
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch)			1										1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked									1				1
Screening			1					1					2
Screening - Procedures/Process			1					1					2
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>20</b>
Customer Service	1					1					1		3
Customer Service - TSO	1					1					1		3
Expedited Passenger Screening Program									1	2	1	1	7
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1	1	1	1	6
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Subject			1										1
No Subject - General			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling		1										1	2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening									1	1	2		4
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										1	2		3
<b>2022</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>7</b>					<b>26</b>
Expedited Passenger Screening Program	4		1	2		1	4	6					18
Expedited Passenger Screening Program	4		1	2		1	4	6					18
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Screening	1		2		1			1					5
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1		1			1					4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDD</b>	1	1	2	2	1	2	1						10
<b>2019</b>				1									1
Customer Service				1									1
Customer Service - TSO				1									1
<b>2021</b>					1	1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2022</b>	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 Program - TSA PreCheck							1						1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown			1	1									2
Patdown - Flyer				1									1
Patdown - General			1										1
Screening		1											1
Screening - Inconsistency		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDG</b>									1				1
<b>2020</b>									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDM</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>75</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>17</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service										2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property				1		1	1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1			1	1		5
Patdown							1	2					3
Patdown - Flyer								2					2
Patdown - Flyer as Observer						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening					1		1	1			1	1	5
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process					1		1	1					3
<b>2020</b>			<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>5</b>
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening			1			1							2
Screening - Procedures/Process			1			1							2
<b>2021</b>				<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>16</b>
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Expedited Passenger Screening Program							1			2		2	5
Expedited Passenger Screening Program - TSA PreCheck							1			2		2	5
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown											3		3
Patdown - Flyer											3		3
Property - Special Handling					1				1				2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
<b>2022</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>9</b>					<b>37</b>
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9					33
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9					33
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening			1				1						2
Screening - Procedures/Process			1				1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDU</b>	<b>84</b>	<b>105</b>	<b>103</b>	<b>101</b>	<b>103</b>	<b>145</b>	<b>153</b>	<b>172</b>	<b>50</b>	<b>81</b>	<b>71</b>	<b>77</b>	<b>1,245</b>
<b>2019</b>				<b>22</b>	<b>23</b>	<b>27</b>	<b>26</b>	<b>37</b>	<b>20</b>	<b>31</b>	<b>30</b>	<b>25</b>	<b>241</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1	2			1		3	1	1	9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination										2	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1							1	3
Civil Rights - Transgender Screening					1			1					2
Customer Service				4	4	7	5	6		5		1	32
Customer Service - TSO				4	4	7	5	6		5		1	32
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				2	2	2		4	1	3	4		18
Locks - Missing or Damaged Lock				2	2	2		4	1	3	4		18
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				3	4	2	7	6	8	5	9	5	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	3	2	4	5	5	3	8	5	37
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1		3	1	1	2			9
Patdown				2	2		3	1	2	2	3		15
Patdown - Children											1		1
Patdown - Flyer				2	2		3	1	1	1	2		12
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)				3	5	3	2			1	4	3	21
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1	1						1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1	1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1					1	1		4
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2					1		5
Property - Special Handling				4	2	7	4	9	5	7	4	6	48
Property - Special Handling - Damaged Items - Carry-On					1	1	2		1				5
Property - Special Handling - Damaged Items - Checked				1		3		1		2		3	10
Property - Special Handling - Missing Items - Carry-On					1		1	1	2		2		7
Property - Special Handling - Missing Items - Checked				3		3	1	7	2	5	2	3	26
Request for Assistance								1					1
Request for Assistance - Other								1					2
Screening				2	2	6	4	9	4	5	5	6	43
Screening - Children									1				1
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency					1			1					2
Screening - Lengthy Lines				1		1		1		2			5
Screening - Procedures/Process						5	4	7	3	3	3	6	31
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
<b>2020</b>	<b>29</b>	<b>30</b>	<b>38</b>	<b>23</b>	<b>20</b>	<b>10</b>	<b>2</b>		<b>2</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>180</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights		3	1	1	2						1	1	9
Civil Rights - Constitutional Rights					1								1
Civil Rights - Perceived Religion		1	1										2
Civil Rights - Racial Profiling or Discrimination		2									1	1	4
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	4	8	4	4	2	2			1	3		3	31
Customer Service - Others		1											1
Customer Service - TSO	4	7	4	4	2	2			1	3		3	30
Locks	4	2	4	3	1		1						15
Locks - Missing or Damaged Lock	4	2	4	3	1		1						15
Mishandling of Passenger Property	8	8	9	5	7	2							41
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1	2	1	1								6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	6	6	4	4	2							29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2		1		2								5
Patdown	1	1	3	1		1							7
Patdown - Flyer	1	1	3	1		1							7
Persons w/ Disabilities (PWD)	3		2	1	1				1	3	2	1	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1		1					1		1	5
Property - Special Handling	7	7	10	4	3	4	1			2	1	1	40
Property - Special Handling - Damaged Items - Carry-On	1		1				1						3
Property - Special Handling - Damaged Items - Checked	1		4	2	1						1	1	10

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	1	1	1			1							4
Property - Special Handling - Missing Items - Carry-On	4	6	4	2	2	3				2			23
Screening	1	1	5	4	4	1				2	3	1	22
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1									1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	1	1	3	3	3	1				1	3	1	17
Screening - Security Breach					1								1
<b>2021</b>	<b>13</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>17</b>	<b>17</b>	<b>28</b>	<b>40</b>	<b>34</b>	<b>43</b>	<b>221</b>
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	1								1	1	3	1	7
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination	1								1		1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1		1	2
Customer Service	1	1	1		1	2	2	2	1	4	3	4	22
Customer Service - TSO	1	1	1		1	2	2	2	1	4	3	4	22
Expedited Passenger Screening Program					1	1	4	10	18	22	21	29	106
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program							1	1	1	2	2	6	13
Expedited Passenger Screening Program - TSA PreCheck					1	1	3	9	17	20	18	23	92
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks	1				1	1			1				4
Locks - Missing or Damaged Lock	1				1	1			1				4
Mishandling of Passenger Property	3	3	2	1	1		2			2	1	1	16
Mishandling of Passenger Property - Damaged/Missing Items	1	1	2	1							1		5
Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage	3	2			1		1			2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1						1
Patdown				1						2		1	4
Patdown - Flyer				1						2		1	4
Persons w/ Disabilities (PWD)	1				1		1			2		1	6
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling	5	3		2		2	6	3	5	6	2	3	37
Property - Special Handling - Damaged Items - Carry-On							1	1	2	2		1	7
Property - Special Handling - Damaged Items - Checked Baggage	2			1			3	1	2	2	1		12
Property - Special Handling - Missing Items - Carry-On		1				1		1	1	2		1	7
Property - Special Handling - Missing Items - Checked Baggage	3	2		1		1	2				1	1	11
Screening	1	1	1		1		1	2		1	4	3	15
Screening - Inconsistency											1		1
Screening - Procedures/Process	1	1	1		1		1	2		1	3	3	14
<b>2022</b>	<b>42</b>	<b>67</b>	<b>61</b>	<b>52</b>	<b>53</b>	<b>102</b>	<b>108</b>	<b>118</b>					<b>603</b>
Airline	1	1											2
Airline - Policy/Regulations/Service	1	1											2
Civil Rights	1	5	1	1				1					9
Civil Rights - Age								1					1
Civil Rights - Race				1									1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		4											4
Civil Rights - Transgender Screening	1												1
Claims				1									1
Claims - Status				1									1
Customer Service	3	6	2	4		9		7					31
Customer Service - Others						1							1
Customer Service - TSO	3	6	2	4		8		7					30
Expedited Passenger Screening Program	28	48	50	36	47	83	101	101					494
Expedited Passenger Screening Program - DoD				1		1		2					4
Expedited Passenger Screening Program - TSA Application Program	1	4	2	4	3	4	9	5					32
Expedited Passenger Screening Program - TSA PreCheck	27	44	48	31	44	78	92	94					458
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1				1	1	3					7
Mishandling of Passenger Property - Damaged/Missing Items	1	1						3					5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Patdown	1	1	1	1	1	1	3	2					11
Patdown - Flyer	1	1	1	1	1	1	3	2					11
Persons w/ Disabilities (PWD)	1		1			1		2					5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	1	3	2	4	5	2	1					22
Property - Special Handling - Damaged Items - Carry-On	4		1	1	2	5	1						14
Property - Special Handling - Damaged Items - Checked Baggage							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - 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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RFD</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>29</b>
<b>2019</b>				<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>
Customer Service					1								1
Customer Service - Others						1							1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
<b>2020</b>				<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>4</b>
Customer Service													1
Customer Service - TSO													1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2021</b>					<b>1</b>				<b>1</b>			<b>3</b>	<b>5</b>
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program									1				2
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2022</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>					<b>16</b>
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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RHI</b>	<b>1</b>			<b>2</b>					<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>
<b>2019</b>									<b>1</b>			<b>2</b>	<b>3</b>
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
<b>2020</b>	<b>1</b>										<b>1</b>		<b>2</b>
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>									<b>1</b>	<b>1</b>			<b>2</b>
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
<b>2022</b>				<b>2</b>									<b>2</b>
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RIC</b>	<b>43</b>	<b>62</b>	<b>58</b>	<b>52</b>	<b>52</b>	<b>75</b>	<b>84</b>	<b>98</b>	<b>36</b>	<b>56</b>	<b>52</b>	<b>35</b>	<b>703</b>
<b>2019</b>				<b>6</b>	<b>11</b>	<b>22</b>	<b>16</b>	<b>21</b>	<b>18</b>	<b>25</b>	<b>20</b>	<b>13</b>	<b>152</b>
Civil Rights					2	1	2	2	1	2	1	2	13
Civil Rights - Age								1					1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination					2	1	1				1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1		1	2			4
Customer Service				2	3	11	5	6	6	7	3	3	46
Customer Service - TSO				2	3	11	5	6	6	7	3	3	46
Locks				1			1	1	3	1		1	8
Locks - Missing or Damaged Lock				1			1	1	3	1		1	8
Mishandling of Passenger Property				1	2	3	1	1	1	6	2	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3		1	1	6	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown						1	1	4			2	2	10
Patdown - Flyer						1	1	4			2	2	10
Persons w/ Disabilities (PWD)				2		1		1	1	1	4	1	11
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1						1			2
Property - Special Handling					1	1	3	4	4	3	2		18
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked						1		2	2	1	1		7
Property - Special Handling - Missing Items - Carry-On					1		1		1				3
Property - Special Handling - Missing Items - Checked							2	2		2	1		7
Screening					3	4	3	2	2	5	6	2	27
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines						1			1	1			3
Screening - Procedures/Process					3	3	1	1	1	4	5	2	20
Screening - Security Breach							1						1
<b>2020</b>	<b>12</b>	<b>15</b>	<b>20</b>	<b>16</b>	<b>13</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>1</b>		<b>6</b>	<b>5</b>	<b>103</b>
Civil Rights				1	1	1					1		4
Civil Rights - Racial Profiling or Discrimination				1	1	1					1		4
Customer Service	3	8	6	1	4	2	2					1	27
Customer Service - Others		1											1
Customer Service - TSO	3	7	6	1	4	2	2					1	26
Locks			1	1	1								3
Locks - Missing or Damaged Lock			1	1	1								3
Mishandling of Passenger Property	4	3	7		3	2		1	1		2	1	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	4	2	5		3	1		1	1		1	1	19
Mishandling of Passenger Property - Disarrayed Item		1	2								1		4
Patdown	1		1	4	2						1		9
Patdown - Flyer	1		1	4	1						1		8
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	4	1	1	4		2	1					1	14
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged It				2									4
Property - Special Handling - Missing Item	2	1	1	2		1	1					1	9
Screening		3	4	4	1	2	1	1			2	2	20
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process		2	2	3	1	2	1	1			2	1	15
Screening - Security Breach			1										1
<b>2021</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>17</b>	<b>31</b>	<b>26</b>	<b>17</b>	<b>144</b>
Civil Rights		1									2	1	4
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		1	2	1	2	2	3	2	6	3	6	2	30
Customer Service - TSO		1	2	1	2	2	3	2	6	3	6	2	30
Expedited Passenger Screening Program			1		1	1	5	3	6	22	8	7	54
Expedited Passenger Screening Program - TSA Application Program							1		1	3		1	6
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	4	3	5	19	8	6	48
Mishandling of Passenger Property	2				1	1							4
Mishandling of Passenger Property - Dam	2				1	1							4
Patdown	1						1	1	1	3	1		8
Patdown - Flyer	1						1	1	1	3	1		8
Persons w/ Disabilities (PWD)				1					1		1	4	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												2	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Prohibited & Permitted Items				1							1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1							1		2
Property - Special Handling	2	2		1		1		1	2	1	3	1	14

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry-On											2		2
Property - Special Handling - Damaged Items - Checked				1		1			2		1		5
Property - Special Handling - Missing Items - Carry-On										1		1	2
Property - Special Handling - Missing Items	2	2						1					5
Screening	1	1		1	1	2	3	3	1	2	4	2	21
Screening - Children											1		1
Screening - Inconsistency				1		2							3
Screening - Procedures/Process	1	1			1		3	3	1	2	3	2	17
<b>2022</b>	<b>25</b>	<b>42</b>	<b>35</b>	<b>25</b>	<b>23</b>	<b>37</b>	<b>52</b>	<b>65</b>					<b>304</b>
Civil Rights	1		2	1									4
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Transgender Screening				1									1
Claims	1												1
Claims - General	1												1
Customer Service	5	4	4	4	5	5	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 Employees - Opt In						1							1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property		2		1			1	2					6
Mishandling of Passenger Property - Damaged/Missing		2		1			1	1					5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													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					5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Makeup			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1				1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Prohibited & Permitted Items	1	1	1										3
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - Liquids/Gels	1												1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	2		2	1	1	2	1						9
Property - Special Handling - Damaged Items - Carry-On						1	1						2
Property - Special Handling - Damaged Items	2		1				1						4
Property - Special Handling - Missing Items - Checked			1	1			1						3
Screening	2	6	5	2	2	2	1	5					25
Screening - Inconsistency		1	3										4
Screening - Lengthy Lines	1		2		1			1					5
Screening - Procedures/Process	1	5		1	1	1	1	4					14
Screening - Rail				1									1
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RIW</b>	1	1			1		1	1		2	1		8
<b>2019</b>											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
<b>2020</b>	1				1					1			3
Patdown					1								1
Patdown - Flyer					1								1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
<b>2021</b>		1					1			1			3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2022</b>								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RKD</b>				1		1	1	1					4
<b>2019</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
<b>2020</b>						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
<b>2021</b>								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
<b>2022</b>							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RKS</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>15</b>
<b>2019</b>				<b>1</b>						<b>1</b>			<b>2</b>
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>	<b>1</b>		<b>1</b>						<b>1</b>				<b>3</b>
Mishandling of Passenger Property	1								1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>								<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2022</b>	<b>4</b>	<b>1</b>	<b>2</b>										<b>7</b>
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Checked Bag	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Patdown	1			1									2
Patdown - Flyer	1			1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RNO</b>	<b>53</b>	<b>45</b>	<b>40</b>	<b>43</b>	<b>38</b>	<b>49</b>	<b>69</b>	<b>67</b>	<b>39</b>	<b>39</b>	<b>60</b>	<b>44</b>	<b>586</b>
<b>2019</b>				<b>9</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>20</b>	<b>17</b>	<b>15</b>	<b>23</b>	<b>19</b>	<b>138</b>
Civil Rights						1			1	3	2	1	8
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1	1	1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		4
Customer Service						1	2	4	1	1			16
Customer Service - TSO						1	2	4	1	1	2	3	16
Locks				1	2	2							8
Locks - Missing or Damaged Lock				1	2	2							8
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property				2	4	2	3	6	5	2	6	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	4	2	3	5	4	1	6	3	30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1				2
Patdown				1	1	1	2	4	3	4	2		18
Patdown - Flyer				1	1	1	2	4	3	4	1		17
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				2	2			4	1	1	4		14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes					1						2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1						1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			1					2
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling				1		1	2	2	5	2	2	4	19
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Damaged Items - Checked						1	1		2	1			5
Property - Special Handling - Missing Items - Carry-On											1	2	3
Property - Special Handling - Missing Items - Checked				1			1	1	3	1		2	9
Screening				2		1	3	3	1	1	3	4	18
Screening - Inconsistency											1		1
Screening - Procedures/Process				2			3	3	1	1	2	3	15
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach												1	1
<b>2020</b>	<b>17</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>6</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>12</b>	<b>8</b>	<b>86</b>
Civil Rights	1	1		1	1								4
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	3	1	1	2	2	1		1		1	8	4	24
Customer Service - Others	1										2	1	4
Customer Service - TSO	2	1	1	2	2	1		1		1	6	3	20
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	1	2	1	1	2			1	1	1	2	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	1		1	1			1			2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1	1		3
Patdown	2	1	3	1	2						1		10
Patdown - Children		1											1
Patdown - Flyer	2		3	1	2						1		9
Persons w/ Disabilities (PWD)	2				1						1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1										1		2
Property - Special Handling	3		2	2	2	3					1		13
Property - Special Handling - Damaged Items - Checked			2		1	1							4
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	2			1	1	2					1		7
Screening	3	2	1	4						2		2	14
Screening - Procedures/Process	3	2		4						2		2	13
Screening - Security Breach			1										1
<b>2021</b>	<b>6</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>21</b>	<b>21</b>	<b>20</b>	<b>25</b>	<b>17</b>	<b>153</b>
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights		1				1		1	1	1		1	6
Civil Rights - Hair Patdowns		1						1	1				3
Civil Rights - Racial Profiling or Discrimination						1				1		1	3
Customer Service	3	2	2	2			2	6	1	5	3	2	28
Customer Service - CSM			1										1
Customer Service - Others	1	1											2
Customer Service - TCC							1						1
Customer Service - TSO	2	1	1	2			1	6	1	5	3	2	24
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1			7	6	6	9	11	7	47
Expedited Passenger Screening Program - TSA Application Program									1			1	2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreCheck				1			7	6	5	9	11	5	44
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks	1	1											3
Locks - Missing or Damaged Lock	1	1										1	3
Mishandling of Passenger Property			1					1	1	1	1		5
Mishandling of Passenger Property - Damaged/Missin			1						1	1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1					1	1		2		3	2	10
Patdown - Children									1				1
Patdown - Flyer	1						1		1		3	2	8
Patdown - General						1							1
Persons w/ Disabilities (PWD)			1				1	2			2	1	7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1			1	2
Prohibited & Permitted Items								1	1	1			2
Prohibited & Permitted Items - General								1	1				2
Property - Special Handling			1			1	1	1	3		1	1	9
Property - Special Handling - Damaged Items - Carry-On									2		1		3
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checke			1			1			1				3
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	1	5	2		4	5		3	5	3	2	2	32
Screening - Inconsistency					1	2			3		1		7
Screening - Lengthy Lines								2	1	2			5
Screening - Procedures/Process	1	4	2		3	3		1	1	1	1	2	19
Screening - Retrieving Abandoned/Confiscated Items		1											1
<b>2022</b>	<b>30</b>	<b>27</b>	<b>26</b>	<b>20</b>	<b>13</b>	<b>25</b>	<b>43</b>	<b>25</b>					<b>209</b>
Civil Rights	3		2		1		2	4					12
Civil Rights - Hair Patdowns	1												1
Civil Rights - Profiling								1					1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimin	1				1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2						1				3
Civil Rights - Transgender Screening	1							1	1				3
Claims							1						1
Claims - General							1						1
Customer Service	5	7	3	3	2	2	5	3					30
Customer Service - CSM	1												1
Customer Service - TSO	4	7	3	3	2	2	5	3					29
Expedited Passenger Screening Program	8	18	12	15	9	21	30	9					122
Expedited Passenger Screening Program - DoD		2					2						4
Expedited Passenger Screening Program	2	2	2	2	2		2						12
Expedited Passenger Screening Program	6	14	10	13	7	21	26	9					106
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1			1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1				2
Patdown	3				1		3	1					8
Patdown - Flyer	2				1		3	1					7
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		2			1		2					6
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	1			1			1	3					9
Property - Special Handling - Damaged Items - Carry-On			1				1	1					3
Property - Special Handling - Damaged Items - Checked			1	1					1				3
Property - Special Handling - Missing Item	1							1					2
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	2	1			1		2					13
Screening - Inconsistency	2	1				1							4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	5	1	1					1					8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROA</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>8</b>	<b>15</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>81</b>
<b>2019</b>				<b>2</b>	<b>1</b>		<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>19</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - General								1					1
Civil Rights							1						1
Civil Rights - Constitutional Rights							1						1
Customer Service							1	1		1	1		4
Customer Service - TSO							1	1		1	1		4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1				1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1	1				3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling					1		2				1		4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked							2						2
Screening								1		1		1	3
Screening - Procedures/Process								1		1		1	3
<b>2020</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>							<b>2</b>		<b>9</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service			1										1
Customer Service - TSO			1										1
Patdown				2									2
Patdown - Flyer				2									2
Property - Special Handling		1		2							1		4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									2
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2021</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>4</b>	<b>3</b>		<b>13</b>
Customer Service		1								3			4
Customer Service - TSO		1								3			4
Expedited Passenger Screening Program				1		2			1	1	3		8
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA PreCheck				1		1			1	1	3		7
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
<b>2022</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>8</b>	<b>11</b>	<b>4</b>					<b>40</b>
Customer Service				1		2	2						5
Customer Service - TSO				1		2	2						5
Expedited Passenger Screening Program	3	2	2	6		5	9	4					31
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1			1						2
Expedited Passenger Screening Program	3	2	2	5		5	7	4					28
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening						1	1						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROC</b>	<b>17</b>	<b>8</b>	<b>9</b>	<b>16</b>	<b>13</b>	<b>30</b>	<b>23</b>	<b>21</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>172</b>
<b>2019</b>				<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>30</b>
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer as Observer													1
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service							1		1	2			5
Customer Service - TSO							1		1	2			5
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1		1		2	1	1		2	8
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1		1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1				2
Patdown								1			1		2
Patdown - Flyer								1			1		2
Persons w/ Disabilities (PWD)				1	1	2				1	1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling								1		2			3
Property - Special Handling - Missing Items - Carry-On								1		2			3
Screening				1				1					2
Screening - Procedures/Process				1				1					2
<b>2020</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>			<b>2</b>		<b>2</b>	<b>2</b>	<b>28</b>
Civil Rights	1										1		2
Civil Rights - Hair Patdowns	1										1		2
Customer Service			1	2	1								4
Customer Service - Others			1										1
Customer Service - TSO				2	1								3
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Mishandling of Passenger Property	3				1						1		5
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2				1								3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown	1	1			1	1							4
Patdown - Flyer	1	1			1	1							4
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2		2										4
Property - Special Handling - Damaged Items - Checked	2		1										1
Property - Special Handling - Missing Items - Carry-On	2		1										3
Screening	1					2			1			1	5
Screening - Inconsistency	1												1
Screening - Procedures/Process						1			1			1	3
Screening - Security Breach						1							1
<b>2021</b>		<b>1</b>		<b>1</b>		<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>24</b>
Customer Service						1		1					3
Customer Service - TSO						1		1					3
Expedited Passenger Screening Program											4	3	7
Expedited Passenger Screening Program - TSA PreCheck											4	3	7
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown								2		1			3
Patdown - Flyer								2		1			3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Carry-On		1											1
Screening				1		1	2	1				1	6
Screening - Inconsistency				1				1					2
Screening - Procedures/Process						1	2					1	4
<b>2022</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>21</b>	<b>20</b>	<b>11</b>					<b>90</b>
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 - TSA Application Process			1		1			1					3
Expedited Passenger Screening Program - TSA PreCheck	5	3	3	7	6	16	17	9					66
Patdown				1		2	2						5
Patdown - Flyer				1		2	2						5
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General					1								1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Beauty & Grooming Items		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Carry-On	1												1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROW</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>13</b>
<b>2019</b>						<b>1</b>					<b>1</b>	<b>1</b>	<b>3</b>
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>								<b>4</b>
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown				1									1
Patdown - Flyer				1									1
<b>2021</b>								<b>1</b>	<b>1</b>			<b>1</b>	<b>3</b>
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck								1				1	2
Screening										1			1
Screening - Lengthy Lines										1			1
<b>2022</b>	<b>1</b>					<b>1</b>	<b>1</b>						<b>3</b>
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RST</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>67</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>2</b>		<b>4</b>	<b>16</b>
Civil Rights						1			1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination							1						1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)									2			2	4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening								1		1		1	3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process										1		1	2
<b>2020</b>		<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>			<b>1</b>				<b>8</b>
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Customer Service		1											1
Customer Service - TSO		1											1
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				2									2
Patdown - Flyer as Observer				2									2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
<b>2021</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>15</b>
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Expedited Passenger Screening Program				1			1	4	2	1	2		11
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	2	1	2		10
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2022</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>					<b>28</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1					21
Expedited Passenger Screening Program - TSA Appl	1	3	3	2	3	2	4	1					19
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RSW</b>	<b>80</b>	<b>118</b>	<b>148</b>	<b>176</b>	<b>185</b>	<b>247</b>	<b>230</b>	<b>156</b>	<b>61</b>	<b>63</b>	<b>61</b>	<b>57</b>	<b>1,582</b>
<b>2019</b>				<b>33</b>	<b>34</b>	<b>45</b>	<b>42</b>	<b>28</b>	<b>15</b>	<b>22</b>	<b>22</b>	<b>14</b>	<b>255</b>
Civil Rights							1				2		3
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1		2
Customer Service				10	1	10	8	6	5	1	5		46
Customer Service - Others				1		1			1		1		4
Customer Service - TSO				9	1	9	8	6	4	1	4		42
Locks				1	2		3	1		1	2		10
Locks - Missing or Damaged Lock				1	2		3	1		1	2		10
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property				5	10	15	10	5	3	8	5	4	65
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	9	13	10	4	3	8	4	2	57
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	1					1	2	6
Patdown					3	1		1	1	1	2		9
Patdown - Flyer					3	1		1	1		2		8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				2	4	6	2	2		3	2	2	23
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2					1			4
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1				1			4
Property - Special Handling				8	6	6	8	7	3	5	2	5	50
Property - Special Handling - Damaged Items - Carry-On							1	1			1		3
Property - Special Handling - Damaged Items - Checked				3	1	2	4		1	2	1	1	15
Property - Special Handling - Missing Items - Carry-On				1	1				1				4
Property - Special Handling - Missing Items - Checked				4	4	4	3	6	1	3		3	28
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				6	7	6	10	6	3	3	2	3	46
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency					2					1			3
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process				4	3	4	5	6	3	2	2	2	31
<b>2020</b>	<b>17</b>	<b>35</b>	<b>50</b>	<b>37</b>	<b>44</b>	<b>37</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>265</b>
Civil Rights		1	1	2				1					5
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination		1						1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service	4	7	8	7	6	7	1	2	1	1	3		47
Customer Service - Others		2		1									3
Customer Service - TSO	4	5	8	6	6	7	1	2	1	1	3		44
Locks			3		3	2			1				9
Locks - Missing or Damaged Lock			3		3	2			1				9
Lost and Found		1		1	1				1				4
Lost and Found - Airport/TSA		1		1	1				1				4
Mishandling of Passenger Property	5	5	11	12	11	5	1	1	4	2	1	4	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2	1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	9	8	6	5		1	3	1		4	46
Mishandling of Passenger Property - Disarrayed Item		1	2	2	4		1		1	1			12
Patdown		1	2	1	1	2	1						8
Patdown - Flyer		1	2	1	1	2	1						8
Persons w/ Disabilities (PWD)	1	3	4	1	4	1				1			15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		2			2								4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1			1		1							3
Property - Special Handling	2	7	9	4	4	8	2	1	2	1	3	3	46
Property - Special Handling - Damaged Items - Carry-On		1		1	1	1					1		5
Property - Special Handling - Damaged Items - Checked	1	2	2	1	1	3	1		1	1	1	1	15
Property - Special Handling - Missing Items - Carry-On		1	2	2			1						6
Property - Special Handling - Missing Items - Checked	1	3	5		2	4		1	1		1	2	20
Screening	5	10	12	9	14	12		3		2		2	69
Screening - Crew Member or Airline Employee	1			1	1								3
Screening - Lengthy Lines		5	2	1	4								12
Screening - Procedures/Process	4	5	10	7	9	12		3				2	54
<b>2021</b>	<b>20</b>	<b>15</b>	<b>12</b>	<b>23</b>	<b>15</b>	<b>28</b>	<b>43</b>	<b>40</b>	<b>37</b>	<b>34</b>	<b>32</b>	<b>34</b>	<b>333</b>
Civil Rights	1	1	1	1		2	2			4			12
Civil Rights - Racial Profiling or Discrimination	1		1	1		1	1			3			8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1	1			1			4
Claims			1										1
Claims - Status			1										1
Customer Service	4	3	2	7	4	7	2	7	7	3	7	2	55
Customer Service - Others							1		1	1			3
Customer Service - TSO	4	3	2	7	4	7	1	7	6	2	7	2	52

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program			5	6	2	8	24	17	20	21	23	22	148
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA Application Program							6	2	1		4	5	18
Expedited Passenger Screening Program - TSA PreCheck			4	6	2	8	18	15	19	21	19	17	129
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1						1	1					3
Locks - Missing or Damaged Lock	1						1	1					3
Lost and Found	3						2		1				6
Lost and Found - Airport/TSA	3						2		1				6
Mishandling of Passenger Property	5	4	2	2	3	3	1	4			1		25
Mishandling of Passenger Property - Damaged	2			1		1	1	1					6
Mishandling of Passenger Property - Damaged	2	2	2	1	2			3					12
Mishandling of Passenger Property - Disarrayed	1	2			1	2					1		7
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown							1					2	3
Patdown - Flyer							1						1
Patdown - General												2	2
Persons w/ Disabilities (PWD)	1	1		1	1				1		1		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1								1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Prohibited & Permitted Items							2		2	1			5
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Prohibited & Permitted Items - Remains										1			1
Property - Special Handling	4	3		1		2	3	5	5	3		1	27
Property - Special Handling - Damaged Items - Carry-On						1				3			4
Property - Special Handling - Damaged Items - Checked	4	2					2	1	1	3			13
Property - Special Handling - Missing Items - Carry-On								2	1			1	4
Property - Special Handling - Missing Items - Checked		1		1		1	1	2					6
Screening	1	3	1	3	5	5	5	6	1	2		7	39
Screening - Children					1								1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1	1	1		1		1		1	6
Screening - Lengthy Lines					1			1				1	3
Screening - Procedures/Process	1	3	1	2	2	4	5	2	1	1		5	27
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2022</b>	<b>43</b>	<b>68</b>	<b>86</b>	<b>83</b>	<b>92</b>	<b>137</b>	<b>140</b>	<b>80</b>					<b>729</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1		3		1								5
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1								2
Claims							1						1
Claims - General							1						1
Customer Service	5	5	7	5	4	10	6	8					50
Customer Service - Others			1										1
Customer Service - TSO	5	5	6	5	4	10	6	8					49
Expedited Passenger Screening Program	30	53	67	62	78	117	118	65					590
Expedited Passenger Screening Program - TSA/OTD	2	4	5	2	6	2	3	2					26
Expedited Passenger Screening Program - TSA/DHS Employee	28	49	61	60	71	115	115	63					562
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				3	1	1		1					6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2				1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	1							3
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	1		1	1	1	4	3	1					12
Patdown - Children			1				1						2
Patdown - Flyer					1	4	2	1					8
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	2	4				2	2	1					11
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes		2											2
Persons w/ Disabilities (PWD) - Internal Medical Device		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Device	1						1						2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items	1		3										4
Prohibited & Permitted Items - Chemical/Inflammable	1												1
Prohibited & Permitted Items - Lighters/Matches			3										3
Property - Special Handling	1		1	6	5	1	1	3					18
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked	1			3	1								5



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checked				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/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAF</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>63</b>
<b>2019</b>						<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>1</b>		<b>15</b>
Customer Service										1			1
Customer Service - TSO										1			1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property							1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling								2		3			5
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Checked								1		2			3
Screening						2		1	1				4
Screening - Inconsistency								1					1
Screening - Procedures/Process						2			1				3
<b>2020</b>	<b>5</b>		<b>3</b>		<b>2</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>13</b>
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Mishandling of Passenger Property - Disarrayed Items	1												1
Property - Special Handling	2		2									1	5
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked			1									1	2
Property - Special Handling - Missing Items	1		1										2
Screening	1		1		2	1							5
Screening - Inconsistency					1								1
Screening - Procedures/Process					1	1							2
Screening - Retrieving Abandoned/Confiscated	1					1							2
<b>2021</b>		<b>2</b>				<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>13</b>
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program								1	1	1	1		4
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	1		4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Patdown								1			2		3
Patdown - Flyer								1			2		3
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Lighters/Matches			1										1
<b>2022</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>					<b>22</b>
Civil Rights	1	1											2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service		1			1		2	1					5
Customer Service - TCC							1						1
Customer Service - TSO		1			1		1	1					4
Expedited Passenger Screening Program	1		2	1	3	3	1	2					13
Expedited Passenger Screening Program - TSA PreCheck	1		2	1	3	3	1	2					13
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Patdown								1					1
Patdown - Flyer								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAN</b>	<b>161</b>	<b>157</b>	<b>165</b>	<b>183</b>	<b>192</b>	<b>250</b>	<b>237</b>	<b>247</b>	<b>138</b>	<b>158</b>	<b>188</b>	<b>150</b>	<b>2,226</b>
<b>2019</b>				<b>53</b>	<b>49</b>	<b>60</b>	<b>62</b>	<b>50</b>	<b>66</b>	<b>80</b>	<b>75</b>	<b>53</b>	<b>548</b>
Civil Rights				1	1	4	3	2	3	3	3	2	22
Civil Rights - Age												1	1
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination					1	1	2	1		1	2		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						3	1	1		1			6
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening				1					1	1			3
Customer Service				10	17	16	14	7	11	18	10	9	112
Customer Service - Others					2	1	1	1		2			7
Customer Service - TSO				10	15	15	13	6	11	16	10	9	105
Locks				1	3	1	2	3	4	4	4	5	27
Locks - Missing or Damaged Lock				1	3	1	2	3	4	4	4	5	27
Mishandling of Passenger Property				14	11	14	14	13	11	13	21	13	124
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1		1	1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				12	8	12	10	9	8	9	13	11	92
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1	1		2			1		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1	1	2	3	2	3	7		20
Patdown				5	2	4	3	1	3	3	5	3	29
Patdown - Flyer				5	1	4	3	1	2	3	4	3	26
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)				3	2	3	4	4	1	9	5	2	33
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General						1				1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				3		1		1		3			8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	1	2					6
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling				13	10	14	18	14	14	23	14	14	134
Property - Special Handling - Damaged Items - Carry-On				4	3	4	3	2	2	3	2	4	27
Property - Special Handling - Damaged Items - Checked				2	4	5	5	3	3	7	4	4	37
Property - Special Handling - Missing Items - Carry-On				1	2	1	4	2	2	3	3	3	18
Property - Special Handling - Missing Items - Checked				6	1	4	6	7	9	11	5	3	52
Request for Assistance											2		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening				6	3	4	4	6	19	7	11	5	65
Screening - Inconsistency					1				1	2	1		5
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process				5	2	3	4	6	15	4	9	4	52
Screening - Retrieving Abandoned/Confiscated Items				1					1	1			3
Screening - Security Breach						1			1		1		3
<b>2020</b>	<b>63</b>	<b>50</b>	<b>65</b>	<b>58</b>	<b>49</b>	<b>27</b>	<b>8</b>	<b>5</b>	<b>16</b>	<b>24</b>	<b>33</b>	<b>23</b>	<b>421</b>
Civil Rights	3	2	4	2	1		1	1	1				15
Civil Rights - Racial Profiling or Discrimination	3	1	2	1			1		1				9
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1	1								4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service	13	3	10	5	10	5	2	1	1	1	9	3	63
Customer Service - Others			1						1		1		3
Customer Service - TSO	13	3	9	5	10	5	2	1		1	8	3	60
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	5	3	3	4		3				1	2	1	22
Locks - General	1												1
Locks - Missing or Damaged Lock	4	3	3	4		3				1	2	1	21
Lost and Found	1		1							1			3
Lost and Found - Airport/TSA	1		1							1			3
Mishandling of Passenger Property	7	12	17	16	13	2	1	1	5	4	5	5	88
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	2					1	1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	8	13	14	10	2	1	1	4	3	4	1	67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items	1												1
Mishandling of Passenger Property - Disarrayed Item		4	3		3							3	13
Patdown	2	1	2	2	2	1			2	1	1		14
Patdown - Flyer	2	1	1	1	2	1			2	1	1		12
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	6	4	7	2	5	2	1	1	1	2		1	32
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1								1			2
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General			1		1			1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2	1	2	1	2				1				9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1		1	2						1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	3					1						1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2											2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1							3
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	21	16	15	13	10	9			5	12	13	9	123
Property - Special Handling - Damaged Items	3	3	2			1				1	2		12
Property - Special Handling - Damaged Items - Carry-On	4	1	5	1	4	3			1	1	3	3	26
Property - Special Handling - Missing Items	2	2	2	3		1				1			11
Property - Special Handling - Missing Items - Carry-On	12	10	6	9	6	4			4	9	8	6	74
Screening	5	8	6	14	8	5	3	1	1	2	3	4	60
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2	1								1	4
Screening - Procedures/Process	4	6	4	13	7	4	2	1	1	1	3	3	49
Screening - Retrieving Abandoned/Confiscated Items	1									1			2
Screening - Security Breach		1			1								2
<b>2021</b>	<b>31</b>	<b>17</b>	<b>18</b>	<b>12</b>	<b>10</b>	<b>17</b>	<b>23</b>	<b>41</b>	<b>56</b>	<b>54</b>	<b>80</b>	<b>74</b>	<b>433</b>
Airline									2				2
Airline - Policy/Regulations/Service									2				2
Civil Rights	1		5			1	2	5	1	2	1	3	21
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												2	2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination			4			1	1	4			1		11
Civil Rights - Sex/Gender/Gender Identity	1						1	1					3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening									1			1	2
Customer Service	6	1	3	6	1	1	3	6	9	8	8	9	61
Customer Service - CSM	1												1
Customer Service - TSO	5	1	3	6	1	1	3	6	9	8	8	9	60
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1	3	1	7	15	27	27	48	48	177
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD							1			1	1	1	4
Expedited Passenger Screening Program - TSA Application Program									1	1	3	4	9
Expedited Passenger Screening Program - TSA PreCheck			1	3	1	6	13	26	25	44	43	162	162
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	1	2	1	1			1						6
Locks - Missing or Damaged Lock	1	2	1	1			1						6
Lost and Found	1	1					1				1		4
Lost and Found - Airport/TSA	1	1					1				1		4
Mishandling of Passenger Property	4	4	3	2	4	4	1	2		2			26
Mishandling of Passenger Property - Damaged/Missing	1	1	1	1	1	2	1	1		1			9
Mishandling of Passenger Property - Damaged/Missing - Carry-On	3	1	2	1	3	1				1			12
Mishandling of Passenger Property - Damaged/Missing - Carry-On - Checked Baggage	1	2				1		1					5
No Jurisdiction			1								1		2
No Jurisdiction - Refer to Other			1								1		2
Patdown	2	1					2		2	2	1	3	13
Patdown - Flyer	1	1							1	2	1	3	9
Patdown - Flyer as Observer	1						2		1				4
Persons w/ Disabilities (PWD)	2			1		1	3			2	4	2	15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment								1				2	3
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	1									1			2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	8	7	1		1	4	4	6	9	4	10	5	59
Property - Special Handling - Damaged Items - Carry-On					1	1		3	3	3	4	2	17
Property - Special Handling - Damaged Items - Carry-On - Checked Baggage	4	4					3	1	1	1	3	1	18
Property - Special Handling - Missing Items	1					1			4				7
Property - Special Handling - Missing Items - Carry-On	3	3	1			2	1	2	1		3	1	17
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	6	1	4	1	1	5	1	3	6	7	4	3	42
Screening - Children						1						1	2
Screening - Classified Materials							1						1
Screening - Crew Member or Airline Employee									1		1		2
Screening - Inconsistency					1	1				1	1		4
Screening - Lengthy Lines									3				3
Screening - Procedures/Process	6	1	4	1		3		3	2	6	2	2	30
<b>2022</b>	<b>67</b>	<b>90</b>	<b>82</b>	<b>60</b>	<b>84</b>	<b>146</b>	<b>144</b>	<b>151</b>					<b>824</b>
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin						1							1
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination	1	3		2	1								7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening			1			1							2
Claims	1			2									3
Claims - General	1												1
Claims - Status				2									2
Customer Service	7	10	8	5	8	8	9	6					61
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TCC	1												1
Customer Service - TSO	6	9	8	4	8	8	9	6					58
Expedited Passenger Screening Program	48	60	55	40	56	116	116	121					612
Expedited Passenger Screening Program - DoD		3	3			5	3						14
Expedited Passenger Screening Program	4	5	1	2	5	2	5	4					28
Expedited Passenger Screening Program	44	52	51	38	51	109	107	116					568
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1	1					2
Identification (ID) Requirements			2										2
Identification (ID) Requirements - Domestic			2										2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property	1		3			1	4	1					10
Mishandling of Passenger Property - Damaged	1						2	1					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			2			1	2						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				2				1					3
No Jurisdiction - Refer to CBP				1				1					2
No Jurisdiction - Refer to Other				1									1
Patdown	1	2		3	1	3	4	3					17
Patdown - Flyer		2		3	1	3	4	3					16
Patdown - General	1												1
Persons w/ Disabilities (PWD)	3	3	3	1	4	4	1	2					21
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		1						2
Persons w/ Disabilities (PWD) - Diabetes			2		1	1							4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1			1							2
Persons w/ Disabilities (PWD) - Medically Fragile	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1			1	1		1					4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1					2
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Food		1	1										2
Property - Special Handling	1	1	4	2	7	1	4	8					28
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		4					11
Property - Special Handling - Damaged Items - Checked					2		1	3					6
Property - Special Handling - Missing Items	1	1	1	1	1		1	1					6
Property - Special Handling - Missing Items - Checked			1	1	1		2						5
Screening	4	10	4	2	5	7	6	8					46
Screening - Inconsistency		3	2		1	1	2	1					10
Screening - Lengthy Lines							2						2
Screening - Procedures/Process	4	7	2	2	4	6	2	7					34

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAT</b>	<b>41</b>	<b>60</b>	<b>57</b>	<b>68</b>	<b>77</b>	<b>101</b>	<b>101</b>	<b>107</b>	<b>50</b>	<b>56</b>	<b>51</b>	<b>61</b>	<b>830</b>
<b>2019</b>				<b>26</b>	<b>17</b>	<b>16</b>	<b>25</b>	<b>30</b>	<b>23</b>	<b>24</b>	<b>26</b>	<b>28</b>	<b>215</b>
Civil Rights				2	2						2		6
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Civil Rights - Transgender Screening					1					1			2
Customer Service				3	1	6	6	3	5	6	4	7	41
Customer Service - Others					1								1
Customer Service - TSO				3		6	6	3	5	6	4	7	40
Locks				2	2		1	3	1		1	2	12
Locks - Missing or Damaged Lock				2	2		1	3	1		1	2	12
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				7	5	2	7	7	4	4	7	10	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	4		4	7	4	4	4	5	38
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	2	3				2	3	12
Patdown								3	2				5
Patdown - Flyer								3	2				5
Persons w/ Disabilities (PWD)				2	1	1	1		1	1	3		10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1		2
Property - Special Handling				9	5	5	6	10	6	9	5	6	61
Property - Special Handling - Damaged Items - Carry-On				1		2		2	1	1	1	3	11
Property - Special Handling - Damaged Items - Checked				4	1	1	1	4	2	1	1		15
Property - Special Handling - Missing Items - Carry-On				2	2				2	2	1		9
Property - Special Handling - Missing Items - Checked				2	2	2	5	4	1	5	2	3	26
Screening				1	1	2	4	4	4	4	4	2	26
Screening - Children						1							1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							2		1	1		1	5
Screening - Procedures/Process				1	1	1	2	4	3	2	3	1	18
Screening - Security Breach											1		1
<b>2020</b>	<b>15</b>	<b>20</b>	<b>20</b>	<b>16</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>10</b>	<b>129</b>
Civil Rights	1	1		2	1				1				6
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination		1		1	1				1				4
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4	2	4	1	5	1	1	1	3	3		3	28
Customer Service - Others									1				1
Customer Service - TSO	4	2	4	1	5	1	1	1	2	3		3	27
Locks	1	2	1		3	1						1	9
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	1		2	1						1	8
Mishandling of Passenger Property	5	4	6	3	4				1	1	1	3	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	5	4	6	3	3				1	1		3	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)	1	1	1	1	2				1				7
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	2	4	4	7	2	1		1	3	2	1	2	29
Property - Special Handling - Damaged Items - Carry-On	1	1	1	3				1	2	1	1		11
Property - Special Handling - Missing Items - Carry-On		1	1		1								3
Property - Special Handling - Missing Items - Checked	1	2	2	4	1	1			1	1		2	15
Screening		5	4	2	2	3	1	1		1		1	20
Screening - Procedures/Process		4	3	2	2	3	1	1		1		1	18
Screening - Security Breach		1	1										2
<b>2021</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>17</b>	<b>16</b>	<b>18</b>	<b>25</b>	<b>23</b>	<b>23</b>	<b>154</b>
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights		1	1	2			1						5
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1						2
Customer Service	1		1	1	1	1	3	4	3	4	7	4	30
Customer Service - TSO	1		1	1	1	1	3	4	3	4	7	4	30
Expedited Passenger Screening Program			2		1	3	5	7	5	10	11	12	56
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD							1			2	1		4
Expedited Passenger Screening Program - TSA Application Program						1	1	1				1	4
Expedited Passenger Screening Program - TSA PreCheck			2		1	2	3	6	5	8	9	11	47
Locks		1							1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock		1							1				2
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	2	1		1			2		1	2	2		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1					1		1	2	2		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1						1						2
Persons w/ Disabilities (PWD)					1				2		1	2	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items						2			1	2			5
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1				1			2
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	2	1					3	4	3	1		3	17
Property - Special Handling - Damaged Items - Carry-On							1	1					3
Property - Special Handling - Damaged Items - Checked	1	1					2	1	1			2	8
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1							1	2	1			5
Screening		2			2	2	3	1	1	5	1	2	19
Screening - Inconsistency					2		1		1	1			5
Screening - Procedures/Process		2				1	2	1		4	1	2	13
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2022</b>	<b>21</b>	<b>34</b>	<b>33</b>	<b>22</b>	<b>34</b>	<b>73</b>	<b>57</b>	<b>58</b>					<b>332</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1	1	1	1		4	1						9
Civil Rights - Hair Patdowns		1											1
Civil Rights - Profiling							1						1
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			2							3
Claims	1												1
Claims - Status	1												1
Customer Service	3	6	3		3	10	4	1					30
Customer Service - TSO	3	6	3		3	10	4	1					30
Expedited Passenger Screening Program	14	26	24	16	26	50	42	47					245
Expedited Passenger Screening Program - Active Duty		1	1										2
Expedited Passenger Screening Program - Active Duty - Checked	2	1	1			4		1					9
Expedited Passenger Screening Program - TSA Applicant	3	1			1		2	2					9
Expedited Passenger Screening Program - TSA/DHS Employees - Checked	12	21	21	16	25	46	40	43					224
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Locks			1			2							3
Locks - Missing or Damaged Lock			1			2							3
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1										1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown					1		2	1					4
Patdown - Flyer					1		2	1					4
Persons w/ Disabilities (PWD)							3	1					4
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	1		1	1	2	1	1	1					8
Property - Special Handling - Damaged Items - Carry-On			1		1								2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On					1		1	1					3
Property - Special Handling - Missing Items - Checked				1		1							2
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	1		1	3	2	5	3	5					20
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1				2	1		1					5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1	2		4	2	3					12
Screening - Retrieving Abandoned/Confiscated Items								1					1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAV</b>	<b>36</b>	<b>32</b>	<b>29</b>	<b>31</b>	<b>30</b>	<b>39</b>	<b>60</b>	<b>78</b>	<b>15</b>	<b>38</b>	<b>28</b>	<b>30</b>	<b>446</b>
<b>2019</b>				<b>6</b>	<b>8</b>	<b>6</b>	<b>15</b>	<b>21</b>	<b>6</b>	<b>15</b>	<b>11</b>	<b>6</b>	<b>94</b>
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				1		1	3	3	1	2	3	1	15
Customer Service - Others								1			1		2
Customer Service - TSO				1		1	3	2	1	2	2	1	13
Locks				1	2	1		3		1			8
Locks - Missing or Damaged Lock				1	2	1		3		1			8
Mishandling of Passenger Property				1	2	2	4	4	1	4	4	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	2	3	3		4	3	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1				1	3
Patdown							1	3		1			5
Patdown - Flyer							1	3		1			5
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Property - Special Handling				1	4	1	5	3	3	4	3	2	26
Property - Special Handling - Damaged Items - Carry-On					1	1	2		1	1	1		7
Property - Special Handling - Damaged Items - Checked							1	1	2	2			6
Property - Special Handling - Missing Items - Carry-On				1	1		1			1	2	1	7
Property - Special Handling - Missing Items - Checked					2		1	2				1	6
Screening				2			2	3		2			9
Screening - Procedures/Process				2			2	3		2			9
<b>2020</b>	<b>13</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>65</b>
Civil Rights	1						2			1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service	1	2	1	1	2					2		1	10
Customer Service - TSO	1	2	1	1	2					2		1	10
Locks	2			2									4
Locks - Missing or Damaged Lock	2			2									4
Mishandling of Passenger Property	4		4	4	2	2	1		1	1	1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	3		4	3	2	2				1			15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1				1		3
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Property - Special Handling	2	1	2	2	1	1						2	11
Property - Special Handling - Damaged Items - Carry-On		1	1										2
Property - Special Handling - Damaged Items - Checked	1			1									2
Property - Special Handling - Missing Items - Carry-On	1			1								1	3
Property - Special Handling - Missing Items - Checked			1		1	1						1	4
Screening	2	1	1	1		1			2	2	1	1	12
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	1	1		1			2	2	1	1	11
<b>2021</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>6</b>	<b>17</b>	<b>14</b>	<b>20</b>	<b>103</b>
Civil Rights							1						1
Civil Rights - Age													1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1	1		4	1	2	3		1	4	3	20
Customer Service - TCC			1										1
Customer Service - TSO		1			4	1	2	3		1	4	3	19
Expedited Passenger Screening Program							1	5	5	10	5	8	34
Expedited Passenger Screening Program - TSA PreCheck							1	5	5	10	5	8	34
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	4	2		1			1			1			9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	3	1		1						1			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1						2
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1							1			1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items							1					1	2
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling	2		1	1		3	3			1	1	3	15
Property - Special Handling - Damaged Items - Carry-On	1					1				1		3	6
Property - Special Handling - Damaged Items - Checked			1	1		1							3
Property - Special Handling - Missing Items - Carry-On	1					1	3			1			6
Screening				1		2			1	3	3	2	12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines									1	2	2		5
Screening - Procedures/Process				1		2				1	1	2	7
<b>2022</b>	<b>16</b>	<b>24</b>	<b>19</b>	<b>11</b>	<b>12</b>	<b>21</b>	<b>35</b>	<b>46</b>					<b>184</b>
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	1	2	2	1		2	1					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					6
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 - Opt In							1						1
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown								2					2
Patdown - Flyer								2					2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling		3	1	1			4						9
Property - Special Handling - Damaged Items - Carry		1		1			4						6
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1	4				2	2	4					13
Screening - Inconsistency	1												1
Screening - Procedures/Process		4				2	2	4					12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAW</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>24</b>
<b>2019</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>7</b>
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>		<b>1</b>				<b>1</b>				<b>1</b>			<b>3</b>
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening		1								1			2
Screening - Procedures/Process		1								1			2
<b>2021</b>						<b>2</b>						<b>1</b>	<b>3</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>2</b>		<b>4</b>					<b>11</b>
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service		1				1		1					3
Customer Service - TSO		1				1		1					3
Expedited Passenger Screening Program	1	1						3					5
Expedited Passenger Screening Program	1	1						3					5
Screening			2										2
Screening - Children			1										1
Screening - Procedures/Process			1										1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBA</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>14</b>	<b>7</b>	<b>14</b>	<b>26</b>	<b>20</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>8</b>	<b>142</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>28</b>
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service					1	1	1				1		4
Customer Service - Others					1								1
Customer Service - TSO						1	1				1		3
Patdown				1	1	1	1		2	2	2		10
Patdown - Flyer				1	1	1	1		2	2	2		10
Persons w/ Disabilities (PWD)										2	1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)										1			1
Property - Special Handling							1		1	2	1	1	6
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked									1		1		2
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
<b>2020</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>5</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>20</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1		1	2									4
Customer Service - Others	1												1
Customer Service - TSO			1	2									3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	2	1		1									4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Mishandling of Passenger Property - Disa	1												1
Patdown	1		1	1									3
Patdown - Flyer	1		1	1									3
Property - Special Handling			1	1								1	3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1					1			1				3
Screening - Procedures/Process	1					1			1				3
<b>2021</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>32</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service							1		1	2	1	1	6
Customer Service - TSO							1		1	2	1	1	6
Expedited Passenger Screening Program								1	2	1	5	3	12
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	5	3	11
Mishandling of Passenger Property		1	1		2	1							5
Mishandling of Passenger Property - Damaged/Missi		1	1		2	1							5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Ice/Gel Packs										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1		2	2					5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							2	1					3
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2022</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>9</b>	<b>20</b>	<b>16</b>					<b>62</b>
Customer Service	1							2					3
Customer Service - TSO	1							2					3
Expedited Passenger Screening Program		2	3	6	2	8	15	12					48
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program - TSA PreC		2	3	4	2	8	15	11					45
Patdown						1	2						3
Patdown - Flyer						1	2						3
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening				1			2	2					5
Screening - Inconsistency								1					1
Screening - Procedures/Process				1			2	1					4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBN</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>74</b>
<b>2019</b>				<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>17</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1		2					1		4
Customer Service - TSO				1		2					1		4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1		2		1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling				1	1							3	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1						2	3
Screening							1	1					2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process								1					1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>					<b>2</b>		<b>9</b>
Customer Service						1							1
Customer Service - Others						1							1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missi			1	1									2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening	1			1		2					1		5
Screening - Inconsistency	1												1
Screening - Procedures/Process				1		2							3
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2021</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>22</b>
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program				1	1	1		1	2	1		2	9
Expedited Passenger Screening Program - TSA Application Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck				1	1	1			2	1		1	7
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Electronic Devices								1					1
Property - Special Handling	1	1		1					1	1			5
Property - Special Handling - Damaged Items - Check			1	1					1				3
Property - Special Handling - Missing Items - Checked	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening								3					3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								2					2
<b>2022</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>3</b>					<b>26</b>
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2					14
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1	1	1	1	2	3	2					13
Patdown		1											1
Patdown - General		1											1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Carry-On							2						2
Screening			1		1	4		1					7
Screening - Inconsistency						2							2
Screening - Procedures/Process			1		1	2		1					5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBP</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>71</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>19</b>
Customer Service					1	1	2		1			1	6
Customer Service - Others						1	1						2
Customer Service - TSO					1		1		1			1	4
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property						1	2	2			1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	2					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1	1	3
Patdown				1									2
Patdown - Flyer				1									2
Persons w/ Disabilities (PWD)					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
<b>2020</b>			<b>3</b>		<b>2</b>				<b>2</b>	<b>2</b>			<b>9</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property			3		1				1				5
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1				1				5
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>					<b>1</b>	<b>1</b>	<b>5</b>			<b>4</b>	<b>1</b>		<b>12</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										3	1		4
Customer Service - TSO										3	1		4
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1		1			1			3
Screening - Procedures/Process					1		1			1			3
<b>2022</b>	<b>4</b>	<b>4</b>	<b>3</b>		<b>6</b>	<b>7</b>	<b>5</b>	<b>2</b>					<b>31</b>
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												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>SBY</b>	1	1	1		1	1		2				5	12	
<b>2019</b>								2					2	
Screening								2					2	
Screening - Lengthy Lines								1					1	
Screening - Security Breach								1					1	
<b>2020</b>		1	1		1							1	4	
Customer Service					1								1	
Customer Service - TSO					1								1	
Mishandling of Passenger Property			1	1								1	3	
Mishandling of Passenger Property - Damaged/Missi			1	1								1	3	
<b>2021</b>								1					4	5
Expedited Passenger Screening Program													2	2
Expedited Passenger Screening Program - TSA PreCheck													2	2
Patdown													1	1
Patdown - Flyer													1	1
Screening								1					1	2
Screening - Crew Member or Airline Employee								1					1	1
Screening - Procedures/Process													1	1
<b>2022</b>	1												1	1
Expedited Passenger Screening Program	1												1	1
Expedited Passenger Screening Program	1												1	1

TSA Contact Center (TCC) Data Tool - FOIA

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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SCK</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>22</b>
<b>2019</b>				<b>1</b>					<b>1</b>		<b>2</b>	<b>2</b>	<b>4</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property				1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									2
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>				<b>1</b>			<b>8</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Screening			2							1			3
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process										1			1
<b>2021</b>				<b>1</b>			<b>1</b>				<b>2</b>	<b>2</b>	<b>6</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service												1	1
Customer Service - TSO												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked											1		1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>					<b>4</b>
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SDF</b>	<b>40</b>	<b>32</b>	<b>41</b>	<b>36</b>	<b>34</b>	<b>49</b>	<b>37</b>	<b>64</b>	<b>23</b>	<b>37</b>	<b>30</b>	<b>25</b>	<b>448</b>
<b>2019</b>				<b>9</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>19</b>	<b>11</b>	<b>17</b>	<b>10</b>	<b>7</b>	<b>99</b>
Civil Rights						1		1		1	1		4
Civil Rights - Constitutional Rights						1							1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				2	1	1	1	1		2	1		9
Customer Service - TSO				2	1	1	1	1		2	1		9
Locks				1		2		4	1	2		1	11
Locks - Missing or Damaged Lock				1		2		4	1	2		1	11
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				2	2	2	3	5	3	4	1	4	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	2	2	2	3	2	2	1	4	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2		2			5
Patdown					1				1			1	3
Patdown - Flyer					1				1			1	3
Persons w/ Disabilities (PWD)								1	2	2			5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Service Animals										2			2
Property - Special Handling				3	2	3	2	3	3	5	4	1	26
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1				1	1	2	3		8
Property - Special Handling - Missing Items - Carry-On						1						1	2
Property - Special Handling - Missing Items - Checked				2	2	1	2	2	2	3	1		15
Screening				1		4	1	4		1	3		14
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				1		4	1	4		1	1		12
Screening - Security Breach											1		1
<b>2020</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>75</b>
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights	1		1	1							1		4
Civil Rights - Racial Profiling or Discrimination	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			3	1	1			1			1		7
Customer Service - TSO			3	1	1			1			1		7
Locks		2	1	2					1	1			7
Locks - Missing or Damaged Lock		2	1	2					1	1			7
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	2	4	3	2				1	1		2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	3	3	2					1		2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2		1										3
Patdown	1		2		1	1					1		6
Patdown - Flyer	1		1			1					1		4
Patdown - Non-Flyer			1		1								2
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	5	1	1	1	4					2		4	18
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked		1			3								4
Property - Special Handling - Missing Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked	4		1	1	1					2		3	12
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	1	2	1	2	1	1				1	1		10
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	2	1	2	1						1		8
Screening - Security Breach										1			1
<b>2021</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>16</b>	<b>11</b>	<b>87</b>
Civil Rights			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Customer Service	2	2	7	1		1		1	2	1	3	1	21
Customer Service - TSO	2	2	7	1		1		1	2	1	3	1	21
Expedited Passenger Screening Program					1	1		2	5	12	6	9	36
Expedited Passenger Screening Program - TSA Application Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck					1	1		2	5	12	5	8	34
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property	2					1			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2					1			1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1			1		2
Patdown - Flyer								1					1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1							2		3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1	2					1	1	2	1	1	1	10
Property - Special Handling - Damaged Items - Carry		1					1		1				3
Property - Special Handling - Damaged Items - Checked									1		1	1	3
Property - Special Handling - Missing Item	1	1						1		1			4
Screening		1				2	1			1	1		6
Screening - Inconsistency						1					1		2
Screening - Procedures/Process		1				1	1			1			4
<b>2022</b>	<b>24</b>	<b>18</b>	<b>18</b>	<b>13</b>	<b>18</b>	<b>29</b>	<b>28</b>	<b>39</b>					<b>187</b>
Civil Rights			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1			1	2					6
Customer Service - TSO		1	1	1			1	2					6
Expedited Passenger Screening Program	20	15	12	5	17	22	22	37					150
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	2					1	4					8
Expedited Passenger Screening Program	19	12	12	5	16	22	21	33					140
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				3			1						4
Patdown - Flyer				2			1						3
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1					1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	3		2	2	1		2						10
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Item	1		1				1						3
Property - Special Handling - Missing Item	2			2	1			1					6
Screening		1		1		6	1						9
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		1		4	1						7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SDY</b>						1			1				2
<b>2021</b>						1			1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SEA</b>	<b>248</b>	<b>270</b>	<b>295</b>	<b>279</b>	<b>327</b>	<b>381</b>	<b>398</b>	<b>468</b>	<b>209</b>	<b>214</b>	<b>289</b>	<b>244</b>	<b>3,622</b>
<b>2019</b>				<b>52</b>	<b>68</b>	<b>80</b>	<b>73</b>	<b>95</b>	<b>92</b>	<b>95</b>	<b>92</b>	<b>90</b>	<b>737</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights				2		5	2	5	4	3	1	5	27
Civil Rights - Age				1						1		1	3
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimination				1				2	2	1		2	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1	1	1		1	1	1	6
Civil Rights - Transgender Screening						1		1	2			1	5
Customer Service				8	13	8	20	15	23	13	21	25	146
Customer Service - Others				1	1	1	1		1		2	1	7
Customer Service - TSO				8	12	7	19	15	22	13	19	24	139
Locks				3	6	7	2	1	4	3	4	5	35
Locks - Missing or Damaged Lock				3	6	7	2	1	4	3	4	5	35
Lost and Found				2			1	2	2	1	2		10
Lost and Found - Airport/TSA				2			1	2	2	1	2		10
Mishandling of Passenger Property				11	10	12	11	17	18	20	23	21	143
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			2	2	2	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	9	9	8	12	15	16	17	16	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				3	1	2	3	5	1	2	3	2	22
Patdown				2	5	4	4	9	3	9	4	2	42
Patdown - Children										1			1
Patdown - Flyer				1	5	2	3	9	3	6	4	2	35
Patdown - Flyer as Observer						2				2			4
Patdown - Non-Flyer				1			1						2
Persons w/ Disabilities (PWD)				1	2	9	9	4	7	6	3	5	46
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes							1	1			1		3
Persons w/ Disabilities (PWD) - General						1	1			1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		1		1			1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			2			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						3		2		2	2		9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1						1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	2	1	3			1	9
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				11	13	14	18	14	13	28	16	22	149
Property - Special Handling - Damaged Items - Carry-On				1	3	1	1	1	1	1	2	1	12
Property - Special Handling - Damaged Items - Checked				3	2	3	5	3	3	5	3	6	33
Property - Special Handling - Missing Items - Carry-On				2	4	2	2	5	1	7	5	7	35
Property - Special Handling - Missing Items - Checked				5	4	8	10	5	8	15	6	8	69
Request for Assistance						1				2	1		4
Request for Assistance - Other						1				2	1		4
Screening				12	19	20	6	28	17	10	17	5	134
Screening - Children					1								1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency					1	1	1			1	1		5
Screening - Lengthy Lines				1	4	7	1	8	5		2		28
Screening - Procedures/Process				9	13	11	3	20	11	8	12	5	92
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
Screening - Security Breach				1			1		1	1	1		5
<b>2020</b>	<b>82</b>	<b>68</b>	<b>101</b>	<b>75</b>	<b>73</b>	<b>36</b>	<b>16</b>	<b>18</b>	<b>32</b>	<b>31</b>	<b>62</b>	<b>40</b>	<b>634</b>
Advanced Imaging Technology (AIT)	1				1								2
Advanced Imaging Technology (AIT) - Flyer	1												1
Advanced Imaging Technology (AIT) - Flyer as Observer					1								1
Civil Rights	6	1	5	2	2	1	1				3	1	22
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	4	1	1	1			1				1	1	10
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity	2		1	1									4
Civil Rights - Transgender Screening			1		2						1		4
Customer Service	15	12	15	25	11	4	1	4	4	5	6	5	107
Customer Service - Others	4												4
Customer Service - TSO	11	12	15	25	11	4	1	4	4	5	6	5	103
Locks	7	5	6	5	4	1				2	6	1	37
Locks - Missing or Damaged Lock	7	5	6	5	4	1				2	6	1	37
Lost and Found		1	1	1	1				1		1		6
Lost and Found - Airport/TSA		1	1	1	1				1		1		6
Mishandling of Passenger Property	21	12	35	11	13	12	4	3	11	11	14	12	159
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3		4	2							2		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	13	10	24	7	10	7	3	2	8	10	10	11	115
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	5	2	7	2	3	5	1	1	3	1	2	1	33
Notice of Violation/Civil Penalties												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General												1	1
Patdown	1	2	3	3		1	1	1	1		1		14
Patdown - Flyer	1	2	3	3		1	1	1	1		1		14
Persons w/ Disabilities (PWD)	5	9	2	6	4	2		1	1	1	5	2	38
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Disability		1	1										2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General	1									1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				2	1			1					4
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		4	1								2	1	8
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animal	1										1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1			1				1				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ E-Device		3		3									6
Prohibited & Permitted Items													2
Prohibited & Permitted Items - Firearm/Ammunition													1
Prohibited & Permitted Items - Food/Beverages													1
Property - Special Handling	11	13	17	16	24	4	5	6	9	8	17	10	140
Property - Special Handling - Damaged Items	1		1	1				1	1		3	2	10
Property - Special Handling - Damaged Items - Fragile	3	5	6	5	10	1	1	3	1	3	5	1	44
Property - Special Handling - Missing Items	3		2	1	5	2	1	2	2	1	1	4	24
Property - Special Handling - Missing Items - Fragile	4	8	8	9	9	1	3		5	4	8	3	62
Request for Assistance				1		1							2
Request for Assistance - Other				1		1							2
Screening	15	13	17	5	13	10	4	3	5	4	9	6	104
Screening - Crew Member or Airline Employee						1	1		1				3
Screening - Inconsistency	1	1				1				1			4
Screening - Lengthy Lines	4		2	2	4								12
Screening - Procedures/Process	10	11	10	3	9	6	3	3	4	2	9	5	75
Screening - Retrieving Abandoned/Confiscated Items		1	1			1							3
Screening - Security Breach			4			1				1		1	7
<b>2021</b>	<b>49</b>	<b>35</b>	<b>25</b>	<b>32</b>	<b>26</b>	<b>36</b>	<b>56</b>	<b>71</b>	<b>85</b>	<b>88</b>	<b>135</b>	<b>114</b>	<b>752</b>
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1	2	1		2	1	4	5	3	5	3	27
Civil Rights - Constitutional Rights									1		1		2
Civil Rights - Hair Patdowns									1		1		2
Civil Rights - Racial Profiling or Discrimination		1	2	1				2	1	1	2	3	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	2	2	2	1		9
Civil Rights - Transgender Screening						1							1
Customer Service	8	6	10	17	7	9	10	17	14	18	24	23	163
Customer Service - CSM		1											1
Customer Service - Others					1	1							2
Customer Service - TSO	8	5	10	17	6	8	10	17	14	18	24	23	160
Duplicate E-mail												1	1
Duplicate E-mail - General												1	1
Expedited Passenger Screening Program			2	1	1	7	17	18	38	34	69	63	250
Expedited Passenger Screening Program - DoD							1					1	2
Expedited Passenger Screening Program - TSA Application Program							2	3	4		7	4	20
Expedited Passenger Screening Program - TSA PreCheck			2	1	1	7	14	15	34	34	60	59	227
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General												1	1
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Locks	3	1									1	1	6
Locks - General											1		1
Locks - Missing or Damaged Lock	3	1										1	5
Lost and Found	1		1				1			2		1	6
Lost and Found - Airport/TSA	1		1				1			2		1	6
Mishandling of Passenger Property	8	10	3	3	3	3	3	5	4	2	4	2	50
Mishandling of Passenger Property - Damaged/Missing			1	2				3			1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	7	1	3	2	2	3	2	3	2	2		32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disposition	3	2				1			1		1	1	9
No Jurisdiction				2	2		1	2			1		8
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP				1	1								2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other				1			1	1			1		4
Patdown	3				1	1	2	3	3	2		1	16
Patdown - Flyer	2				1	1	2	3	3	1		1	14
Patdown - General										1			1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	3			1		3	4	4	3	9	4	3	34
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes	2					1				1		2	6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General								1		1	1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1	2	1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1				1		1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha		1				2				2		1	6
Prohibited & Permitted Items			1	1	1					2	1	1	7
Prohibited & Permitted Items - Firearm/Ammunition			1		1								2
Prohibited & Permitted Items - Food/Beverages										1	1		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1								1	2
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling	16	9	3	2	2	7	6	15	13	7	11	9	100
Property - Special Handling - Damaged It	1			1	1	1	1	2	2	2	2	3	16
Property - Special Handling - Damaged It	4	4	1			1	2	5	2		1	3	23
Property - Special Handling - Missing Item	7				1	2	3	2	4	3	5	1	28
Property - Special Handling - Missing Item	4	5	2	1		3		6	5	2	3	2	33
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	7	6	4	4	8	3	11	3	5	8	13	6	78
Screening - Inconsistency		1	1	1	1		2	1		1	1		9
Screening - Lengthy Lines							4	1		2	2	1	10
Screening - Procedures/Process	7	5	3	3	7	3	5	1	5	5	7	5	56
Screening - Retrieving Abandoned/Confiscated Items											3		3
<b>2022</b>	<b>117</b>	<b>167</b>	<b>169</b>	<b>120</b>	<b>160</b>	<b>229</b>	<b>253</b>	<b>284</b>					<b>1,499</b>
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							1						1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Race						1	2	3					6
Civil Rights - Racial Profiling or Discrimin	2	3	1	3									9
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	2	1					1						4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1						1						2
Claims	1				1								2
Claims - General	1												1
Claims - Status					1								1
Customer Service	13	19	22	7	13	28	22	34					158
Customer Service - CSM						1							1
Customer Service - Others		1											1
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 - Children Under 12					1								1
Expedited Passenger Screening Program - DoD		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					5
Identification (ID) Requirements	1	2		1									4
Identification (ID) Requirements - Domestic	1	2											3
Identification (ID) Requirements - Minors Domestic				1									1
Locks	1			1	1	2	1						6
Locks - Missing or Damaged Lock	1			1	1	2	1						6
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	3	2	5	4	3	6	6					35
Mishandling of Passenger Property - Dam	2	1	1	1	1		4	1					11
Mishandling of Passenger Property - Damaged/Missii	2	1	4	1	2	2	4						16
Mishandling of Passenger Property - Disa	4				2	1		1					8
No Jurisdiction		1	2	1	2		2	1					9
No Jurisdiction - No Referral							1	1					2
No Jurisdiction - Refer to CBP			1		2		1						4
No Jurisdiction - Refer to Other		1	1	1									3
Patdown	2	1	1	1		3	2	7					17
Patdown - Children							1						1
Patdown - Flyer	2		1	1		2	1	7					14
Patdown - Flyer as Observer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	5	3	7	1		3	4	7					30
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes		1				3		1					5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General		1	1	1			1						4
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	2	1					1	1					5
Persons w/ Disabilities (PWD) - Mobility D	1						1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			3										3
Persons w/ Disabilities (PWD) - Service Animals			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					3					4
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Knives/Tools/Razors/£		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					13
Property - Special Handling - Missing Item	3	3	3	2		1	1	3					16
Property - Special Handling - Missing Item	2	2	5	1	2	4		2					18
Screening	9	9	7	6	13	17	17	26					104
Screening - Children					2								2
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	2		1		1	1	3	1					9
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3				4	4	15					27
Screening - Procedures/Process	6	5	6	5	10	10	8	10					60
Screening - Retrieving Abandoned/Confiscated Items		1				2	1						4



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SFB</b>	<b>26</b>	<b>33</b>	<b>27</b>	<b>29</b>	<b>34</b>	<b>42</b>	<b>44</b>	<b>34</b>	<b>34</b>	<b>27</b>	<b>33</b>	<b>19</b>	<b>382</b>
<b>2019</b>				<b>5</b>	<b>12</b>	<b>15</b>	<b>19</b>	<b>8</b>	<b>16</b>	<b>10</b>	<b>14</b>	<b>6</b>	<b>105</b>
Civil Rights						1			1				2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				2	6	4	9	1	7	5	3	1	38
Customer Service - Others					2	1	2		4	1			10
Customer Service - TSO				2	4	3	7	1	3	4	3	1	28
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property				1	1	2			2		2	1	9
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1	1	1						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1		1		2
Patdown				1	1	1				1	3	1	8
Patdown - Flyer				1	1	1				1	3	1	8
Persons w/ Disabilities (PWD)				1	1	1	2	1	1	1	1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling						3	5	2	1	1	2		14
Property - Special Handling - Damaged Items - Carry-On							2						2
Property - Special Handling - Missing Items - Carry-On						2	1		1		2		6
Property - Special Handling - Missing Items - Checked						1	2	2		1			6
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening					2	2	3	4	3	2	3	2	21
Screening - Lengthy Lines								1		2	1		4
Screening - Procedures/Process					2	2	3	2	3		2	2	16
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2020</b>	<b>10</b>	<b>11</b>	<b>18</b>	<b>12</b>	<b>4</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>90</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	3	3	6	2	2	4		1	2	3	2	3	31
Customer Service - Others				1	1					1			3
Customer Service - TSO	3	3	6	1	1	4		1	2	2	2	3	28
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2	1	1		1		1		2			8
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1						2			3
Mishandling of Passenger Property - Damaged/Missin		1	1			1		1					4
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)	2	1	3	1	2	2							11
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling			2	3		1	1		2	2		1	12
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-On			1	1			1			1			4
Property - Special Handling - Missing Items - Checked				1					2			1	4
Screening	4	4	5	4		4					1	2	24
Screening - Children				1									1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												1	1
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	3	5	3		4					1		17
Screening - Retrieving Abandoned/Confis	1												1
<b>2021</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>14</b>	<b>10</b>	<b>16</b>	<b>7</b>	<b>88</b>
Civil Rights			1	1	1		3	1	1				8
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination						1							5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			3		1				2
Customer Service	5			2		5	1	2	3	3	5	2	28
Customer Service - TSO		5		2		5	1	2	3	3	5	2	28
Expedited Passenger Screening Program								1	3	1	2		7
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	2	1	2		6
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property					1	1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown							1			1	3		5
Patdown - Children							1						1
Patdown - Flyer										1	2		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1	1					1			2			5
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not			1										1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling		1				1		1	1	2	2		8
Property - Special Handling - Damaged Items - Carry		1							1	2	1		5
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Checked								1					1
Screening	3	1		1			4		4	1	3	4	21
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1		1			3		3		2	3	16
Screening - Retrieving Abandoned/Confiscated Items									1	1	1		3
<b>2022</b>	<b>12</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>16</b>	<b>8</b>	<b>14</b>	<b>19</b>					<b>99</b>
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1								3
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			1		1								2
Claims		1											1
Claims - Status		1											1
Customer Service		2	1		2	3		3					11
Customer Service - TSO		2	1		2	3		3					11
Expedited Passenger Screening Program	6	6	4	4	9	2	11	10					52
Expedited Passenger Screening Program - TSA Application Program				1	1			1					3
Expedited Passenger Screening Program	6	6	4	3	8	2	11	9					49
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1							1					2
Lost and Found - Airport/TSA	1							1					2
Mishandling of Passenger Property	1	1						1					3
Mishandling of Passenger Property - Damaged/Missing		1						1					2
Mishandling of Passenger Property - Damaged	1												1
Patdown	2	1		2	1		1	2					9
Patdown - Children		1											1
Patdown - Flyer	1			1	1		1	2					6
Patdown - Flyer as Observer	1												1
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1				1	1	1	1					5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Mobility		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling			1		1								2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1		1	2		2	1	1					8
Screening - Inconsistency								1					1
Screening - Procedures/Process	1		1	2		2							6
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SFO</b>	<b>191</b>	<b>229</b>	<b>196</b>	<b>195</b>	<b>267</b>	<b>427</b>	<b>471</b>	<b>438</b>	<b>145</b>	<b>152</b>	<b>189</b>	<b>165</b>	<b>3,065</b>
<b>2019</b>				<b>51</b>	<b>52</b>	<b>58</b>	<b>61</b>	<b>59</b>	<b>65</b>	<b>60</b>	<b>76</b>	<b>51</b>	<b>533</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				9	4	1	2	1	2	7	7	2	35
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Headwear											1		1
Civil Rights - National Origin				1					1		1		3
Civil Rights - Racial Profiling or Discrimination				1	2	1		1	1	3	2	2	13
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3	2		1			2	3		11
Civil Rights - Transgender Screening				2						1			3
Customer Service				13	13	17	27	14	25	14	25	11	159
Customer Service - Others						1	1		2		1	1	6
Customer Service - TSO				13	13	16	26	14	23	14	24	10	153
Locks				1	1	5		4	4	5	6	3	29
Locks - General						1							1
Locks - Missing or Damaged Lock				1	1	4		4	4	5	6	3	28
Lost and Found					1	1					3		5
Lost and Found - Airport/TSA					1	1					3		5
Mishandling of Passenger Property				7	6	7	6	5	6	12	5	12	66
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				5	2	6	3	1	2	5	2	5	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	2	2	5	2	7	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	3			1	2	2	1		10
Patdown				3	5	2	4	4	3	3	5	5	34
Patdown - Flyer				3	5	2	4	4	3	3	5	5	34
Persons w/ Disabilities (PWD)				3	3	4	1	3	4	6	2	2	28
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing Impairment										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2				1	2			5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1			1	2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		1			2		1		6
Property - Special Handling				8	3	7	8	10	5	3	8	4	56
Property - Special Handling - Damaged Items - Carry-On				1		1	1	1			2	1	7
Property - Special Handling - Damaged Items - Checked					1	2	3	3	1	1	2		13
Property - Special Handling - Missing Items - Carry-On				2	1	1	1	2	2		2	3	14
Property - Special Handling - Missing Items - Checked				5	1	3	3	4	2	2	2		22
Request for Assistance											1		2
Request for Assistance - Other													1
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening				7	15	14	13	17	16	10	14	12	118
Screening - Inconsistency						1	2			1			5
Screening - Lengthy Lines					2	3		2	2	3	3	1	16
Screening - Procedures/Process				7	11	9	11	14	13	5	10	6	86
Screening - Retrieving Abandoned/Confiscated Items						1					1	1	3
Screening - Security Breach					2			1	1	1		3	8
<b>2020</b>	<b>47</b>	<b>49</b>	<b>58</b>	<b>55</b>	<b>53</b>	<b>33</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>16</b>	<b>356</b>
Civil Rights	3	1	2	2	4	1			1	2			16
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimination	1	1	2		2				1	2			9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Civil Rights - Transgender Screening	1												1
Customer Service	11	13	12	10	15	13	1		3	2	2	1	83
Customer Service - Others		2	2	1	2								7
Customer Service - TSO	11	11	10	9	13	13	1		3	2	2	1	76
Flying Armed											1		1
Flying Armed - General											1		1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues							1						1
Locks	2	2		4	4				1	1	3		17
Locks - Missing or Damaged Lock	2	2		4	4				1	1	3		17
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	7	4	11	7	6	5	1	1	2	1	4	4	53
Mishandling of Passenger Property - Dam	2	4	3	3	3	2			1	1	3		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												2	2
Mishandling of Passenger Property - Dam	4	4	6	4	1	3	1	1	1			1	26
Mishandling of Passenger Property - Disa	1		1		2						1	1	6
Patdown	3	5	3	1	2	2		1					18
Patdown - Flyer	2	5	3	1	2	2		1					17
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	3	6		3					1	1	1	19
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1		1								3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility D	1		2		1					1			5
Persons w/ Disabilities (PWD) - Touch Av	1		1		1								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1										2
Property - Special Handling	5	6	5	11	3	5		2	3	2		4	46
Property - Special Handling - Damaged Items - Carry-On			1	2				1	1				5
Property - Special Handling - Damaged It	1			3	1	2			1	1		2	11
Property - Special Handling - Missing Item	2	2	3	2								1	10
Property - Special Handling - Missing Item	2	4	1	4	2	3		1	1	1		1	20
Screening	12	15	19	19	16	6	2		1	4	2	4	100
Screening - Crew Member or Airline Employee					1						1		2
Screening - Lengthy Lines	5	3	4	6	2								20
Screening - Procedures/Process	5	12	14	10	13	6	1		1	4	1	4	71
Screening - Retrieving Abandoned/Confis	1			3									4
Screening - Security Breach	1		1				1						3
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
<b>2021</b>	<b>18</b>	<b>23</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>22</b>	<b>31</b>	<b>69</b>	<b>79</b>	<b>100</b>	<b>98</b>	<b>492</b>
Civil Rights	1	2		1		2		1	3	3	4	1	18
Civil Rights - Hair Patdowns		1											1
Civil Rights - Headwear										2			2
Civil Rights - Racial Profiling or Discrimin	1	1				2		1	2	1	2	1	11
Civil Rights - Sex/Gender Identity- Not Transgender				1							2		3
Civil Rights - Transgender Screening									1				1
Claims					1		1						2
Claims - General					1		1						2
Customer Service	5	4	2	2	2	3	3	4	10	6	6	3	50
Customer Service - Others	1					1			2	1			5
Customer Service - TSO	4	4	2	2	2	2	3	4	8	5	6	3	45
Expedited Passenger Screening Program					1	5	10	13	40	59	72	84	284
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program								2	3	2	2	2	11
Expedited Passenger Screening Program - TSA PreCheck					1	5	10	10	36	56	70	82	270
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1	1			2
Identification (ID) Requirements							1	1			1		3
Identification (ID) Requirements - Domestic							1	1			1		3
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	3	6	2	3	5	2		3	4	1	4	2	35
Mishandling of Passenger Property - Dam	1	2	1										4
Mishandling of Passenger Property - Dam	2	1							1		2	1	7
Mishandling of Passenger Property - Damaged/Missi	3			2	5	2		3	2	1	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1					1				3
No Jurisdiction				1	1			3	1	1			7
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1			3	1	1			6
Patdown						2	1		1	1	2		7
Patdown - Flyer						2	1		1	1	1		6
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	2						1				2		5
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Prohibited & Permitted Items							1			1			2
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages							1						1
Property - Special Handling	2	5	1	3	5	2	2	1	3	3	1	4	32
Property - Special Handling - Damaged It	1			1		1	1	1	2	1			8
Property - Special Handling - Missing Items - Carry-C	4	1			1		1			2		3	12
Property - Special Handling - Missing Item	1	1		2	4	1			1		1	1	12
Screening	4	6	2	1	2	1	2	4	7	2	8	4	43
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process	4	6	2	1	2	1	2	3	5	2	8	2	38
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
TWIC										1			1
TWIC - Status										1			1
<b>2022</b>	<b>126</b>	<b>157</b>	<b>131</b>	<b>78</b>	<b>145</b>	<b>319</b>	<b>384</b>	<b>344</b>					<b>1,684</b>
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informati		1											1
Airline		1				1	2						4
Airline - Policy/Regulations/Service		1				1	2						4
Civil Rights	2	3	4	1	1	2	2	2					17
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified							1						1
Civil Rights - Race					1	2		2					5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination		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 - Domestic					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 - Damaged/Missing Items Private Screening Contractor									3				3
Mishandling of Passenger Property - Damaged/Missing Items	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items		2					1	1	4				8
Mishandling of Passenger Property - Disarrayed Item		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	1	2					9
Patdown - Children		1											1
Patdown - Flyer	1	2	1			1	1	2					8
Persons w/ Disabilities (PWD)	2	2			1	1		4					10
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1	1			1								3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prostheses	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	4	1		5	1	1	4	1					17
Property - Special Handling - Damaged Items	1			3				1					5
Property - Special Handling - Damaged Items	1						2						3
Property - Special Handling - Missing Items	1	1		2			2						6
Property - Special Handling - Missing Items	1				1	1							3
Screening	14	7	7	5	5	10	5	11					64
Screening - Inconsistency	2	1	1				1						5
Screening - Lengthy Lines		1				1	2	3					7
Screening - Military					1								1
Screening - Procedures/Process	12	5	5	5	2	8	3	6					46
Screening - Retrieving Abandoned/Confiscated Items			1		1		1	1					4
Screening - Shoe Screening								1					1
TWIC	1												1
TWIC - General	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SGF</b>	<b>14</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>7</b>	<b>18</b>	<b>17</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>132</b>
<b>2019</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>20</b>
Civil Rights										1	1	1	3
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination										1			2
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1						2
Locks - Missing or Damaged Lock							1						2
Mishandling of Passenger Property									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1		3
Patdown									3	1			4
Patdown - Flyer									2	1			3
Patdown - Flyer as Observer									1				1
Property - Special Handling				1			1	2					4
Property - Special Handling - Damaged Items - Checked				1			1	2					4
Screening									2			1	3
Screening - Procedures/Process									2		1		3
<b>2020</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>		<b>2</b>		<b>5</b>		<b>3</b>	<b>30</b>
Civil Rights	3				1					1			5
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimination	2				1					1			4
Customer Service		2				1		1					4
Customer Service - Others		1				1							2
Customer Service - TSO		1						1					2
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property						1				1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown			2		1					1			4
Patdown - Flyer			2		1					1			4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling	2			1				1				1	6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked	1							1					2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1											1	2
Screening		1		1	1	1							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		1	1								3
<b>2021</b>	<b>3</b>	<b>1</b>		<b>1</b>		<b>2</b>		<b>3</b>	<b>10</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>26</b>
Airline												1	1
Airline - Policy/Regulations/Service											1		1
Civil Rights	1							1	1				3
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Transgender Screening	1												1
Customer Service				1					3				4
Customer Service - CSM									1				1
Customer Service - TSO				1					2				3
Expedited Passenger Screening Program								1	4	1	1		7
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	3	1	1		6
Identification (ID) Requirements							1						1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues							1						1
Locks							1						1
Locks - General							1						1
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Patdown									1			1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility Disabilities	1												1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1										1	2
Screening - Inconsistency												1	1
Screening - Security Breach		1											1
<b>2022</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>11</b>					<b>56</b>
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	1	2			1								4
Customer Service - TSO	1	2			1								4
Expedited Passenger Screening Program	3	3	2	3	6	6	4	9					36
Expedited Passenger Screening Program - TSA Application Program					1			1					2
Expedited Passenger Screening Program - TSA PreCheck	3	3	2	3	5	6	4	8					34
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1		1	1			1		1			6
Screening - Inconsistency						1				1			2
Screening - Procedures/Process		1		1						1			4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SGU</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>46</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>				<b>3</b>	<b>8</b>
Customer Service				1		1							2
Customer Service - Others						1							1
Customer Service - TSO				1									1
Mishandling of Passenger Property						1		1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Checked						1		1					2
Screening				1			1						2
Screening - Procedures/Process				1			1						2
<b>2020</b>		<b>1</b>								<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Screening													1
Screening - Procedures/Process													1
<b>2021</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
Civil Rights		1				1							2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1		1	1						1	4
Customer Service - Others					1								1
Customer Service - TCC			1										1
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program						1	1			1			3
Expedited Passenger Screening Program - TSA PreCheck						1	1			1			3
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling	1							1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Item	1												1
Screening			1				2		1			1	5
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process							1		1				2
<b>2022</b>	<b>4</b>	<b>1</b>	<b>2</b>			<b>3</b>	<b>4</b>	<b>3</b>					<b>17</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Expedited Passenger Screening Program	3		1			3	1	2					10
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2		1			3	1	2					9
Screening			1				2	1					4
Screening - Inconsistency			1				1						2
Screening - Procedures/Process							1	1					2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHD</b>	<b>1</b>							<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>		<b>8</b>
<b>2019</b>									<b>1</b>	<b>1</b>			<b>2</b>
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
<b>2020</b>	<b>1</b>										<b>1</b>		<b>2</b>
Property - Special Handling	1										1		2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Checked											1		1
<b>2021</b>								<b>1</b>	<b>3</b>				<b>4</b>
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - Active Duty Military								1					1
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Flyer as Observer										1			1
Screening										1			1
Screening - Inconsistency										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHR</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>27</b>
<b>2019</b>				<b>1</b>		<b>1</b>					<b>3</b>	<b>1</b>	<b>6</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property				1		1					2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Patdown													1
Patdown - Flyer												1	1
<b>2020</b>		<b>1</b>			<b>2</b>								<b>3</b>
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-C			1										1
<b>2021</b>									<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1	2	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											1	1	2
<b>2022</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>					<b>12</b>
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Claims	1												1
Claims - General	1												1
Customer Service	1							1					2
Customer Service - TSO	1							1					2
Expedited Passenger Screening Program			1		1	2							4
Expedited Passenger Screening Program - TSA PreC			1		1	2							4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown			1				1						2
Patdown - Flyer							1						1
Patdown - General			1										1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHV</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>3</b>	<b>88</b>
<b>2019</b>					<b>1</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>17</b>
Customer Service					1		1	1	2	1	1		7
Customer Service - Others								1	2		1		4
Customer Service - TSO					1		1			1			3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		2			3
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling								1			1	1	3
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked								1					1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>2</b>		<b>17</b>
Customer Service			1	1	1			1					4
Customer Service - TSO			1	1	1			1					4
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1	1							3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling	1	1		2							1		5
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked				2							1		3
Screening			1								1		2
Screening - Procedures/Process			1										1
Screening - Security Breach											1		1
<b>2021</b>	<b>4</b>		<b>1</b>		<b>4</b>				<b>5</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>24</b>
Civil Rights									1			1	2
Civil Rights - Racial Profiling or Discrimination									1			1	2
Customer Service									1	1	1		3
Customer Service - CSM										1			1
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program									2	1	2		5
Expedited Passenger Screening Program - TSA PreCheck									2	1	2		5
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling	1										2		4
Property - Special Handling - Damaged Items	1										2		3
Property - Special Handling - Missing Items - Checked								1					1
Screening			1		1				1		1	1	5
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1						1		1		3
<b>2022</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>3</b>					<b>30</b>
Customer Service		2				1							3
Customer Service - TSO		2				1							3
Expedited Passenger Screening Program	1		1	4	1	2	6	3					18
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1	4	1	1	6	3					17
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening			1		3	1							5
Screening - Inconsistency						1							1
Screening - Procedures/Process						3							3
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SIT</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>		<b>23</b>
<b>2019</b>					<b>1</b>				<b>1</b>	<b>3</b>	<b>1</b>		<b>6</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property									1	2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2020</b>	<b>1</b>	<b>2</b>		<b>1</b>					<b>2</b>		<b>1</b>		<b>7</b>
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	2								1			4
Screening - Procedures/Process	1	2								1			4
<b>2021</b>	<b>1</b>					<b>2</b>			<b>1</b>	<b>1</b>			<b>5</b>
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling						1				1			2
Property - Special Handling - Missing Items - Checked						1				1			2
Screening	1												2
Screening - Inconsistency													1
Screening - Procedures/Process	1												1
<b>2022</b>		<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>					<b>5</b>
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SJC</b>	<b>68</b>	<b>79</b>	<b>90</b>	<b>87</b>	<b>95</b>	<b>109</b>	<b>109</b>	<b>95</b>	<b>49</b>	<b>75</b>	<b>70</b>	<b>86</b>	<b>1,012</b>
<b>2019</b>				<b>27</b>	<b>24</b>	<b>23</b>	<b>31</b>	<b>33</b>	<b>32</b>	<b>43</b>	<b>31</b>	<b>39</b>	<b>283</b>
Civil Rights							3	3	1	1	2	1	11
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination							1	1	1			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1		1	1		4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening							1						1
Customer Service				4	6	3	7	7	5	10	8	8	58
Customer Service - Others						1	2						3
Customer Service - TSO				4	6	2	5	7	5	10	8	8	55
Locks					3	3	1	1	1	2	1	1	13
Locks - Missing or Damaged Lock					3	3	1	1	1	2	1	1	13
Lost and Found													1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				12	3	8	8	4	6	9	6	7	63
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				12	2	7	7	1	6	8	5	6	54
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1	2		1			6
Patdown				1	1			2	2	2		2	10
Patdown - Flyer				1	1			1	2	1		1	7
Patdown - Flyer as Observer								1		1		1	3
Persons w/ Disabilities (PWD)				2		2	2	2	1	2	5	4	20
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes											2	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1	1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1		1	1		4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		2		1	1		1	2	9
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling				7	8	5	4	10	8	11	4	10	67
Property - Special Handling - Damaged Items - Carry-On					1	1		1		2		2	7
Property - Special Handling - Damaged Items - Checked				2	3		1	1		1		2	10
Property - Special Handling - Missing Items - Carry-On						1		5	3	1	2	2	14
Property - Special Handling - Missing Items - Checked				5	4	3	3	3	5	7	2	4	36
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening				1	2	2	5	3	8	6	5	6	38
Screening - Children									1				1
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1	1	4	3	7	6	3	6	31
Screening - Retrieving Abandoned/Confiscated Items				1			1				2		4
<b>2020</b>	<b>29</b>	<b>24</b>	<b>43</b>	<b>25</b>	<b>21</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>195</b>
Civil Rights	3	1	3		1				1		1	1	11
Civil Rights - Racial Profiling or Discrimination	3	1	2		1				1			1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening			1										1
Customer Service	4	2	7	2	5	1				1			22
Customer Service - Others				1									1
Customer Service - TSO	4	2	7	1	5	1				1			21
Locks			1	3	1	2							9
Locks - Missing or Damaged Lock			1	3	1	2							9
Lost and Found			2							1			3
Lost and Found - Airport/TSA			2							1			3
Mishandling of Passenger Property	4	4	15	7	5	4	1		2		3	3	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1				1					1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	13	4	5	3	1		2		2	2	38
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			2	3									5
Patdown	3		1	2	1				1			1	9
Patdown - Flyer	3		1	2	1				1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3	3		2	1	3	1						13
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1				1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1	1		2		1	1						6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	6	6	13	7	5	6	2	1	2	1	1	4	54
Property - Special Handling - Damaged Items - Carry-On	1	1		1	1								5
Property - Special Handling - Damaged Items - Checked	3	1	1	2	1	2		1	1				12
Property - Special Handling - Missing Items - Carry-On	2	2	4	1	1	2					1	1	12
Property - Special Handling - Missing Items - Checked	2	2	8	3	2	2	2		1	1		2	25
Screening	6	8	1	2	2	3			1	2		1	26
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines	2	1				1							4
Screening - Procedures/Process	4	7	1	1	2	2			1	1		1	20
<b>2021</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>12</b>	<b>25</b>	<b>33</b>	<b>36</b>	<b>169</b>
Civil Rights	1		1		4		2	2		1	1		12
Civil Rights - Constitutional Rights							1						1
Civil Rights - Headwear					2								2
Civil Rights - Racial Profiling or Discrimination	1				2		1	2		1	1		8
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Customer Service		1	1	2	1	1	2	1	5	4	5	4	27
Customer Service - CSM						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO		1	1	2	1		2	1	5	4	5	4	26
Expedited Passenger Screening Program						3	2	8	5	18	23	19	78
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program						1				1	3	3	8
Expedited Passenger Screening Program - TSA PreCheck						1	2	8	5	17	20	16	69
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks								1					1
Locks - General								1					1
Lost and Found								1					1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property		1	3					1				1	6
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	2					1					4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
No Jurisdiction						1	1		1			1	4
No Jurisdiction - Refer to Other						1	1		1			1	4
Patdown		1										1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)			1					2	1	1	1	1	9
Persons w/ Disabilities (PWD) - General									1		1		2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2		1		1	1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling		5	1	1		2	1			1	2	5	18
Property - Special Handling - Damaged Items		1		1			1				2	4	9
Property - Special Handling - Damaged Items - Carry-On		1	1			1							3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked Baggage		3				1				1			5
Screening		1	1	1		2			1		1	3	10
Screening - Opposite Gender												1	1
Screening - Procedures/Process		1		1		2			1		1	2	8
Screening - Shoe Screening			1										1
<b>2022</b>	<b>30</b>	<b>51</b>	<b>41</b>	<b>32</b>	<b>42</b>	<b>59</b>	<b>63</b>	<b>47</b>					<b>365</b>
Civil Rights	1	3		1			4						9
Civil Rights - National Origin				1									1
Civil Rights - Profiling							1						1
Civil Rights - Race							3						3
Civil Rights - Racial Profiling or Discrimination	1	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							1
Expedited Passenger Screening Program - TSA	1	7	5	1	1	1	3	1					20
Expedited Passenger Screening Program - TSA PreCheck	21	28	25	18	36	41	46	40					255
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks			1		1	1							3
Locks - Missing or Damaged Lock			1		1	1							3
Mishandling of Passenger Property							4						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							3						3
No Jurisdiction		2		1									3
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other				1									1
Patdown	1	1	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							4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling		2			2			1					5
Property - Special Handling - Damaged Items - Carry-On					1			1					2
Property - Special Handling - Missing Items - Carry-On		2			1								3
Screening	1	1	3	2	2	6	1	3					19
Screening - Inconsistency				1		2	1						4
Screening - Procedures/Process	1	1	3	1	2	3		3					14
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SJT</b>			2	4	4	1	3	1	1		2	3	21
<b>2019</b>				3		1	1					1	6
Customer Service				1									1
Customer Service - TSO				1									1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Patdown								1					1
Patdown - Flyer							1						1
<b>2020</b>			2								1	2	5
Civil Rights													2
Civil Rights - Hair Patdowns													2
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
<b>2021</b>			1	1					1		1		4
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2
No Subject				1									1
No Subject - General				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
<b>2022</b>		2	1				2	1					6
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program		1	1				1	1					4
Expedited Passenger Screening Program - TSA PreC		1	1				1	1					4
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SJU</b>	<b>51</b>	<b>54</b>	<b>73</b>	<b>99</b>	<b>73</b>	<b>82</b>	<b>81</b>	<b>92</b>	<b>47</b>	<b>61</b>	<b>55</b>	<b>64</b>	<b>832</b>
<b>2019</b>				<b>26</b>	<b>20</b>	<b>24</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>36</b>	<b>13</b>	<b>23</b>	<b>207</b>
Civil Rights					2				2				4
Civil Rights - Age					1								1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				5	4	4	3	3	4	9	7		39
Customer Service - Others					1			1		2	2		6
Customer Service - TSO				5	3	4	3	2	4	7	5		33
Locks				1		2				3		1	7
Locks - Missing or Damaged Lock				1		2				3		1	7
Lost and Found					1		2						3
Lost and Found - Airport/TSA					1		2						3
Mishandling of Passenger Property				10	8	9	3	7	7	8	2	8	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				10	7	8	2	4	5	6	2	7	51
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1		1					2
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked					1		1	1	2	1			6
Patdown					1		1	2	1	1		1	7
Patdown - Flyer					1		1	1		1		1	5
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				1			1		1	1		1	5
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling				7	3	5	7	6	6	13	4	10	61
Property - Special Handling - Damaged Items - Carry-On								1	1	1			3
Property - Special Handling - Damaged Items - Checked				1		3		2		3	2	2	13
Property - Special Handling - Missing Items - Carry-On							3	1	2	3		3	12
Property - Special Handling - Missing Items - Checked				6	3	2	4	2	3	6	2	5	33
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				2	1	4	4	2	2	1		2	18
Screening - Cruise Ships						1							1
Screening - Inconsistency							1	1					2
Screening - Procedures/Process				1	1	3	3	1	2	1		2	14
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2020</b>	<b>20</b>	<b>20</b>	<b>27</b>	<b>35</b>	<b>23</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>184</b>
Civil Rights			1	2						1	1	3	8
Civil Rights - Racial Profiling or Discrimination			1	2						1	1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	3	5	5	3	3	1			1	3	2	27
Customer Service - Others					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO	1	3	5	5	1	3	1			1	2	2	24
Locks			2	1	2	1							6
Locks - Missing or Damaged Lock			2	1	2	1							6
Lost and Found	1				2							1	4
Lost and Found - Airport/TSA	1				2							1	4
Mishandling of Passenger Property	5	6	8	8	6	1			4		3	3	44
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	5	7	8	5	1			4		3	3	41
Mishandling of Passenger Property - Disarranged Item	1												1
Patdown			2		1	1							4
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2	1	1	3		3			1	1		1	13
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2		1			2							5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	8	6	5	10	5	3			1	5	7		50
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked	2		3	1	1	2				2	3		14
Property - Special Handling - Missing Items - Carry-On	2	1	2	1	1	1			1		2		10
Property - Special Handling - Missing Items - Checked	4	5	2	6	3					3	2		25
Screening	3	4	3	6	4	1	1	1	1	2	1	1	28
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines				3	2								5
Screening - Procedures/Process	3	3	3	3	2	1	1	1	1	1	1		20
<b>2021</b>	<b>11</b>	<b>9</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>20</b>	<b>15</b>	<b>17</b>	<b>15</b>	<b>27</b>	<b>30</b>	<b>172</b>
Civil Rights							1	2			1		4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination							1	1			1		3
Customer Service	7	2	1	3	4	4	3	1	5	5	5	6	46
Customer Service - Others	2					1		1			1		5
Customer Service - TSO	5	2	1	3	4	3	3		5	5	4	6	41
Expedited Passenger Screening Program				1	1	4	4	3	9	6	15	14	57
Expedited Passenger Screening Program - DoD									1	2	1		4



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Application Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	3	3	7	4	13	13	49
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1				1		2
Hazardous Materials Safety							1		1				2
Hazardous Materials Safety - General							1		1				2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1	1			1	2	1			2		8
Mishandling of Passenger Property - Damaged		1	1			1	2				2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown		1						2					3
Patdown - Flyer		1						2					3
Persons w/ Disabilities (PWD)						1		1			1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Prohibited & Permitted Items				1								1	2
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling		1	2			3	5	3	1	1	1	5	22
Property - Special Handling - Damaged Items - Carry-On							1		1			2	4
Property - Special Handling - Damaged Items - Checked			2				2			1			5
Property - Special Handling - Missing Items - Carry-On						2	2	3			1		8
Property - Special Handling - Missing Items - Checked		1					1					3	5
Screening		1	3	1	1	2	3	2	1	3	2	1	20
Screening - Inconsistency					1		1					1	3
Screening - Lengthy Lines						1		1		3			5
Screening - Procedures/Process		1	3	1		1	2	1	1		2		12
<b>2022</b>	<b>20</b>	<b>25</b>	<b>45</b>	<b>32</b>	<b>23</b>	<b>31</b>	<b>38</b>	<b>55</b>					<b>269</b>
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights		1		1									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service		4	2	6	1	2	3	6	6				30
Customer Service - Others				1									1
Customer Service - TSO		4	2	5	1	2	3	6	6				29
Expedited Passenger Screening Program		11	15	31	25	21	22	26	36				187
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - TSA/DHS Employees		1	1		5	2		1	3				13
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In		10	14	30	18	18	22	25	32				169
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1	1	1			1				4
Identification (ID) Requirements			1				2						3
Identification (ID) Requirements - Domestic			1				2						3
Lost and Found				1			1	1					3
Lost and Found - Airport/TSA				1			1	1					3
Mishandling of Passenger Property		1					1	2					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1						1					2
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			2			1		1					4
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling		2	2	1			1	3					9
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked			1				1						2
Property - Special Handling - Missing Items - Carry-On		1	1										2
Property - Special Handling - Missing Items - Checked		1		1				2					4
Screening		1	4	4	4	1	3	6					23
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines				1	1			1					3
Screening - Procedures/Process		1	4	2	3	1	1	4					16
Screening - Retrieving Abandoned/Confiscated Items							2						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SLC</b>	<b>152</b>	<b>135</b>	<b>146</b>	<b>171</b>	<b>187</b>	<b>230</b>	<b>198</b>	<b>193</b>	<b>83</b>	<b>129</b>	<b>128</b>	<b>114</b>	<b>1,866</b>
<b>2019</b>				<b>39</b>	<b>33</b>	<b>40</b>	<b>38</b>	<b>36</b>	<b>30</b>	<b>48</b>	<b>36</b>	<b>33</b>	<b>333</b>
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				4	1	5		4		2	1	1	18
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination				3		3		4		1	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Customer Service				5	6	7	8	4	2	7	8	2	49
Customer Service - Others						1		1	1	2			5
Customer Service - TSO				5	6	6	8	3	1	5	8	2	44
Locks				1	2	2	4	1	3	4	5	2	24
Locks - Missing or Damaged Lock				1	2	2	4	1	3	4	5	2	24
Lost and Found				1			1		1	1			4
Lost and Found - Airport/TSA				1			1		1	1			4
Mishandling of Passenger Property				9	7	8	4	8	10	9	10	10	75
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4						1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	7	7	3	5	8	6	6	7	54
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	3	2	2	2	2	13
Patdown				2	1	2	3	1	2	3	2	3	19
Patdown - Flyer				2	1	2	3	1	2	3	2	3	19
Persons w/ Disabilities (PWD)				4	4	1	4		2	1	2		18
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		3			1			5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2		1			1				4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling				9	9	10	10	13	6	15	5	8	85
Property - Special Handling - Damaged Items - Carry-On				1		2	2			3	1	1	10
Property - Special Handling - Damaged Items - Checked				3	4	2	4	3	1	3	2		22
Property - Special Handling - Missing Items - Carry-On				3	1	1		5	1	2		1	14
Property - Special Handling - Missing Items - Checked				2	4	5	4	5	4	7	2	6	39
Screening				4	3	5	3	5	4	6	3	7	40
Screening - Children							1						1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1					1	2			4
Screening - International Screening					1								1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process				1	1	5	1	5	3	3	3	7	29
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach										1			1
<b>2020</b>	<b>38</b>	<b>24</b>	<b>39</b>	<b>32</b>	<b>33</b>	<b>35</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>22</b>	<b>17</b>	<b>19</b>	<b>276</b>
Civil Rights	1	1	4	1	5	1				1		2	16
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights	1				1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination		1	2		4	1				1		1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1	1	1	5	4	3	2	1		4	4	1	27
Customer Service - TSO	1	1	1	5	4	3	2	1		4	4	1	27
Locks	3	2	4	2		2		1		2	1	2	19
Locks - Missing or Damaged Lock	3	2	4	2		2		1		2	1	2	19
Mishandling of Passenger Property	11	6	6	9	9	13		2	1	4	7	6	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	3				1								4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	7	4	4	7	8	9		2	1	4	6	5	57
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	2	2	2		4					1	1	13
Patdown	1	4	4	3	3	1							16
Patdown - Flyer	1	4	4	3	2	1							15
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	1	4	2	3	3				2			19
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2			2									4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1		1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch and/or Temperature Sensitivity	1					1							2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1		2	2							6
Property - Special Handling	11	8	11	8	7	7	2	1	4	6	4	4	73
Property - Special Handling - Damaged Items - Carry-On		1	1		1		1			1	1	2	8
Property - Special Handling - Damaged Items - Checked	5	4	2	1	3	2			1	3	2	2	25
Property - Special Handling - Missing Items - Carry-On	1	2	2	3	1	1	1						11
Property - Special Handling - Missing Items - Checked	5	1	6	4	2	4		1	3	2	1		29
Screening	6	1	5	2	2	5	1	1	1	3	1	4	32
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1				1	1		1		1			5
Screening - International Screening				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	5	1	4	1	1	4	1			2	1	4	24
<b>2021</b>	<b>23</b>	<b>22</b>	<b>11</b>	<b>17</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>42</b>	<b>47</b>	<b>59</b>	<b>75</b>	<b>62</b>	<b>447</b>

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	1			2					1	3	4	4	15
Civil Rights - Constitutional Rights										1	1	1	3
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination	1			1						1	2	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1		1	1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims					1								1
Claims - General					1								1
Customer Service	2	4	7	6	9	4	4	12	10	5	8	7	78
Customer Service - CSM			1										1
Customer Service - Others			1	1	1							1	4
Customer Service - TCC			1										1
Customer Service - TSO	2	4	4	5	8	4	4	12	10	5	8	6	72
Duplicate E-mail											2		2
Duplicate E-mail - General											2		2
Expedited Passenger Screening Program			1		6	6	10	17	19	32	43	37	171
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program						2	1			2		2	7
Expedited Passenger Screening Program - TSA PreCheck			1		6	4	9	17	19	30	43	33	162
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements											1	1	2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - Real ID												1	1
Locks	1	1					1			1			4
Locks - Missing or Damaged Lock	1	1					1			1			4
Lost and Found				3									3
Lost and Found - Airport/TSA				3									3
Mishandling of Passenger Property	8	4			3	2	4		1	1	1	1	25
Mishandling of Passenger Property - Damaged	1	2			2	1	1		1			1	9
Mishandling of Passenger Property - Damaged or Lost	6	1			1	1	1			1	1		12
Mishandling of Passenger Property - Disposition	1	1					2						4
No Jurisdiction				1	1								2
No Jurisdiction - Refer to Other				1	1								2
No Subject					1								1
No Subject - General					1								1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown	1					4			1	3	2	2	13
Patdown - Children						1					1		2
Patdown - Flyer	1					3			1	3		2	10
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1	1					3		1	2		1	9
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1					1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items				1	1						2		4
Prohibited & Permitted Items - General				1	1						1		3
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	6	5	1	2	2	5	4	5	9	10	10	5	64
Property - Special Handling - Damaged Items	3	1	1		1			1	8	6	4	3	28
Property - Special Handling - Damaged Items - Lost	1	3		1	1	2		1		1			10
Property - Special Handling - Missing Items	1	1		1				3		2	4	2	14
Property - Special Handling - Missing Items - Lost	1					3	4		1	1	2		12
Screening	3	7	2	2	5	8	4	8	5	2	2	4	52
Screening - Children						1							1
Screening - Inconsistency					2	1		4					7
Screening - Lengthy Lines			1		1	1		1	1				5
Screening - Opposite Gender												1	1
Screening - Procedures/Process	3	6	1	1	2	5	4	3	4	2	2	3	36
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1
<b>2022</b>	<b>91</b>	<b>89</b>	<b>96</b>	<b>83</b>	<b>92</b>	<b>126</b>	<b>124</b>	<b>109</b>					<b>810</b>
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights		3		1	1	2	1						8
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination		1		1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	11	8	6	5	5	10	6	10					61
Customer Service - TSO	11	8	6	5	5	10	6	10					61
Expedited Passenger Screening Program	53	64	80	58	74	92	86	76					583
Expedited Passenger Screening Program - Active Duty Military							2						2
Expedited Passenger Screening Program - DoD		1				3	2	1					7
Expedited Passenger Screening Program - TSA/DHS	2	6	8	6	3	4	2	3					34
Expedited Passenger Screening Program - TSA/DHS	51	56	72	52	71	85	79	72					538
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Lost and Found		1				1							2
Lost and Found - Airport/TSA		1				1							2
Mishandling of Passenger Property		1				3	5	4					13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3	2					6
Mishandling of Passenger Property - Damaged/Missing		1				2	2						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2					2
No Jurisdiction	1			1			2						4
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Other	1			1									2
Patdown	2		1	1	3	1	6	3					17
Patdown - Children								1					1
Patdown - Flyer	1		1	1	3		6	2					14
Patdown - Flyer as Observer	1					1							2
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3					17
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Me			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1						2
Persons w/ Disabilities (PWD) - Medical [	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility [		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	2					3
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	8	5	7	9	5	9	8	5					56
Property - Special Handling - Damaged It	3	3	3	1	4	4	4	1					23
Property - Special Handling - Damaged It	3				1	1							5
Property - Special Handling - Missing Item	1	2	2	6		2	2	2					17
Property - Special Handling - Missing Item	1		2	2		2	2	2					11
Screening	11	4	1	8	2	4	5	8					43
Screening - Children							1						1
Screening - Inconsistency	3					2		2					7
Screening - Lengthy Lines	1						2	1					4
Screening - Procedures/Process	6	3	1	8	2	2	2	5					29
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SLN</b>	<b>1</b>				<b>1</b>		<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>9</b>
<b>2019</b>											<b>1</b>	<b>1</b>	<b>2</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
<b>2021</b>	<b>1</b>						<b>1</b>				<b>1</b>	<b>1</b>	<b>4</b>
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Item									1				1
<b>2022</b>						<b>1</b>	<b>1</b>	<b>1</b>					<b>3</b>
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SMF</b>	<b>98</b>	<b>99</b>	<b>95</b>	<b>82</b>	<b>94</b>	<b>119</b>	<b>129</b>	<b>135</b>	<b>83</b>	<b>88</b>	<b>95</b>	<b>78</b>	<b>1,195</b>
<b>2019</b>				<b>19</b>	<b>21</b>	<b>30</b>	<b>30</b>	<b>33</b>	<b>39</b>	<b>35</b>	<b>37</b>	<b>28</b>	<b>272</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights					1		1	1	2	1	1	1	8
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimination							1	1		1	1		4
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service				2	3	5	3	4	6	12	6	2	43
Customer Service - Others					1	1	1		1	4	1		9
Customer Service - TSO				2	2	4	2	4	5	8	5	2	34
Locks				2	3	1	3	1	3	2	1		16
Locks - Missing or Damaged Lock				2	3	1	3	1	3	2	1		16
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				5	10	5	5	6	9	6	13	12	71
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	7	5	3	5	8	6	9	11	58
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3		2	1	1		1	1	10
Patdown						3	1	2	2	3	2	1	14
Patdown - Flyer						2	1	2	2	3	2	1	13
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				3		2	1	3	2	1	1		13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1	1				2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Marijuana												1	1
Property - Special Handling				6	3	11	9	10	4	2	5	5	55
Property - Special Handling - Damaged Items - Carry-On				1		1	2	1		1			6
Property - Special Handling - Damaged Items - Checked					1	3	2	3			2	1	12
Property - Special Handling - Missing Items - Carry-On					1	3	1		1		1	1	8
Property - Special Handling - Missing Items - Checked				5	1	4	4	6	3	1	2	3	29
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				1	1	3	7	5	10	8	8	5	48
Screening - Children										1			1
Screening - Inconsistency							1		2	1	2	2	8
Screening - Lengthy Lines								1	1	1			3
Screening - Procedures/Process				1	1	2	4	4	7	4	6	3	32
Screening - Retrieving Abandoned/Confiscated Items								2		1			3
Screening - Security Breach								1					1
<b>2020</b>	<b>36</b>	<b>30</b>	<b>31</b>	<b>27</b>	<b>15</b>	<b>18</b>	<b>3</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>20</b>	<b>13</b>	<b>226</b>
Civil Rights	1	2				1			1	1			6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination						1				1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	6	5	5	8	1	4	1	1	1	1	3	5	41
Customer Service - Others	1			1									2
Customer Service - TSO	5	5	5	7	1	4	1	1	1	1	3	5	39
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	1	4		2						2			9
Locks - Missing or Damaged Lock	1	4		2						2			9
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property	9	7	13	4	4	6	1		5	2	4	1	56
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			2										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	6	6	11	4	3	4	1		5	1	3	1	45
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3	1			1	2				1	1		9
Patdown	1				2					1	2		6
Patdown - Flyer	1				1					1	2		5
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	6	4		4	1			1	1		3		20
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive	2										1		3
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Car Seats	1												1
Persons w/ Disabilities (PWD) - General		2		1									3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability	1	1		1							1		4
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2			2									4
Property - Special Handling	8	8	10	8	4	2	1	3	4	2	6	4	60
Property - Special Handling - Damaged Items - Carry		2				1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	3	2	2	1		1		2	1	1	2	2	17
Property - Special Handling - Missing Items - Carry-On		1	4	1	1				2			1	10
Property - Special Handling - Missing Items	5	3	4	6	3		1	1	1	1	4	1	30
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3		3	1	1	5		2	2	3	1	3	24
Screening - Inconsistency			1						1				2
Screening - Procedures/Process	2		2	1	1	5		2	1	3	1	2	20
Screening - Security Breach	1											1	2
<b>2021</b>	<b>18</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>23</b>	<b>22</b>	<b>30</b>	<b>41</b>	<b>38</b>	<b>37</b>	<b>248</b>
Airline							1		1				2
Airline - Policy/Regulations/Service							1		1				2
Animals							1						1
Animals - Carry-On							1						1
Civil Rights			2		1				2	1	1		7
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination			1		1								2
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening									1		1		2
Claims			1										1
Claims - General			1										1
Customer Service	3		2	2	5		1	2	9	11	6	4	45
Customer Service - Others								1	1				2
Customer Service - TCC										1			1
Customer Service - TSO	3		2	2	5		1	1	8	10	6	4	42
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program					1	3	4	9	11	14	19	26	87
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - TSA Application Program					1	1	1	1	1	1	1	5	12
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	10	13	15	21	72
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Real ID							1						1
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	2	1	1		1	1	3	2		4	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	1				1	2	1		2	2	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1		2			4
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Patdown							1	2	1	1			5
Patdown - Flyer							1	2	1	1			5
Persons w/ Disabilities (PWD)		1					1	1	2	2	2	2	11
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General								1		1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1			1	3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items									1	2			3
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling	7	4	1	1	1	2	7	3	1	5	3	3	38
Property - Special Handling - Damaged Items - Carry-On		1		1			2	1			1		6
Property - Special Handling - Damaged Items	2	1			1	2	4			1	1		12
Property - Special Handling - Missing Items	2		1					1		1		1	6
Property - Special Handling - Missing Items	3	2					1	1	1	3	1	2	14
Screening	5		1	2	2	1	3	2	2	1	5	1	25
Screening - Inconsistency				1				1			2		4
Screening - Military										1			1
Screening - Procedures/Process	3		1		2	1	3	1	1		3	1	16
Screening - Retrieving Abandoned/Confiscated	2								1				3
Screening - Shoe Screening				1									1
<b>2022</b>	<b>44</b>	<b>63</b>	<b>55</b>	<b>31</b>	<b>47</b>	<b>63</b>	<b>73</b>	<b>73</b>					<b>449</b>
Civil Rights	1				1		3	1					6
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening					1			1					2
Customer Service	4	1	7	3	5	6	3	4					33
Customer Service - Others						1							1
Customer Service - TSO	4	1	7	3	5	5	3	4					32
Expedited Passenger Screening Program	29	46	38	23	27	43	54	56					316
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program	5	10	4		3	1		3					26
Expedited Passenger Screening Program	24	36	33	23	24	41	54	52					287
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found					1	1							2
Lost and Found - Airport/TSA					1	1							2
Mishandling of Passenger Property		3	1	1	1	2	1	4					13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missii		3	1			1	1	2					9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2	1		1	3		2						9
Patdown - Children					1								1
Patdown - Flyer	2			1	2		2						7
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1				3		2					6
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		2					3
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec				1									1
Property - Special Handling	5	5	4	1	5	5	2	2					29
Property - Special Handling - Damaged Items - Carry		2	2		1								5
Property - Special Handling - Damaged It	1	1	1		2	1	1	1					8
Property - Special Handling - Missing Items - Carry-On			1			1	1						3
Property - Special Handling - Missing Item	4	2		1	2	3		1					13
Screening	3	3	4	1	4	3	8	4					30
Screening - Children							1						1
Screening - Inconsistency		1	1		1			1					4
Screening - Procedures/Process	3	2	3	1	3	3	7	3					25



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SMX</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>8</b>
<b>2021</b>							<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>5</b>
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1		2				3
Expedited Passenger Screening Program - TSA PreCheck							1		2				3
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>	<b>1</b>			<b>1</b>		<b>1</b>							<b>3</b>
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown					1								1
Patdown - Flyer					1								1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SNA</b>	<b>53</b>	<b>75</b>	<b>61</b>	<b>56</b>	<b>65</b>	<b>114</b>	<b>98</b>	<b>119</b>	<b>41</b>	<b>56</b>	<b>62</b>	<b>58</b>	<b>858</b>
<b>2019</b>				<b>8</b>	<b>15</b>	<b>18</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>23</b>	<b>16</b>	<b>12</b>	<b>132</b>
Civil Rights						2	1		2		2		7
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination							1				2		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Civil Rights - Transgender Screening						1			1				2
Customer Service					5	5	2	3	1	4	1	2	23
Customer Service - TSO					5	5	2	3	1	4	1	2	23
Locks				1	1				3	2	1	1	9
Locks - Missing or Damaged Lock				1	1				3	2	1	1	9
Mishandling of Passenger Property				2	3	2	1	2	1	3	4	4	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	3	1	1	1	1	3	2	4	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1					2		4
Patdown						1		3	1	4			9
Patdown - Flyer						1		3	1	4			9
Persons w/ Disabilities (PWD)					1	2	1			5	1		10
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				2			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling			4	3	5	2			3	5	4		37
Property - Special Handling - Damaged Items - Carry-On								1	1		1		3
Property - Special Handling - Damaged Items - Checked			2	1	3			1	1	2	1	2	13
Property - Special Handling - Missing Items - Carry-On				1					1	1	1		4
Property - Special Handling - Missing Items - Checked			2	1	2	2	4	2		2	2	2	17
Screening			1	2	1	4	1	1	2	2	1	1	15
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1		1	4			1	2	1	1	11
Screening - Security Breach								1					1
<b>2020</b>	<b>13</b>	<b>19</b>	<b>28</b>	<b>12</b>	<b>16</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>125</b>
Civil Rights			2	1	1					1			5
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening					1								2
Customer Service	2	1	4	3	3	2					1		16
Customer Service - TSO	2	1	4	3	3	2					1		16
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Domestic	1		1										2
Locks	3	1	2			2			1				9
Locks - Missing or Damaged Lock	3	1	2			2			1				9
Mishandling of Passenger Property	1	2	11	6	6	2			1	2		1	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked		2	10	4	3	2			1	1		1	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	2	3					1			7
Patdown		4							1	1			6
Patdown - Flyer		3							1	1			5
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	3	3										9
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		2	1										3
Persons w/ Disabilities (PWD) - Mobility Disability	1		1										2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	1	1											2
Property - Special Handling	3	4	2	1	2	2		1	1	2	4	4	26
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged Items - Checked		1			1						2		4
Property - Special Handling - Missing Items - Carry-On	1		1										2
Property - Special Handling - Missing Items - Checked	2	3	1	1	1	1	1	1	1	2	2	3	18
Screening		4	3	1	4	4	1		1			2	20
Screening - Inconsistency					1								1
Screening - Procedures/Process		4	3	1	3	4			1			2	18
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2021</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>16</b>	<b>25</b>	<b>23</b>	<b>27</b>	<b>40</b>	<b>39</b>	<b>207</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline							1						2
Airline - Policy/Regulations/Service							1						2
Civil Rights							1	1	1	1	3	1	8
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination									1			1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1			2
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening											1		1
Customer Service	1	2	2	5	1	1	3	2	2	2	4	2	27
Customer Service - Others							1						1
Customer Service - TSO	1	2	2	5	1	1	2	2	2	2	4	2	26
Expedited Passenger Screening Program						5	6	14	7	15	21	29	97

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Application Program						1	1	2	1	1	2	3	11
Expedited Passenger Screening Program - TSA PreCheck						4	5	12	6	14	18	26	85
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks												1	1
Locks - General												1	1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	3	4	2				1		2	1	1		14
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Dam	3	4	1										8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		2	1			4
Patdown	1							1	3	2	3	1	11
Patdown - Flyer	1							1	3	2	3	1	11
Persons w/ Disabilities (PWD)		1						2	2		3		8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2			1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3		1			2	2	2	1	3	3	1	18
Property - Special Handling - Damaged It	1					1	1	1			1	1	6
Property - Special Handling - Damaged It	1					1	1	1	1	1	1		7
Property - Special Handling - Missing Item	1		1							2	1		5
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening						1	2	3	3	3	2	3	17
Screening - Inconsistency						1	1		2	1			5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process							1	3	1	2	2	2	11
<b>2022</b>	<b>32</b>	<b>47</b>	<b>28</b>	<b>31</b>	<b>33</b>	<b>75</b>	<b>70</b>	<b>78</b>					<b>394</b>
Civil Rights	1	1		2	1		1	2					8
Civil Rights - Age		1											1
Civil Rights - Not Specified								1					1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimina	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening					1								1
Customer Service	1	2	3	2	2	3	1	3					17
Customer Service - TSO	1	2	3	2	2	3	1	3					17
Expedited Passenger Screening Program	18	36	23	22	26	64	63	60					312
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD						1	1						2
Expedited Passenger Screening Program	2	7	1	3	3	3		1					20
Expedited Passenger Screening Program	16	29	22	19	23	60	61	58					288
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property	1		1	2				4					8
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2				2					5
Mishandling of Passenger Property - Dam	1							2					3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown	1	3		2		1	2	4					13
Patdown - Children							1						1
Patdown - Flyer	1	3		2		1	1	3					11
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	3					2							5
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	1	1		3		1	2					10
Property - Special Handling - Damaged Items - Carry-On					1			1					2
Property - Special Handling - Damaged It	1		1		1								3
Property - Special Handling - Missing Item	1						1						2
Property - Special Handling - Missing Items - Checke		1			1			1					3
Screening	4	4		1		4	2	3					18
Screening - Children	1												1
Screening - Inconsistency		2					1	1					4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	2	2		1		3	1	1					10
Screening - Retrieving Abandoned/Confis	1					1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SOW</b>			2			2						2	6
<b>2019</b>												1	1
Locks												1	1
Locks - General												1	1
<b>2021</b>												1	1
Customer Service												1	1
Customer Service - TSO												1	1
<b>2022</b>			2			2							4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Screening								2					2
Screening - Inconsistency								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SPI</b>	1	1	1	4	2	2	3		1	1	1		17
<b>2019</b>						1	2						3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown							1						1
Patdown - Flyer							1						1
<b>2020</b>	1				1	1				1			4
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening							1						1
Screening - Lengthy Lines							1						1
<b>2021</b>		1							1		1		3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
<b>2022</b>			1	4	1		1						7
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	3	1		1						6
Expedited Passenger Screening Program - TSA PreCheck			1	3	1		1						6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SPS</b>		<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>15</b>
<b>2019</b>						<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>4</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening												1	1
Screening - Procedures/Process												1	1
<b>2020</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>						<b>4</b>
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Items - Checke		1											1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2021</b>												<b>1</b>	<b>2</b>
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
<b>2022</b>		<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>					<b>5</b>
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program				1			1						2
Expedited Passenger Screening Program - TSA PreCheck				1			1						2
Screening		1	1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SRQ</b>	<b>21</b>	<b>33</b>	<b>36</b>	<b>18</b>	<b>31</b>	<b>58</b>	<b>55</b>	<b>47</b>	<b>6</b>	<b>12</b>	<b>20</b>	<b>14</b>	<b>351</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>21</b>
Civil Rights				1	1	5	2	1	3	1	6	1	21
Civil Rights - Constitutional Rights						1							1
Civil Rights - Racial Profiling or Discrimination							1	1		1	1		4
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown						1	1				3	1	6
Patdown - Flyer						1	1				3	1	6
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling						2					1		3
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Items - Checked						1							1
Screening									1		1		2
Screening - Procedures/Process									1		1		2
<b>2020</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>1</b>				<b>2</b>	<b>2</b>		<b>32</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		2		2						1	1		6
Customer Service - Others		1											1
Customer Service - TSO		1		2						1	1		5
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1										2
Patdown	2	1	1	1	2					1			8
Patdown - Flyer	2	1	1	1	2					1			8
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling			2	1	1						1		5
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked			2								1		3
Screening		2		3	2	1							8
Screening - Procedures/Process		2		3	2	1							8
<b>2021</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>81</b>
Civil Rights							2						2
Civil Rights - Racial Profiling or Discrimination							2						2
Customer Service	1		1		1	2	3				1		9
Customer Service - TSO	1		1		1	2	3				1		9
Expedited Passenger Screening Program						4	4	10	1	6	5	10	40
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program						2	1	1			1	1	6
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	1	6	4	9	33
Locks	1												1
Locks - General	1												1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property		1						1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			2			1		1		1	2		7
Patdown - Flyer			2					1			1		4
Patdown - Flyer as Observer												1	1
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								1	1		1	1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Lighters/Matches											1		1
Property - Special Handling	1						1		1	2	1		6
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-On									1	2			3
Property - Special Handling - Missing Items - Checked	1												1
Screening					2		2	1		1	1		7
Screening - Inconsistency					1		1						2
Screening - Procedures/Process					1		1	1		1			4
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2022</b>	<b>15</b>	<b>27</b>	<b>27</b>	<b>9</b>	<b>22</b>	<b>45</b>	<b>40</b>	<b>32</b>					<b>217</b>
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims							1						1
Claims - Status							1						1
Customer Service			1			1		3					5
Customer Service - TSO			1			1		3					5
Expedited Passenger Screening Program	10	27	24	8	17	42	33	27					188
Expedited Passenger Screening Program - TSA Application Program			4		1		1	1					7
Expedited Passenger Screening Program - TSA/DHS	10	26	20	8	16	42	32	26					180
Expedited Passenger Screening Program - TSA/DHS		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property						1	2	1					4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)			1		3		1						5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling		1			1		1						3
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Items - Checked					1		1						2
Screening		3		1	1	1	1						7
Screening - Crew Member or Airline Empl		1											1
Screening - Inconsistency		1											1
Screening - International Screening							1						1
Screening - Procedures/Process		1		1	1	1							4



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STC</b>				1	2	1							4
<b>2021</b>					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck						1							1
<b>2022</b>				1	1	1							3
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening								1					1
Screening - Procedures/Process									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STL</b>	<b>102</b>	<b>80</b>	<b>87</b>	<b>108</b>	<b>80</b>	<b>121</b>	<b>104</b>	<b>140</b>	<b>71</b>	<b>72</b>	<b>86</b>	<b>81</b>	<b>1,132</b>
<b>2019</b>				<b>26</b>	<b>18</b>	<b>34</b>	<b>29</b>	<b>29</b>	<b>35</b>	<b>23</b>	<b>30</b>	<b>26</b>	<b>250</b>
Civil Rights				2	1	1	3	1	3			1	12
Civil Rights - Constitutional Rights				1					1				2
Civil Rights - Racial Profiling or Discrimination				1	1	1	2	1	2			1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				3	2	10	3	3	5	5	3	2	36
Customer Service - Others							1						1
Customer Service - TSO				3	2	10	2	3	5	5	3	2	35
Locks						1	1	3	2		1	2	10
Locks - General								1	1				2
Locks - Missing or Damaged Lock							1	1	2	1	1	2	8
Lost and Found							2		1				3
Lost and Found - Airport/TSA							2		1				3
Mishandling of Passenger Property				6	5	6	6	9	8	6	7	9	62
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	3	3	5	8	4	6	6	7	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	3	1	1	4		1	2	14
Patdown				2	2	3	1	4	3				15
Patdown - Flyer				2		2	3	1	4		2		14
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	1	4	1	1	1	1	1	4	15
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2	1					1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				6	7	4	8	5	7	9	11	5	62
Property - Special Handling - Damaged Items - Carry-On					2						2	1	5
Property - Special Handling - Damaged Items - Checked				2	1	2	4		4	1	4	2	20
Property - Special Handling - Missing Items - Carry-On				1	1	1	1	1		2	1		8
Property - Special Handling - Missing Items - Checked				3	3	1	3	4	3	6	4	2	29
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				6	2	6	2	6	4	2	4	2	34
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines						3		1					4
Screening - Procedures/Process				4	2	3	1	5	4	2	1	1	23
Screening - Retrieving Abandoned/Confiscated Items				1								1	2
Screening - Security Breach				1							2		3
<b>2020</b>	<b>40</b>	<b>17</b>	<b>21</b>	<b>30</b>	<b>20</b>	<b>15</b>		<b>4</b>	<b>8</b>	<b>12</b>	<b>17</b>	<b>15</b>	<b>199</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1					2			1			2	6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination						2			1			2	5
Customer Service	6	5	6	4	2	2				1	2		28
Customer Service - Others	1				1								2
Customer Service - TSO	5	5	6	4	1	2				1	2		26
Locks	1	1	1	4									7
Locks - Missing or Damaged Lock	1	1	1	4									7
Lost and Found	1				1					1			3
Lost and Found - Airport/TSA	1				1					1			3
Mishandling of Passenger Property	13	4	4	4	8	6		1	2	5	7	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			2	1						1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	11	3	4	2	5	6		1	2	4	6	4	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1			2					1		1	6
Patdown	2		2	3					1				8
Patdown - Flyer	1		2	3									6
Patdown - Flyer as Observer	1								1				2
Persons w/ Disabilities (PWD)	1			1		2		1	2				7
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	10	4	5	10	2	1		3	3	2	7	7	54
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged Items - Checked	4	1	1	1	1			2	1		2	4	17
Property - Special Handling - Missing Items - Carry-On	1	1		2							1	1	6
Property - Special Handling - Missing Items - Checked	5	2	4	7		1		1	2	2	4	1	29
Screening	5	2	3	4	7	2				1	1	1	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1	1					1			3
Screening - Procedures/Process	5	2	3	3	5	2					1	1	22
<b>2021</b>	<b>24</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>12</b>	<b>21</b>	<b>27</b>	<b>28</b>	<b>37</b>	<b>39</b>	<b>40</b>	<b>256</b>
Airline								1	1				2
Airline - Policy/Regulations/Service								1	1				2
Civil Rights			1			1					1		3
Civil Rights - Racial Profiling or Discrimination			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service		2	2	6	1	4	3	9	6	9	5	10	57

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TCC			1										1
Customer Service - TSO		2	1	6	1	4	3	9	6	9	5	10	56
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1		2	3	10	4	15	15	21	21	92
Expedited Passenger Screening Program - DoD			1								1		2
Expedited Passenger Screening Program - TSA Application Program							1			2		3	6
Expedited Passenger Screening Program - TSA PreCheck					2	3	9	4	13	13	20	18	82
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									2				2
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks		3											3
Locks - Missing or Damaged Lock		3											3
Lost and Found		3	1										4
Lost and Found - Airport/TSA		3	1										4
Mishandling of Passenger Property		6		1				2	1	2	3		15
Mishandling of Passenger Property - Dam		1									1		2
Mishandling of Passenger Property - Dam		4		1				1	1	2	1		10
Mishandling of Passenger Property - Disa		1						1			1		3
Patdown		1								3		1	5
Patdown - Flyer		1								3		1	5
Persons w/ Disabilities (PWD)			3			1	3	3	1	1	1	2	15
Persons w/ Disabilities (PWD) - Breast Cancer								2					2
Persons w/ Disabilities (PWD) - Diabetes			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1				1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1						2
Persons w/ Disabilities (PWD) - Respiratory and Inha			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1				1						2
Prohibited & Permitted Items				1				1		1	1		4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General								1					1
Property - Special Handling		6			1	2	4	3	3		2	2	23
Property - Special Handling - Damaged It		1					2				1		4
Property - Special Handling - Damaged It		1				1		1	1		1	2	7
Property - Special Handling - Missing Item		2				1		1	2				6
Property - Special Handling - Missing Item		2			1		2	1					6
Screening		5	1	1	2	2	1	1	4	1	5	4	31
Screening - Inconsistency		1					1				1		4
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process		4	1	1	2	2		1	4	1	3	4	24
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2022</b>	<b>38</b>	<b>57</b>	<b>59</b>	<b>43</b>	<b>36</b>	<b>60</b>	<b>54</b>	<b>80</b>					<b>427</b>
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline							1						1
Airline - Lost Baggage							1						1
Civil Rights		3	1	2					3				9
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin		1											1
Civil Rights - Race								2					2
Civil Rights - Racial Profiling or Discrimin		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening								1					1
Customer Service		6	5	3	2	4	4	3	7				34
Customer Service - TSO		6	5	3	2	4	4	3	7				34
Expedited Passenger Screening Program		21	37	43	37	26	46	42	51				303
Expedited Passenger Screening Program - DoD					1				1				2
Expedited Passenger Screening Program		2	3	2		1	2	2	1				13
Expedited Passenger Screening Program		19	34	41	37	24	44	40	49				288
Locks									3				3
Locks - Missing or Damaged Lock									3				3
Mishandling of Passenger Property		1	1	1	2		1	1	5				12
Mishandling of Passenger Property - Damaged/Missii			1		1		1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1			1	3				6
Mishandling of Passenger Property - Disa		1							1				2
No Jurisdiction			1					1					2
No Jurisdiction - Refer to Other			1					1					2
Patdown		3	2				1		2				8
Patdown - Children							1						1
Patdown - Flyer		2	2						2				6
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1	1	4		1	1	3	3				14
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diabetes							1	2					3
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically			1				1		1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		1	6	2		1	3	1	3				17

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It	1	4	1		1	2		1					10
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checke		1	1					2					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/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STS</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>42</b>
<b>2019</b>						<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Customer Service											1		1
Customer Service - TSO											1		1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked													1
<b>2020</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>						<b>1</b>	<b>8</b>
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Screening				2	1								4
Screening - Procedures/Process				2	1								3
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2021</b>	<b>1</b>		<b>1</b>				<b>3</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>16</b>
Customer Service	1										2	1	4
Customer Service - TSO	1										2	1	4
Expedited Passenger Screening Program										1	2	2	5
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck										1	2	1	4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening							2		1	1			4
Screening - Procedures/Process							2		1	1			4
<b>2022</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>					<b>14</b>
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	3					1	1	2	2				9
Expedited Passenger Screening Program	3					1	1	2	2				9
Patdown									1				1
Patdown - Flyer as Observer									1				1
Screening			1	1									2
Screening - Procedures/Process			1	1									2

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STT</b>	<b>3</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>16</b>	<b>16</b>	<b>22</b>	<b>24</b>	<b>12</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>150</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>28</b>
Customer Service					1	1	2		1		1	1	7
Customer Service - TSO					1	1	2		1		1	1	7
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property					1		1	2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			2	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling				1		2	1	1	1	2	1	1	10
Property - Special Handling - Damaged Items - Checked				1					1	1	1		4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						1	1	1				1	5
Screening								1		2		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1		1	2
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2020</b>		<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>20</b>
Customer Service					1								1
Customer Service - TSO					1								1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found			1			1							2
Lost and Found - Airport/TSA			1			1							2
Mishandling of Passenger Property		2		1	2								5
Mishandling of Passenger Property - Damaged/Missii		2		1	2								5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling						1					1	1	3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening			2		1	1	1			1	1		7
Screening - Procedures/Process			2		1	1	1			1	1		7
<b>2021</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>47</b>
Airline								2					2
Airline - Lost Baggage								2					2
Customer Service		1	1	1		1		2		1		2	9
Customer Service - TSO		1	1	1		1		2		1		2	9
Expedited Passenger Screening Program			1			1	3	3	5	1	2	2	18
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1			1	3	3	4	1	2	2	17
Mishandling of Passenger Property					1		2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		2						3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling						1		1	2	2			6
Property - Special Handling - Damaged Items - Carry-On									1	2			3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1		1					2
Screening			1				1	3	2			1	8
Screening - Inconsistency									1				1
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process			1				1	2					4
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2022</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>9</b>					<b>55</b>
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 - DoD							1	1					2
Expedited Passenger Screening Program - TSA Appl		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 Items - Checked							1						1
Screening				2			2						4
Screening - International Screening				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1			1						2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STX</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>44</b>
<b>2019</b>				<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>			<b>1</b>	<b>6</b>
Customer Service													1
Customer Service - TSO													1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1	1					1			3
Screening - Procedures/Process				1	1					1			3
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>6</b>
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
Screening													3
Screening - Lengthy Lines													2
Screening - Procedures/Process													1
<b>2021</b>			<b>1</b>	<b>3</b>	<b>2</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>16</b>
Claims				1									1
Claims - General				1									1
Customer Service													4
Customer Service - TSO								1		1	1		4
Expedited Passenger Screening Program													5
Expedited Passenger Screening Program - TSA PreCheck									2				3
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Prohibited & Permitted Items					2								2
Prohibited & Permitted Items - General					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening													1
Screening - Inconsistency											1		1
<b>2022</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>					<b>16</b>
Customer Service	1												2
Customer Service - TSO	1												2
Expedited Passenger Screening Program				1	1	1	2	1					6
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	2	1					6
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
No Jurisdiction													1
No Jurisdiction - No Referral													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Property - Special Handling													2
Property - Special Handling - Missing Items - Checked													2
Screening													3
Screening - Children													1
Screening - Lengthy Lines													1
Screening - Procedures/Process													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SUN</b>		<b>4</b>	<b>1</b>			<b>6</b>		<b>1</b>		<b>4</b>	<b>2</b>	<b>5</b>	<b>23</b>
<b>2019</b>						<b>2</b>				<b>1</b>		<b>1</b>	<b>4</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
<b>2020</b>		<b>1</b>										<b>1</b>	<b>2</b>
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
<b>2021</b>						<b>1</b>				<b>3</b>	<b>2</b>	<b>3</b>	<b>9</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Expedited Passenger Screening Program										1	1	1	3
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
Identification (ID) Requirements												1	1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Screening												1	1
Screening - Inconsistency												1	1
<b>2022</b>		<b>3</b>	<b>1</b>			<b>3</b>		<b>1</b>					<b>8</b>
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



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SUX</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>26</b>
<b>2019</b>				<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>11</b>
Mishandling of Passenger Property				2		1	1	1	1	2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		1		1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1			1	1		4
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked									1				1
<b>2020</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>								<b>7</b>
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		2											2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
<b>2021</b>		<b>1</b>						<b>1</b>			<b>1</b>		<b>3</b>
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checke													1
<b>2022</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>						<b>5</b>
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property				1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Damaged/Missing Items--U				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SWF</b>		<b>7</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>55</b>
<b>2019</b>				<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>24</b>
Civil Rights								2	1	1			4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination													2
Customer Service								2	3		1	1	7
Customer Service - TSO								2	3		1	1	7
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				3		1	1				1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		1					1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2
Patdown					1		2	1		1			5
Patdown - Flyer					1		2	1		1			5
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>		<b>4</b>	<b>6</b>	<b>1</b>	<b>3</b>				<b>1</b>				<b>15</b>
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		2	1		1				1				5
Customer Service - TSO		2	1		1				1				5
Mishandling of Passenger Property			1	1	1								3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1								3
Patdown		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling			1		1								2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked					1								1
Screening			2										2
Screening - Procedures/Process			2										2
<b>2021</b>		<b>1</b>					<b>2</b>				<b>3</b>	<b>1</b>	<b>7</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Remains							1						1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
<b>2022</b>		<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>					<b>9</b>
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Expedited Passenger Screening Program		2	1	1			1						5
Expedited Passenger Screening Program - TSA PreC		2	1	1			1						5
Screening							1	1					2
Screening - Procedures/Process							1	1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SWO</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>4</b>	<b>4</b>		<b>18</b>
<b>2019</b>				<b>1</b>		<b>1</b>	<b>2</b>				<b>1</b>		<b>5</b>
Mishandling of Passenger Property				1			2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	<b>1</b>		<b>1</b>		<b>1</b>					<b>2</b>	<b>2</b>		<b>7</b>
Mishandling of Passenger Property	1		1		1					1	2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1		1						2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2021</b>			<b>1</b>					<b>1</b>		<b>2</b>	<b>1</b>		<b>5</b>
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown										1			1
Patdown - Flyer										1			1
<b>2022</b>				<b>1</b>									<b>1</b>
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SYR</b>	<b>23</b>	<b>18</b>	<b>18</b>	<b>32</b>	<b>27</b>	<b>32</b>	<b>40</b>	<b>34</b>	<b>8</b>	<b>21</b>	<b>25</b>	<b>16</b>	<b>294</b>
<b>2019</b>				<b>3</b>	<b>4</b>	<b>8</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>57</b>
Civil Rights				1							1	1	3
Civil Rights - National Origin				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1	1	1	1	2		1			7
Customer Service - Others										1			1
Customer Service - TSO				1	1	1	1	2					6
Locks							1	1	1				3
Locks - Missing or Damaged Lock							1	1	1				3
Mishandling of Passenger Property					3	2	5			3	3	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					3	2	4			3	1	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2		3
Patdown										2	1		3
Patdown - Flyer										2	1		3
Persons w/ Disabilities (PWD)							1			1		1	3
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling						3	2		1	1		1	14
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked						3	2	1	1	1	1	1	10
Screening				1		1			1	2	1	1	7
Screening - Lengthy Lines												1	1
Screening - Procedures/Process				1		1			1	1	1		5
Screening - Security Breach										1			1
<b>2020</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>6</b>		<b>4</b>		<b>2</b>	<b>5</b>	<b>1</b>	<b>48</b>
Civil Rights	1							1			1		3
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1			2	1			1		1			6
Customer Service - TSO	1			2	1			1		1			6
Human Capital		1											1
Human Capital - Prospective Employment with TSA		1											1
Locks				1		1		1			2		5
Locks - Missing or Damaged Lock				1		1		1			2		5
Mishandling of Passenger Property	3	2	2	1		1					1		10
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii		2	1	1		1					1		6
Mishandling of Passenger Property - Disa	3												3
Persons w/ Disabilities (PWD)	1		2										3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling	3	1	6			2			1	1	1		15
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Damaged It	2		1							1			4
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				4		2					1	1	8
Screening			1	1		2		1					5
Screening - Procedures/Process			1	1		1							3
Screening - Security Breach						1		1					2
<b>2021</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>60</b>
Civil Rights				1			1				2		4
Civil Rights - Racial Profiling or Discrimination				1			1				1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	1	1	2			1	1	1	1	1	1	11
Customer Service - CSM							1						1
Customer Service - TSO	1	1	1	2				1	1	1	1	1	10
Expedited Passenger Screening Program						1	2	3	3	3	5	7	24
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program									1		2	1	4
Expedited Passenger Screening Program - TSA PreCheck						1	2	3	2	2	3	6	19
Locks	1							1				1	3
Locks - Missing or Damaged Lock	1							1				1	3
Mishandling of Passenger Property	1									2			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1									1			2
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1		1		2	1			2	1	1	9
Screening - Opposite Gender												1	1
Screening - Procedures/Process		1		1		2	1			2	1		8
<b>2022</b>	<b>10</b>	<b>13</b>	<b>11</b>	<b>14</b>	<b>22</b>	<b>14</b>	<b>25</b>	<b>20</b>					<b>129</b>
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1				1	1							3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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 - Disarrayed Items--Carry-on or Checked					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/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Medical [	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	2		1						5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On				1	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/Confiscated Items							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TBN</b>			1										1
<b>2021</b>			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TEX</b>						2		2					4
<b>2019</b>						1							1
Customer Service						1							1
Customer Service - TSO						1							1
<b>2021</b>						1		1					2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Patdown									1				1
Patdown - Flyer									1				1
<b>2022</b>								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TLH</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>13</b>	<b>13</b>	<b>7</b>	<b>15</b>	<b>15</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>126</b>
<b>2019</b>				<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>39</b>
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service							1				1		2
Customer Service - TSO							1				1		2
Mishandling of Passenger Property				1	1		1			1	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		1			1	2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown					1	2			1		1		5
Patdown - Flyer					1	2			1		1		5
Persons w/ Disabilities (PWD)				1				2	1			1	5
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling							1	1	3	3		2	10
Property - Special Handling - Damaged Items - Checked										3		1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1	1	2			1	5
Screening				2			2	3			1	1	9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2			1	3			1	1	8
<b>2020</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>3</b>			<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>29</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	1	1	1	2			1					7
Customer Service - TSO	1	1	1	1	2			1					7
Mishandling of Passenger Property	3	1						1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1						1		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Property - Special Handling		2	2								1	2	7
Property - Special Handling - Damaged Items - Checked		2										2	4
Property - Special Handling - Missing Items - Checked			2								1		3
Screening	1	1		3									5
Screening - Procedures/Process	1	1		2									4
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2021</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>19</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service				1	1								2
Customer Service - Others					1								1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						2	1			1	2	2	8
Expedited Passenger Screening Program - TSA PreCheck						2	1			1	2	2	8
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - General	1												1
Property - Special Handling				1		1			1		1		4
Property - Special Handling - Damaged Items - Carry-On				1		1							2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2022</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>9</b>	<b>7</b>					<b>39</b>
Customer Service	1	1	2		1								5
Customer Service - TSO	1	1	2		1								5
Expedited Passenger Screening Program	4	4	2	2	1		6	6					25
Expedited Passenger Screening Program - TSA PreCheck	4	4	2	2	1		6	6					25
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Screening					3	1	3	1					8
Screening - Inconsistency							1						1
Screening - Lengthy Lines					2								2
Screening - Procedures/Process					1	1	2	1					5



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TOL</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>24</b>
<b>2019</b>				<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>15</b>
Customer Service								2				2	4
Customer Service - Others								1					1
Customer Service - TSO								1				2	3
Mishandling of Passenger Property				1		1			1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1			1		1		4
Patdown				1	1					1			3
Patdown - Flyer				1	1					1			3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
<b>2020</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>						<b>5</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
<b>2022</b>		<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>					<b>4</b>
Expedited Passenger Screening Program			1		1			1					3
Expedited Passenger Screening Program - TSA PreCheck			1		1			1					3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TPA</b>	<b>155</b>	<b>194</b>	<b>191</b>	<b>240</b>	<b>250</b>	<b>337</b>	<b>282</b>	<b>309</b>	<b>138</b>	<b>157</b>	<b>147</b>	<b>135</b>	<b>2,535</b>
<b>2019</b>				<b>53</b>	<b>51</b>	<b>76</b>	<b>73</b>	<b>70</b>	<b>51</b>	<b>81</b>	<b>55</b>	<b>50</b>	<b>560</b>
Civil Rights				3	2	5	1	4	1	4	1	3	24
Civil Rights - Age						1		1	1				3
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination				1	2	3	1	3		2		2	14
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1							2
Civil Rights - Transgender Screening											1		1
Customer Service				8	7	15	12	5	11	15	13	4	90
Customer Service - Others							1		1		1		3
Customer Service - TSO				8	7	15	11	5	10	15	12	4	87
Locks				1	3	2	3	1	4	4	4	1	23
Locks - General										1			1
Locks - Missing or Damaged Lock				1	3	2	3	1	3	4	4	1	22
Lost and Found							1	1	1		1		4
Lost and Found - Airport/TSA							1	1	1		1		4
Mishandling of Passenger Property				12	17	16	26	21	14	19	9	11	145
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					4	1	1	2		2	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	9	14	22	13	12	14	7	9	111
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3	1	3	6	2	3	1	2	22
Patdown					4		1	4	3	5	4	6	27
Patdown - Flyer					4		1	3	3	5	2	6	24
Patdown - Flyer as Observer								1			1		2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	3	7	2	2	4	7	6	4	36
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes								1		2			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General						2	1				1	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1		2	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1	1	1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1	1			3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1				1	3
Property - Special Handling				19	11	20	20	23	10	18	11	16	148
Property - Special Handling - Damaged Items - Carry-On				2	2	1	3	4		3	2	2	19
Property - Special Handling - Damaged Items - Checked				4	4	4	4	6	4	7	5	4	42
Property - Special Handling - Missing Items - Carry-On				5		3	4	1	1	2	1	1	18
Property - Special Handling - Missing Items - Checked				8	5	12	9	12	5	6	3	9	69
Request for Assistance							1			1			2
Request for Assistance - Other							1			1			2
Screening				9	4	9	7	9	4	7	7	5	61
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines					1	1		2					4
Screening - Procedures/Process				7	2	8	6	7	3	7	6	5	51
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach					1				1				2
<b>2020</b>	<b>47</b>	<b>63</b>	<b>62</b>	<b>58</b>	<b>57</b>	<b>36</b>	<b>6</b>	<b>13</b>	<b>24</b>	<b>19</b>	<b>25</b>	<b>27</b>	<b>437</b>
Civil Rights	1	4		4	2	1			1	1		3	17
Civil Rights - Hair Patdowns	1											2	3
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination			2			1							5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	4						1			6
Civil Rights - Sexual Orientation - Not Transgender			1									1	2
Customer Service	7	10	9	7	8	7	1	3		4	2	3	61
Customer Service - Others			1	1					1				3
Customer Service - TSO	7	9	8	7	8	7	1	2		4	2	3	58
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1	3	6	5	6	1						1	23
Locks - General					1								1
Locks - Missing or Damaged Lock	1	3	6	5	5	1						1	22
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	23	13	13	12	8	9		3	7	7	3	7	105
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2		1		1	2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	17	9	12	11	8	7		3	4	4	3	5	83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	6	1	1	1		1			2	1		1	14
Patdown	1	3	3	3	2	1			2		2	2	19
Patdown - Flyer	1	3	3	3	2	1			2		2	2	19
Persons w/ Disabilities (PWD)	4	5	7	4	5	2		1	1		1		30
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes			1	1	1								3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1					1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1								2
Persons w/ Disabilities (PWD) - Mobility [		2	1	1	2								6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respirator		1	1										2
Persons w/ Disabilities (PWD) - Touch A		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter				1									1
Property - Special Handling	6	19	15	14	9	10	3	3	8	3	12	9	111
Property - Special Handling - Damaged Items - Carry		5	2	2	1	4			2	1	2	1	20
Property - Special Handling - Damaged It	2	4	5	5				1	2	2	4	1	26
Property - Special Handling - Missing Item	2	1	1	2	2	3					3		14
Property - Special Handling - Missing Item	2	9	7	5	6	3	3	2	4		3	7	51
Screening	3	5	8	9	17	5	2	3	5	4	5	2	68
Screening - Crew Member or Airline Employee				1	1								2
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	5	8	7	15	5	1	3	4	2	5	1	58
Screening - Security Breach				1					1	2			4
<b>2021</b>	<b>31</b>	<b>20</b>	<b>14</b>	<b>27</b>	<b>21</b>	<b>25</b>	<b>49</b>	<b>56</b>	<b>63</b>	<b>57</b>	<b>67</b>	<b>58</b>	<b>488</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Airline					1								1
Airline - Wheelchair Assistance					1								1
Civil Rights			1	1			1	2	1	2	4		12
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination								1	1	2	2		6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1					2
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Civil Rights - Transgender Screening							1						1
Claims			1										1
Claims - Status			1										1
Customer Service	9	4	5	10	9	4	11	11	12	12	8	4	99
Customer Service - CSM					1								1
Customer Service - Others		2	1										3
Customer Service - TCC			1										1
Customer Service - TSO	9	2	3	10	8	4	11	11	12	12	8	4	94
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Duplicate E-mail			1	1			1				1		4
Duplicate E-mail - General			1	1			1				1		4
Expedited Passenger Screening Program		1	1	5	2	12	14	22	30	30	30	48	195
Expedited Passenger Screening Program - DoD				1					1				2
Expedited Passenger Screening Program - TSA Application Program								3	4	1	1	4	13
Expedited Passenger Screening Program - TSA PreC		1	1	4	2	12	14	19	25	29	29	43	179
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements							1			1	1		3
Identification (ID) Requirements - Domestic							1			1	1		3
Locks	2	1					1			1	3		8
Locks - Missing or Damaged Lock	2	1					1			1	3		8
Mishandling of Passenger Property	7	2		3			4	3	2	1	3		25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1				2		4
Mishandling of Passenger Property - Dam	7	2		2			3	2	2	1	1		20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction				1				1	2				4
No Jurisdiction - Refer to CBP				1					1				2
No Jurisdiction - Refer to Other								1	1				2
Patdown	2				1	1		4		3	4	2	17
Patdown - Flyer	1				1	1		3		3	4	2	15
Patdown - Flyer as Observer	1												1
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1		2	1			1	1	4		3		13
Persons w/ Disabilities (PWD) - Autism Spectrum			2										2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			1		1				3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility [		1							1		1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Prohibited & Permitted Items		1		1	1								3
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Sporting Goods					1								1
Property - Special Handling	6	6	1	2	1	2	7	7	8	2	7	1	50
Property - Special Handling - Damaged Items - Carry-On							1	1	4		3		9
Property - Special Handling - Damaged It	2	2	1	1			3		2	1	2	1	15
Property - Special Handling - Missing Item	2	1		1		1		1			1		7
Property - Special Handling - Missing Item	2	3			1	1	3	5	2	1	1		19
Screening	3	5	2	1	6	6	8	5	4	4	3	3	50
Screening - Crew Member or Airline Employee							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency				2		1	3	1	1				8
Screening - Military		1											1
Screening - Procedures/Process	3	4		1	5	3	6	4	4	4	3	3	40
<b>2022</b>	<b>77</b>	<b>111</b>	<b>115</b>	<b>102</b>	<b>121</b>	<b>200</b>	<b>154</b>	<b>170</b>					<b>1,050</b>
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline		1					1	2					4
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1	1					3
Civil Rights	2	3	2	3	1	1	2	6					20
Civil Rights - Age								1					1
Civil Rights - National Origin							1						1
Civil Rights - Profiling								1					1
Civil Rights - Race						1		2					3
Civil Rights - Racial Profiling or Discrimination	1	2	2		1								6
Civil Rights - Sex/Gender/Gender Identity	1	1		1				2					5
Civil Rights - Transgender Screening				2			1						3
Customer Service	4	10	16	10	7	11	10	5					73
Customer Service - TSO	4	10	16	10	7	11	10	5					73
Expedited Passenger Screening Program	56	83	86	76	86	162	122	133					804
Expedited Passenger Screening Program - Active Duty Military						1	2						3
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	5	8	8	1	4	4	3	5					38
Expedited Passenger Screening Program	51	75	78	75	82	155	117	127					760
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1		1					2
Locks	1					1	3	2					7
Locks - General	1												1
Locks - Missing or Damaged Lock						1	3	2					6
Lost and Found		1				1							2
Lost and Found - Airport/TSA		1				1							2
Mishandling of Passenger Property	2			3	6	4	2						17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2			1	5	3							11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2		1							3
No Jurisdiction	1					1	1	1					4
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP						1		1					3
Patdown	2	2	2	2		4	3	1					16
Patdown - Children						1							1
Patdown - Flyer	2	2	2	2		3	3	1					15
Persons w/ Disabilities (PWD)	2	1	1	1	4	3	3	2					16
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment					2								2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical [redacted]	1				1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								2					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1					2
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Property - Special Handling	3	3	3	2	2	5	3	6					27
Property - Special Handling - Damaged Items	2	1	1				1	2					7
Property - Special Handling - Damaged Items	1	1		1		3	1	3					10
Property - Special Handling - Missing Items - Carry-On				1	2		1	1					5
Property - Special Handling - Missing Items - Checked		1	2			2							5
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	4	6	5	5	11	5	10	10					56
Screening - Children							1						1
Screening - Inconsistency		2	2	1			3	2					10
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process	4	4	3	3	10	4	3	7					38
Screening - Retrieving Abandoned/Confiscated Items				1	1	1	2						5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TRI</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>14</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>75</b>
<b>2019</b>				<b>2</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>27</b>
Customer Service				1		2	1						4
Customer Service - Others							1						1
Customer Service - TSO				1		2							3
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property				1	3			1	1		1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2			1	1		1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling						2	1				2		5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1			2			3
Screening					1	3	1			1	1		7
Screening - Lengthy Lines					1	1	1						3
Screening - Procedures/Process						2					1		3
Screening - Security Breach												1	1
<b>2020</b>		<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>1</b>		<b>17</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service							1						1
Customer Service - TSO							1						1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1	2		1	1				2			7
Mishandling of Passenger Property - Damaged/Missed		1	1		1	1				2			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			2							1			3
Patdown - Flyer			2							1			3
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checked		1		1									2
Screening										1	1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										1			1
<b>2021</b>	<b>6</b>			<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>15</b>
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged/Missed	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1												1
Patdown	1								1				2
Patdown - Flyer	1												1
Patdown - Flyer as Observer									1				1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1							1
Property - Special Handling								2		2		1	5
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										2			2
Screening	2			1									3
Screening - Procedures/Process	2			1									3
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>4</b>					<b>16</b>
Expedited Passenger Screening Program		1		1	1	4	2	3					12
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	2	3					11
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missed	1												1
Property - Special Handling			1			1		1					3
Property - Special Handling - Missing Items - Carry-On			1					1					2
Property - Special Handling - Missing Items - Checked						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TTN</b>	<b>6</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>20</b>	<b>15</b>	<b>12</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>117</b>
<b>2019</b>					<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>27</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service					1		2		2		1	3	9
Customer Service - TSO					1		2		2		1	3	9
Lost and Found						1			1	1			3
Lost and Found - Airport/TSA						1			1	1			3
Mishandling of Passenger Property					1			2	2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1							1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1						1		2
Screening						1		1			1	1	4
Screening - Procedures/Process						1		1			1	1	4
<b>2020</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>								<b>14</b>
Customer Service	3	2											5
Customer Service - TSO	3	2											5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling	1	1											2
Property - Special Handling - Missing Items	1	1											2
Screening	1				1								2
Screening - Inconsistency					1								1
Screening - Procedures/Process	1												1
<b>2021</b>				<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>21</b>
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Expedited Passenger Screening Program					1		1	2	6	1	2		13
Expedited Passenger Screening Program - TSA PreCheck					1		1	2	6	1	2		13
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2022</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>16</b>	<b>10</b>					<b>55</b>
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1								4
Customer Service - TSO	1	1	1		1								4
Expedited Passenger Screening Program		8	5	4	2	6	15	7					47
Expedited Passenger Screening Program - DoD		1						1					2
Expedited Passenger Screening Program - TSA Application Program						1		1					2
Expedited Passenger Screening Program - TSA PreC		7	5	4	2	5	15	5					43
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Screening							1	1					2
Screening - Children							1						1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TUL</b>	<b>29</b>	<b>22</b>	<b>27</b>	<b>39</b>	<b>26</b>	<b>31</b>	<b>32</b>	<b>31</b>	<b>13</b>	<b>19</b>	<b>26</b>	<b>39</b>	<b>334</b>
<b>2019</b>				<b>2</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>52</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service							2		2				4
Customer Service - TSO							2		2				4
Locks						1	1	1	1				4
Locks - Missing or Damaged Lock						1	1	1	1				4
Mishandling of Passenger Property						2	4	2		2	2	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2	2		1	2	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2			1			3
Patdown							1	1					3
Patdown - Flyer							1	1					3
Persons w/ Disabilities (PWD)										1	1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				1	2	3	1	1	1	2	3	2	16
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked				1	1			1			1	1	5
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked						3	1		1	1	1	1	8
Screening				1				2	2				7
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1				1	2				6
<b>2020</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>5</b>			<b>1</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>70</b>
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Customer Service	1		2	2	1	1			1		1	8	17
Customer Service - Others												6	6
Customer Service - TSO	1		2	2	1	1			1		1	2	11
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property	3	1	1	3	1	3				2		2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1	2	1	2				2		2	12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							2
Patdown				1							1		2
Patdown - Flyer				1							1		2
Persons w/ Disabilities (PWD)			1	1	1							1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling	1	1	3	1	5					2	1	1	15
Property - Special Handling - Damaged Items - Checked		1	1		3					1			6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked	1		2	1	2						1	1	8
Screening	1	1	1	2	2	1				2	2	1	13
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1	1	1	2	1				2	2	1	11
Screening - Security Breach				1									1
<b>2021</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>15</b>	<b>18</b>	<b>102</b>
Civil Rights						2	1	1		1			5
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination						2	1	1					4
Customer Service	4	4	2	2		1	1	1	2	3	2	1	23
Customer Service - Others	2	3											5
Customer Service - TSO	2	1	2	2		1	1	1	2	3	2	1	18
Expedited Passenger Screening Program			2				4	3	3	3	10	8	33
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck			2				3	3	3	3	10	8	32
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1	2	1	1			1		1	1		1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2	1	1			1			1		1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown								1			1		2
Patdown - Flyer								1			1		2
Prohibited & Permitted Items				1				1			1		3
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	4				1			1				1	7
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked	2											1	3
Property - Special Handling - Missing Items - Carry-On	2				1								3
Screening	3	1			2	1	2	2			1	5	17
Screening - Inconsistency	1				1		1					1	4
Screening - Lengthy Lines							1	1					2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	2	1			1	1		1			1	4	11
<b>2022</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>22</b>	<b>11</b>	<b>16</b>	<b>13</b>	<b>14</b>					<b>110</b>
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1		1					4
Civil Rights - Perceived Religion		1						1					2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	2	4	1	1			1				11
Customer Service - TSO	1	1	2	4	1	1			1				11
Expedited Passenger Screening Program	8	7	11	15	4	10	11	9					75
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	8	5	11	15	4	10	11	9					73
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Patdown									1				1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling				2	1	2	2	1					8
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Carry-On				1	1	2	1						5
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1	3	1		1					7
Screening - Inconsistency					1	1							2
Screening - Procedures/Process	1			1	2			1					5



TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TUS</b>	<b>25</b>	<b>30</b>	<b>22</b>	<b>25</b>	<b>54</b>	<b>64</b>	<b>60</b>	<b>43</b>	<b>18</b>	<b>28</b>	<b>26</b>	<b>21</b>	<b>416</b>
<b>2019</b>				<b>7</b>	<b>14</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>89</b>
Civil Rights					1	1	2						4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination					1	1	1						3
Customer Service				1	2			1			2		6
Customer Service - Others					1								1
Customer Service - TSO				1	1			1			2		5
Locks				1		1		2		3			7
Locks - Missing or Damaged Lock				1		1		2		3			7
Mishandling of Passenger Property				2	3	4	2	3	3	1	4	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1	3	2	1	2		3	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1		2					6
Patdown							2						4
Patdown - Flyer							2						4
Persons w/ Disabilities (PWD)								1			1	1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				2	7	6	2	4	1	3	2	2	29
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked					2	2		1		2	1		8
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				2	5	4	1	2	1	1	1	2	19
Screening				1	1	2	4		1		1	1	11
Screening - Lengthy Lines						2							2
Screening - Procedures/Process				1	1		3		1		1	1	8
Screening - Security Breach							1						1
<b>2020</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>5</b>	<b>15</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>81</b>
Civil Rights		4			1				1				6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			3		1								4
Customer Service	1	1			3	2	1	1	2		1	1	13
Customer Service - Others	1												1
Customer Service - TSO		1			3	2	1	1	2		1	1	12
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Mishandling of Passenger Property	4	3	2		3	3			3	3		3	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			1				6
Patdown						2							3
Patdown - Flyer						2							3
Persons w/ Disabilities (PWD)		2	1	1		2							6
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Property - Special Handling	2	1	1	2	4	1				1	1	1	14
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	2								3
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	1	1	1		1	1				1	1	1	8
Screening	1			2	1	3	1			1			9
Screening - Inconsistency				1									1
Screening - Procedures/Process	1		1	1	3	1				1			8
<b>2021</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>7</b>	<b>16</b>	<b>14</b>	<b>7</b>	<b>97</b>
Civil Rights		1					1						2
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1	1			2	1	2		1	1	1		10
Customer Service - TSO	1	1			2	1	2		1	1	1		10
Expedited Passenger Screening Program					2	3	5	4		10	12	5	41
Expedited Passenger Screening Program - DoD										1	1		2
Expedited Passenger Screening Program - Known Crew Member							1						1
Expedited Passenger Screening Program - TSA Application Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck					2	2	4	3		9	11	5	36
Locks		1				1		1					3
Locks - Missing or Damaged Lock		1				1		1					3
Mishandling of Passenger Property	1	1			1		1	2		1			7
Mishandling of Passenger Property - Dam	1				1		1	2		1			6
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown			1							2			3
Patdown - Flyer										2			2
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling	4		1			1	2		2	2			12
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Item	2					1			1	1			5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	1		1					1	1				4
Screening	1			1	4	1	2	3	3		1	1	17
Screening - Inconsistency				1	2	1		1					5
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process	1				1		2	2	3			1	10
<b>2022</b>	<b>9</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>32</b>	<b>34</b>	<b>21</b>					<b>149</b>
Civil Rights				1				2					3
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	2	1	1	3	5	1	1					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 Application Pro				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 - Domestic						1							1
Mishandling of Passenger Property			1					4					5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								3					3
Mishandling of Passenger Property - Disarrayed Items--Carry-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 Spectrum							1						1
Property - Special Handling						3							3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						2							2
Screening	2					2	1	1					6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1	1	1					5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TVC</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>11</b>	<b>16</b>	<b>90</b>
<b>2019</b>					<b>1</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>20</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service											2		2
Customer Service - TSO											2		2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property								1	1	1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Items - Checked								1		3		1	5
Screening					1			1				2	4
Screening - Procedures/Process					1			1				1	3
Screening - Security Breach												1	1
<b>2020</b>	<b>2</b>	<b>4</b>			<b>1</b>						<b>3</b>	<b>1</b>	<b>11</b>
Customer Service											2		2
Customer Service - TSO											2		2
Locks		1			1								2
Locks - General					1								1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	2	3									1	1	7
Mishandling of Passenger Property - Dam	2	3									1	1	7
<b>2021</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>27</b>
Customer Service				1					2	4	2		9
Customer Service - TSO				1					2	4	2		9
Expedited Passenger Screening Program										1	2	8	11
Expedited Passenger Screening Program - TSA PreCheck										1	2	8	11
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2022</b>	<b>3</b>		<b>2</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>4</b>					<b>32</b>
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 Application Program				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 - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TWF</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>14</b>
<b>2019</b>								<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>5</b>
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	<b>2</b>			<b>2</b>									<b>4</b>
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>				<b>1</b>							<b>1</b>		<b>2</b>
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>3</b>
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TXK</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>		<b>2</b>		<b>2</b>		<b>17</b>
<b>2019</b>						<b>2</b>	<b>1</b>		<b>2</b>		<b>1</b>		<b>6</b>
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2020</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>								<b>5</b>
Civil Rights		1											1
Civil Rights - Age		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
<b>2021</b>						<b>1</b>					<b>1</b>		<b>2</b>
Patdown						1							1
Patdown - General						1							1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
<b>2022</b>	<b>1</b>					<b>1</b>	<b>2</b>						<b>4</b>
Expedited Passenger Screening Program						1	2						3
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Patdown	1												1
Patdown - Flyer	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TYR</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>40</b>
<b>2019</b>							<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>8</b>
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							2		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										2			2
Screening - Procedures/Process										2			2
<b>2020</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>							<b>1</b>	<b>7</b>
Customer Service	1		1		1								3
Customer Service - TSO	1		1		1								3
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
<b>2021</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>				<b>2</b>	<b>4</b>		<b>14</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Customer Service			2	2									4
Customer Service - TCC				1									1
Customer Service - TSO			2	1									3
Expedited Passenger Screening Program										1	3		4
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck										1	2		3
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Chec			1										1
Screening		1			1	1							3
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process		1											1
<b>2022</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>			<b>1</b>					<b>11</b>
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		1	1	1	2								5
Expedited Passenger Screening Program - TSA PreC		1	1	1	2								5
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1					1					4
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process	1	1							1				3



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TYS</b>	<b>18</b>	<b>22</b>	<b>18</b>	<b>18</b>	<b>11</b>	<b>28</b>	<b>23</b>	<b>35</b>	<b>18</b>	<b>8</b>	<b>13</b>	<b>16</b>	<b>228</b>
<b>2019</b>				<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>45</b>
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service						3		1	1		1	1	7
Customer Service - Others						3							3
Customer Service - TSO								1	1		1	1	4
Locks				1				1				1	3
Locks - Missing or Damaged Lock				1				1				1	3
Mishandling of Passenger Property				1			1	1		1	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	1		1	3		7
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling							1	3		1		1	6
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked										1			3
Screening					1	2		5	3	2	1	2	16
Screening - Inconsistency								1			1	1	3
Screening - Procedures/Process					1	2		4	3	2		1	13
SIDA (Security Identification Display Area)													1
SIDA (Security Identification Display Area) - General													1
<b>2020</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>5</b>				<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>28</b>
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	1	1			2							5
Customer Service - TSO	1	1	1			2							5
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			1	3	1								5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missin			1	2	1								4
Patdown			2										2
Patdown - Flyer			2										2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling	1			2									3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Item	1												1
Screening	1		1	1	2				2	1			8
Screening - Procedures/Process	1		1	1	2				2	1			8
<b>2021</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>10</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>54</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights			2										2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service		2	2	1			1	1	4	1	1		13
Customer Service - Others		1											1
Customer Service - TSO		1	2	1			1	1	4	1	1		12
Expedited Passenger Screening Program							1	2	1	1	4	6	15
Expedited Passenger Screening Program - Over 75								1					1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	4	5	13
Mishandling of Passenger Property	1	4			1			1					7
Mishandling of Passenger Property - Damaged/Missin		3			1								4
Mishandling of Passenger Property - Disa	1	1						1					3
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown									1		1		2
Patdown - Flyer									1				1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Prohibited & Permitted Items			1				1						2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Property - Special Handling	2	1				1	2		1			1	8
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1	1					1						3
Property - Special Handling - Missing Items - Carry-On						1						1	2
Property - Special Handling - Missing Item	1						1						2
Screening			1						1				2
Screening - Procedures/Process			1						1				2
<b>2022</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>22</b>	<b>15</b>	<b>20</b>					<b>101</b>
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	3	2				1							6
Customer Service - TSO	3	2				1							6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	6	5	9	6	3	17	10	18					74
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	6	5	9	6	3	16	10	18					73
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Disarrayed 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 /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling	2												2
Property - Special Handling - Damaged Item	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	2			1	2	2						8
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency						1							1
Screening - Procedures/Process	1	2			1	1	1						6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>UIN</b>							<b>1</b>						<b>4</b>
<b>2019</b>							<b>1</b>						<b>1</b>
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
<b>2021</b>							<b>1</b>						<b>3</b>
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening													1
Screening - Procedures/Process													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>UNV</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>		<b>6</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>31</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>9</b>
Civil Rights				1								1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service					1			1					2
Customer Service - Others					1								1
Customer Service - TSO								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Screening						1		1	1				3
Screening - Inconsistency								1					1
Screening - Procedures/Process						1			1				2
<b>2020</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>7</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		2											2
Screening - Procedures/Process		2											2
<b>2021</b>										<b>2</b>	<b>1</b>		<b>3</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
<b>2022</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>					<b>12</b>
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1	2		2	1	1		3					10
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1		2	1	1		3					9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VCT</b>	1				1	2	1					1	6
<b>2019</b>						1						1	2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening												1	1
Screening - Security Breach												1	1
<b>2020</b>					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
<b>2022</b>	1					1	1						3
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
TWIC	1												1
TWIC - General	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VEL</b>			1					1		1			3
<b>2019</b>										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2022</b>			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Children			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VLD</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>45</b>
<b>2019</b>					<b>3</b>				<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>13</b>
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property					1						4	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						3		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling					1				1		1		3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked					1						1		2
Screening										1			1
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2020</b>		<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>16</b>
Customer Service		1			1				1		1		4
Customer Service - TSO		1			1				1		1		4
Mishandling of Passenger Property			1	3		1							5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2		1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling		3										1	4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items - Checked												1	1
Screening				1			1						2
Screening - Procedures/Process				1			1						2
<b>2021</b>			<b>2</b>		<b>1</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>10</b>
Customer Service					1		1	1					3
Customer Service - TSO					1		1	1					3
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Locks			1										1
Locks - General			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2022</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>								<b>6</b>
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program - TSA PreC		1			1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1

## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VPS</b>	<b>14</b>	<b>10</b>	<b>13</b>	<b>17</b>	<b>9</b>	<b>21</b>	<b>24</b>	<b>17</b>	<b>37</b>	<b>30</b>	<b>29</b>	<b>16</b>	<b>237</b>
<b>2019</b>				<b>4</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>42</b>
Civil Rights						1	1	1		1	1		5
Civil Rights - Racial Profiling or Discrimination							1	1	1				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1			1
Customer Service							1		1	3	2	1	8
Customer Service - TSO							1		1	3	2	1	8
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				1		2			1	3		2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2			1	2		2	8
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)							1		1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Screening				2	1	2		1	4	1	1	1	13
Screening - Lengthy Lines					1	1			3		1		6
Screening - Procedures/Process				2		1		1	1	1		1	7
<b>2020</b>	<b>5</b>	<b>3</b>	<b>5</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>31</b>
Civil Rights			1									1	2
Civil Rights - Racial Profiling or Discrimination			1									1	2
Customer Service	3					1			1		1	1	7
Customer Service - TSO	3					1			1		1	1	7
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1	1			1		1		2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii			1			1		1		2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling		1	1						1	1	1		5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items		1									1		2
Screening		1								1	2	1	5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process										1	2	1	4
<b>2021</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>28</b>	<b>16</b>	<b>21</b>	<b>7</b>	<b>94</b>
Civil Rights		1	1								2		4
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			1								2		3
Customer Service	1	2		2			1	1	5	3	3	1	19
Customer Service - TSO	1	2		2			1	1	5	3	3	1	19
Expedited Passenger Screening Program						1	2	2	9	6	8	3	31
Expedited Passenger Screening Program - DoD								1	1				2
Expedited Passenger Screening Program - TSA Application Program							1	1	1				3
Expedited Passenger Screening Program - TSA PreCheck						1	1		7	6	8	3	26
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Mishandling of Passenger Property		1				2	1				1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa		1					1						2
Patdown										1	2	1	4
Patdown - Children											1		1
Patdown - Flyer										1	1	1	3
Persons w/ Disabilities (PWD)							1				1	1	3
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling					1			1	1	3	1		7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1					2			3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										1	1		2
Screening			1						13	3	3		20
Screening - Lengthy Lines									11		1		12
Screening - Procedures/Process			1						2	3	2		8
<b>2022</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>10</b>	<b>16</b>	<b>9</b>					<b>70</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1		2	1		2	3	2					11
Customer Service - Others			1			1							2
Customer Service - TSO	1		1	1		1	3	2					9
Expedited Passenger Screening Program	2	1	3	7	5	7	10	3					38
Expedited Passenger Screening Program - TSA Application Program				1	1		2						4
Expedited Passenger Screening Program	2	1	3	6	4	7	8	3					34
Mishandling of Passenger Property		1						1					2



TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling		2					2						4
Property - Special Handling - Damaged It		2					1						3
Property - Special Handling - Missing Items - Carry-On							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/Confiscated Items			1		1								2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VRB</b>											2		2
<b>2019</b>											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
<b>2021</b>											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>WRG</b>	<b>1</b>	<b>1</b>				<b>1</b>			<b>2</b>			<b>3</b>	<b>8</b>
<b>2020</b>									<b>2</b>			<b>3</b>	<b>2</b>
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
<b>2021</b>												<b>3</b>	<b>3</b>
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
<b>2022</b>	<b>1</b>	<b>1</b>				<b>1</b>							<b>3</b>
Expedited Passenger Screening Program			1				1						2
Expedited Passenger Screening Program - TSA PreC			1				1						2
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>WYS</b>	1								1	1		2	5
<b>2019</b>												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Patdown												1	1
Patdown - Flyer												1	1
<b>2020</b>	1								1				2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Imp		1											1
<b>2021</b>											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>XNA</b>	<b>14</b>	<b>16</b>	<b>10</b>	<b>17</b>	<b>12</b>	<b>18</b>	<b>20</b>	<b>17</b>	<b>9</b>	<b>7</b>	<b>15</b>	<b>14</b>	<b>169</b>
<b>2019</b>				<b>3</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>27</b>
Customer Service				1					2	1	1	2	7
Customer Service - Others									1				1
Customer Service - TSO				1					1	1	1	2	6
Locks						1			1		1	1	4
Locks - Missing or Damaged Lock						1			1		1	1	4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property							1		1	1	2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1	2	1	6
Patdown											2		2
Patdown - Flyer											1		1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling				1					1	1		1	4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked				1				1				1	3
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>		<b>30</b>
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service			1	1					1				3
Customer Service - TSO			1	1					1				3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	1		1						1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1		1						1	1		6
Patdown		1		2		1							4
Patdown - Flyer		1		2		1							4
Persons w/ Disabilities (PWD)		1				1					1		4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling			1	3	1						1		6
Property - Special Handling - Damaged Items - Checked			1	1							1		3
Property - Special Handling - Missing Items - Checked				2	1								3
Screening		2					1			1	1		5
Screening - Procedures/Process		2					1			1	1		5
<b>2021</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>8</b>	<b>27</b>
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 - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	1	1	2	5	12
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Property - Special Handling	1	1						1		1	1		5
Property - Special Handling - Damaged Items - Checked		1									1		2
Property - Special Handling - Missing Items - Carry-On								1		1			2
Property - Special Handling - Missing Items - Checked	1												1
Screening								1	1				2
Screening - Lengthy Lines													2
Screening - Procedures/Process								1	1				2
<b>2022</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>13</b>	<b>16</b>	<b>13</b>					<b>85</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		2							3
Civil Rights - Age				1									1
Civil Rights - Race						2							2
Customer Service	2	1	1	1		1	2						8
Customer Service - TSO	2	1	1	1		1	2						8
Expedited Passenger Screening Program	7	9	5	5	6	10	10	12					64
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck	7	9	5	5	6	8	10	11					61
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown	1							1					2
Patdown - Flyer	1							1					2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening							3						3
Screening - Procedures/Process							3						3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>XWA</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>31</b>
<b>2019</b>				<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>16</b>
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2		1			3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening					1	2	1					1	5
Screening - Procedures/Process					1	2						1	4
Screening - Retrieving Abandoned/Confiscated Items							1						1
<b>2020</b>		<b>2</b>			<b>1</b>	<b>2</b>							<b>5</b>
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
<b>2021</b>		<b>1</b>		<b>1</b>	<b>1</b>							<b>1</b>	<b>4</b>
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
<b>2022</b>	<b>1</b>		<b>1</b>			<b>2</b>		<b>2</b>					<b>6</b>
Expedited Passenger Screening Program			1			2		1					4
Expedited Passenger Screening Program - TSA PreCheck			1			2		1					4
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>YAK</b>	<b>3</b>	<b>1</b>		<b>1</b>			<b>3</b>	<b>2</b>	<b>1</b>			<b>6</b>	<b>17</b>
<b>2019</b>							<b>2</b>					<b>3</b>	<b>5</b>
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1						1
Patdown - Flyer							1						1
Screening												2	2
Screening - Procedures/Process												2	2
<b>2020</b>	<b>1</b>	<b>1</b>										<b>1</b>	<b>3</b>
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling	1											1	2
Property - Special Handling - Missing Item	1											1	2
<b>2021</b>									<b>1</b>			<b>2</b>	<b>3</b>
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2022</b>	<b>2</b>			<b>1</b>			<b>1</b>	<b>2</b>					<b>6</b>
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>YKM</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>33</b>
<b>2019</b>				<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>6</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Checked					1				1				2
<b>2020</b>			<b>2</b>	<b>1</b>	<b>3</b>			<b>1</b>		<b>1</b>		<b>1</b>	<b>9</b>
Customer Service			1										1
Customer Service - TSO			1										1
Locks				1	2								3
Locks - Missing or Damaged Lock				1	2								3
Mishandling of Passenger Property					1				1		1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
<b>2021</b>		<b>1</b>					<b>2</b>	<b>2</b>	<b>2</b>				<b>7</b>
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling							1	1					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1						1
<b>2022</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>					<b>11</b>
Expedited Passenger Screening Program	1	3	1	1	1		1	1					9
Expedited Passenger Screening Program	1	3	1	1	1		1	1					9
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>z None z 2019</b>	<b>13,974</b>	<b>13,264</b>	<b>11,214</b>	<b>13,077</b>	<b>13,398</b>	<b>14,869</b>	<b>12,508</b>	<b>11,687</b>	<b>8,034</b>	<b>8,881</b>	<b>9,716</b>	<b>9,798</b>	<b>140,420</b>
Additional Information Required/Insufficient Information				5	1	16	4	8	4	25	22	20	105
Additional Information Required/Insufficient Information - EMAIL ONLY				5	1	16	4	8	4	25	22	20	105
Advanced Imaging Technology (AIT)				2	1	2	2		1	2	1		11
Advanced Imaging Technology (AIT) - Flyer				2	1	2	2			2	1		10
Advanced Imaging Technology (AIT) - Flyer as Observer									1				1
Airline				131	106	123	147	162	192	190	180	135	1,366
Airline - Baggage Requirements				4	2	4	3	3	4	2	2	5	29
Airline - Lost Baggage				56	53	53	51	84	97	89	99	63	645
Airline - Oxygen Regulations									1				1
Airline - Policy/Regulations/Service				69	49	62	89	65	83	96	76	64	653
Airline - Positive Bag Match Program				1		1	2	2	4	1			11
Airline - Wheelchair Assistance				1	2	3	2	8	3	2	3	3	27
Animals										1			1
Animals - Carry-On										1			1
Business, Suggestions, and Ideas									1		1		2
Business, Suggestions, and Ideas - General									1		1		2
Cargo				2	1	1			2		1	2	9
Cargo - Indirect Air Carrier (IAC)				1		1			1		1		4
Cargo - Known Shipper				1	1				1			2	5
Civil Rights				8	12	4	10	7	7	16	7	8	79
Civil Rights - Age								1		1			2
Civil Rights - Civil Rights Violation (TSA Employee)				2	2		2	2	1	1	3		13
Civil Rights - Constitutional Rights				1	1		1						3
Civil Rights - Hair Patdowns					1		1	2		3		1	8
Civil Rights - National Origin					3				1	1			5
Civil Rights - Perceived Religion							1			1			2
Civil Rights - Racial Profiling or Discrimination				3	3	1	3	1	2	6	3	6	28
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	2	1	1	1	1	1		10
Civil Rights - Sexual Harassment (TSA Employee)						1			1	1		1	4
Civil Rights - Transgender Screening					1					1			2
Claims				54	56	71	59	74	63	71	60	50	558
Claims - General				2	2	1	4	4	3	3	3	2	24
Claims - Status				52	54	70	55	70	60	68	57	48	534
CSM/Stakeholder Follow-up					1								1
CSM/Stakeholder Follow-up - General					1								1
Current Topic				1									1
Current Topic - Current Topic				1									1
Customer Service				19	29	42	33	31	43	34	35	39	305
Customer Service - CSM												1	1
Customer Service - Others				6	14	22	14	10	21	11	17	19	134
Customer Service - TCC				1		3	3		3	1	2	1	14
Customer Service - TSO				12	15	17	16	21	19	22	16	18	156
DHS TRIP				14	20	23	23	16	14	18	18	16	162
DHS TRIP - General				4	4	4	5	9	4	9	5	11	55
DHS TRIP - Status				10	16	19	18	7	10	9	13	5	107
Expedited Passenger Screening Program				3,367	3,870	4,344	4,731	4,095	3,821	3,987	4,280	4,010	36,505
Expedited Passenger Screening Program - Active Duty Military				2		2	2		4	2	1		13
Expedited Passenger Screening Program - Children Under 12											1		1
Expedited Passenger Screening Program - DoD				14	12	14	19	10	20	17	23	22	151
Expedited Passenger Screening Program - Known Crew Member						1			2	1	17	9	30
Expedited Passenger Screening Program - Over 75								1			1	2	4
Expedited Passenger Screening Program - TSA Application Program				93	89	90	121	86	92	116	109	103	899
Expedited Passenger Screening Program - TSA PreCheck				3,253	3,761	4,229	4,580	3,990	3,696	3,847	4,118	3,861	35,335
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				5	8	8	9	8	7	4	10	13	72
Federal Flight Deck Officer (FFDO) Program							1						1
Federal Flight Deck Officer (FFDO) Program - General							1						1
Freedom of Information Act (FOIA)				1	1	2	1	2			1	1	9
Freedom of Information Act (FOIA) - General				1	1	2	1	2			1	1	9
General Aviation				1	1			1	2	3	2		10
General Aviation - Alien Flight School Program (AFSP)									2	3	2		7
General Aviation - General				1	1			1					3
Hazardous Materials Safety				231	159	194	170	189	178	179	210	163	1,673
Hazardous Materials Safety - General				231	159	194	170	189	178	179	210	163	1,673
HAZMAT Endorsement				9	4	4	13	13	3	8	7	6	67
HAZMAT Endorsement - General				3	2	3	5	6		2	3	1	25
HAZMAT Endorsement - Status				6	2	1	8	7	3	6	4	5	42
Human Capital				7	9	7	5	5	6	7	1	5	52
Human Capital - Current Employee								1	1				2
Human Capital - Prospective Employment with TSA				7	9	6	5	4	5	7	1	5	49
Human Capital - Wage Garnishment						1							1
Identification (ID) Requirements				4		6	5	2	4	2	6	4	33
Identification (ID) Requirements - Domestic				3		3	5	2	3	2	6	4	28
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1		2							3
Identification (ID) Requirements - Minors Domestic						1			1				2
Intranet/Internet Inquiries				6	2	4	3	1	4	4	5	1	30
Intranet/Internet Inquiries - General				6	2	4	3	1	4	4	5	1	30
Locks				79	64	73	80	103	94	86	118	83	780
Locks - General				2	1	2	2	3	2	1	2	2	17
Locks - Missing or Damaged Lock				77	63	71	78	100	92	85	116	81	763
Lost and Found				1		2	4		3	4	2	2	18
Lost and Found - Airport/TSA				1		2	4		3	4	2	2	18
Mishandling of Passenger Property				160	132	148	145	189	182	220	266	195	1,637
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor									1			1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	4	5	5	7	8	6	8	47
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				125	111	111	106	153	130	174	222	152	1,284
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				7	2	10	5	2	9	7	8	8	58
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				26	17	23	29	29	35	31	30	26	246
No Jurisdiction				95	106	127	220	251	239	293	187	152	1,670
No Jurisdiction - No Referral				23	27	30	39	30	38	38	29	28	282
No Jurisdiction - Refer to CBP				72	77	89	178	217	194	255	156	121	1,359
No Jurisdiction - Refer to Department of State						1	1	2	2		1	2	9
No Jurisdiction - Refer to FAA					2	6	1		5		1	1	16
No Jurisdiction - Refer to Other						1	1	2					4
No Subject					1						1	1	3
No Subject - General					1						1	1	3
Notice of Violation/Civil Penalties				5	4	1	4	2	2	2	1	1	22
Notice of Violation/Civil Penalties - General				5	4	1	4	2	2	2	1	1	22
Ombudsman				1	1	1				1	1		5
Ombudsman - General				1	1	1				1	1		5
Patdown				3	3	11	11	8	9	16	4	10	75
Patdown - Children						1				1		1	3
Patdown - Flyer				3	3	10	9	6	6	14	4	8	63
Patdown - Flyer as Observer								2	1				3
Patdown - General										1			1
Patdown - Non-Flyer							2		1	1		1	5
Persons w/ Disabilities (PWD)				3	7	10	5	5	12	12	12	8	74
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						2	1		3	5	4	2	17
Persons w/ Disabilities (PWD) - General					2				1	1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1	2		4
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1			1			1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2	2				1				5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	2		1		1	1	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1			1		1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2	1	1	1	2			7
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1	1	2	3	2	1	11
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Prohibited & Permitted Items				3	8	3	2	6	9	4	5	7	47
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1			1	2
Prohibited & Permitted Items - Chemical/Household Products					2		1						3
Prohibited & Permitted Items - Electronic Devices					1	1				1			3
Prohibited & Permitted Items - Firearm/Ammunition					1						1	1	3
Prohibited & Permitted Items - Food/Beverages						1				1		1	3
Prohibited & Permitted Items - General				2	2			1	5		3	4	17
Prohibited & Permitted Items - Ice/Gel Packs								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1			1	1				3
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Marijuana							1	2	2				5
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1						1			2
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting Goods					1			1		1			3
Property - Special Handling				49	40	65	60	64	73	71	82	61	565
Property - Special Handling - Damaged Items - Carry-On				4	1	5	3	5	3	3	3	2	29
Property - Special Handling - Damaged Items - Checked				22	16	19	19	26	23	31	35	26	217
Property - Special Handling - Missing Items - Carry-On				3	5	5	4		4	2	3	1	27
Property - Special Handling - Missing Items - Checked				20	18	36	34	33	43	35	41	32	292
Request for Assistance					2				2		1		5
Request for Assistance - Other					2				2		1		5
Screening				77	95	116	99	126	130	149	131	108	1,031
Screening - Crew Member or Airline Employee								1	1		2	2	6
Screening - Cruise Ships					1	1		1	1		1		5
Screening - Gate Pass						1	1	1	1	1			5
Screening - Inconsistency					3	4	3		2	2	1	2	17
Screening - International Screening				41	39	44	35	49	44	53	53	44	402
Screening - Lengthy Lines					1	1	4	2		1	1	1	11
Screening - Military							1						1
Screening - Procedures/Process				28	43	50	48	60	67	79	57	54	486
Screening - Rail									1				1
Screening - Retrieving Abandoned/Confiscated Items				6	4	11	5	8	8	9	12	4	67
Screening - Security Breach				2	4	4	1	3	4	4	4	1	27
Screening - Traveling with Cash							1	1	1				3
SIDA (Security Identification Display Area)					1	1	1		1		2		6
SIDA (Security Identification Display Area) - General					1	1	1		1		2		6
SPAM									1				1
SPAM - General									1				1
TSA Contact Information								1		2	1		4
TSA Contact Information - General								1		2	1		4
TWIC				5	12	13	12	3	1	13	4	8	71
TWIC - General				1	5	1	7	2		3	2	5	26
TWIC - Status				4	7	12	5	1	1	10	2	3	45
<b>2020</b>	<b>5,897</b>	<b>5,097</b>	<b>5,165</b>	<b>5,178</b>	<b>4,816</b>	<b>2,337</b>	<b>385</b>	<b>620</b>	<b>1,076</b>	<b>1,410</b>	<b>1,628</b>	<b>1,947</b>	<b>35,556</b>
Additional Information Required/Insufficient Information	17	4	5	5	6	15	2		2	4	1	6	67

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficient	17	4	5	5	6	15	2		2	4	1	6	67
Advanced Imaging Technology (AIT)	1	1	1			1					1		5
Advanced Imaging Technology (AIT) - Flyer		1	1			1							3
Advanced Imaging Technology (AIT) - Ge	1												1
Advanced Imaging Technology (AIT) - Non-Flyer											1		1
Airline	144	117	145	126	120	134	48	45	81	67	82	64	1,173
Airline - Baggage Requirements	4	4	3		5		1		2	1			20
Airline - Lost Baggage	70	51	81	64	60	43	6	11	27	26	32	30	501
Airline - Oxygen Regulations											1		1
Airline - Policy/Regulations/Service	67	59	53	62	55	89	40	34	51	38	49	34	631
Airline - Positive Bag Match Program		2	1				1						4
Airline - Wheelchair Assistance	3	1	7			2			1	2			16
Animals		1						1					2
Animals - Carry-On		1											1
Animals - Checked								1					1
Business, Suggestions, and Ideas						2						1	3
Business, Suggestions, and Ideas - General						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
Civil Rights	12	6	6	9	8	2	3	3	2	3	3	1	58
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA E	4	1	2	2			1					1	11
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns		1		1									2
Civil Rights - National Origin						1				1			2
Civil Rights - Racial Profiling or Discrimina	4	2	4	2	5	1	2	2	1	1	2		26
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1		2	2	1		1		1			9
Civil Rights - Sexual Harassment (TSA Er	1												1
Civil Rights - Transgender Screening	1												3
Claims	68	62	53	58	47	26	30	28	23	31	26	23	475
Claims - General	2	6	10	3	1	4	4			2	4	3	39
Claims - Status	66	56	43	55	46	22	26	28	23	29	22	20	436
Current Topic			1		1								2
Current Topic - Current Topic			1		1								2
Customer Service	30	21	48	31	33	28	9	8	17	20	19	11	275
Customer Service - CSM		1	1										2
Customer Service - Others	13	8	21	16	22	13	5	7	14	13	10	7	149
Customer Service - TCC	1	2		2	1	1					1	1	9
Customer Service - TSO	16	10	26	13	10	14	4	1	3	7	8	3	115
DHS TRIP	8	9	10	11	10	10	5	6	2	4	1	4	80
DHS TRIP - General	6	7	6	9	4	8	2	1	1	1	1	2	48
DHS TRIP - Status	2	2	4	2	6	2	3	5	1	3		2	32
Expedited Passenger Screening Program	4,689	4,059	3,920	3,943	3,771	1,572	156	343	741	982	1,140	1,455	26,771
Expedited Passenger Screening Program - Active Duty Military			1							1	1		3
Expedited Passenger Screening Program - Children Under 12								1					1
Expedited Passenger Screening Program	24	25	20	13	8	2		1	3	3	8	8	115
Expedited Passenger Screening Program	7		1	2	5	1	2		1	2	2		23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	110	77	127	154	101	54	14	22	15	29	21	28	752
Expedited Passenger Screening Program	4,536	3,948	3,767	3,770	3,654	1,513	140	319	719	946	1,106	1,415	25,833
Expedited Passenger Screening Program	11	9	4	4	3	2			3	1	2	4	43
Federal Air Marshall Service (FAMS)				1						1			2
Federal Air Marshall Service (FAMS) - General				1						1			2
Freedom of Information Act (FOIA)			2								1		3
Freedom of Information Act (FOIA) - General			2								1		3
General Aviation	2		1		1	1				2			7
General Aviation - Alien Flight School Pro	2		1			1				1			5
General Aviation - General					1					1			2
Hazardous Materials Safety	182	158	253	265	169	115	32	44	36	81	108	123	1,566
Hazardous Materials Safety - General	182	158	253	265	169	115	32	44	36	81	108	123	1,566
HAZMAT Endorsement	10	5	3	11	7	7	2	6	4	2	6	2	65
HAZMAT Endorsement - General	3	2	2	1	2	1	2	2	1	1	3	1	21
HAZMAT Endorsement - Status	7	3	1	10	5	6		4	3	1	3	1	44
Human Capital	4	1	3	5	6	1		3	2	2		3	30
Human Capital - Current Employee				2		1							3
Human Capital - Employment Verification				1	1				1				3
Human Capital - Former Employee				1						1			2
Human Capital - Prospective Employment	4	1	3	1	4			3	1	1		3	21
Human Capital - TSA Background Check					1								1
Identification (ID) Requirements	11	3	5	7	7	1			4	1	4	4	47
Identification (ID) Requirements - Domestic	8	3	4	5	4	1			3	1	4	3	36
Identification (ID) Requirements - ID Matc	1		1	1	2								5
Identification (ID) Requirements - Minors Domestic												1	1
Identification (ID) Requirements - Real ID	2			1	1				1				5
Intranet/Internet Inquiries	3	2	2	4	2	1	2	2	2	4	3		27
Intranet/Internet Inquiries - General	3	2	2	4	2	1	2	2	2	4	3		27
Locks	105	78	90	92	74	34	7	4	17	18	23	30	572
Locks - General	2	1	1	1	1	1							7
Locks - Missing or Damaged Lock	103	77	89	91	73	33	7	4	17	18	23	30	565
Lost and Found	5	2	7	4	3	3	3		1	1	4	2	35
Lost and Found - Airport/TSA	5	2	7	4	3	3	3		1	1	4	2	35
Mishandling of Passenger Property	197	203	194	193	154	130	22	25	42	65	66	76	1,367
Mishandling of Passenger Property - Dam	8	5	8	7	4	5	2	1	1	1	1	11	54
Mishandling of Passenger Property - Dam	153	163	156	150	116	105	18	21	31	56	54	49	1,072

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	5	6	7	6	5	7	1	2	3	1	3	4	50
Mishandling of Passenger Property - Disa	31	29	23	30	29	13	1	1	7	7	8	12	191
No Jurisdiction	195	157	163	177	169	114	30	46	42	39	50	46	1,228
No Jurisdiction - No Referral	29	30	38	30	20	23	7	16	9	13	17	14	246
No Jurisdiction - Refer to CBP	161	119	121	145	144	77	22	22	30	24	32	29	926
No Jurisdiction - Refer to Department of S	2	3	1		3	2		3	1	1		1	17
No Jurisdiction - Refer to FAA	2	4	2			1	1	2	1				14
No Jurisdiction - Refer to Other	1	1	1	2	2	11		3	1	1	1	1	25
No Subject			2								1		3
No Subject - General			2								1		3
Notice of Violation/Civil Penalties	3	2	2		2	1	2	3	3	2	5	5	30
Notice of Violation/Civil Penalties - Gener	3	2	2		2	1	2	3	3	2	5	5	30
Ombudsman	1		1	2	2				1			1	8
Ombudsman - General	1		1	2	2				1			1	8
Patdown	7	8	9	10	5	3	1	1	2	2			48
Patdown - Children				1		1							2
Patdown - Flyer	5	8	8	8	4	2	1		2	1			39
Patdown - Flyer as Observer	1		1										2
Patdown - General								1		1			2
Patdown - Non-Flyer	1			1	1								3
Persons w/ Disabilities (PWD)	13	10	5	5	12	4			2	3	4	1	59
Persons w/ Disabilities (PWD) - Breast Ca	1				1	1							3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Car			1								1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes	2	1	2	1	1				1			1	9
Persons w/ Disabilities (PWD) - General	1	3	2		1	1							8
Persons w/ Disabilities (PWD) - Hearing I	1			1									2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1			1	4				1				7
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility D	1	2		1						1	2		7
Persons w/ Disabilities (PWD) - Prosthesi	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inha			1			1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Av	1									1			2
Persons w/ Disabilities (PWD) - Wheelcha	1	2		1	2	1				1	1		9
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Prohibited & Permitted Items	2	6	9	7	7	2	1	1	2	1	2	4	44
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Chemical/Household Products												2	2
Prohibited & Permitted Items - Electronic Devices			3										3
Prohibited & Permitted Items - Firearm/Ammunition		1			1							1	3
Prohibited & Permitted Items - Food/Beverages		1		1	1						1		4
Prohibited & Permitted Items - General	1	1	1	5	3				2	1	1		15
Prohibited & Permitted Items - Knives/To	1		1									1	3
Prohibited & Permitted Items - Lighters/Matches		1	1	1		1							4
Prohibited & Permitted Items - Marijuana			1										1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items					1								1
Prohibited & Permitted Items - Remains						1	1	1					3
Prohibited & Permitted Items - Sporting Goods		1			1								2
Property - Special Handling	61	70	84	81	73	45	10	15	16	33	27	37	552
Property - Special Handling - Damaged It	5	7	4	4	7	2				2		3	34
Property - Special Handling - Damaged It	23	28	25	31	21	19	3	7	7	13	14	18	209
Property - Special Handling - Missing Item	2	6	6	3	3	3		1	3	2	1	3	33
Property - Special Handling - Missing Item	31	29	49	43	42	21	7	7	6	16	12	13	276
Request for Assistance	1									1			2
Request for Assistance - Other	1									1			2
Screening	120	104	135	126	121	83	15	30	30	37	43	42	886
Screening - Children			1										1
Screening - Crew Member or Airline Employee				2	1		1	1		1			6
Screening - Cruise Ships			2				1						3
Screening - Gate Pass	2		2	1	1							2	8
Screening - Inconsistency	1	1	2		1	2			1			1	9
Screening - International Screening	39	32	32	46	29	26	3	1	6	3	4	7	228
Screening - Lengthy Lines	1	1	1	2	4					1			10
Screening - Procedures/Process	69	59	77	63	69	49	8	23	16	27	35	28	523
Screening - Rail				1				2					3
Screening - Retrieving Abandoned/Confis	3	8	14	7	13	2	1	3	6	4	4	3	68
Screening - Security Breach	4	3	6	2	2	4	1			1			23
Screening - Shoe Screening					1								1
Screening - Traveling with Cash	1								1				3
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area)	1												1
TSA Contact Information		1	1	1						1			4
TSA Contact Information - General		1	1	1						1			4
TWIC	2	6	5	3	4	1	4	3	2	3	6	4	43
TWIC - General	1	3	1		2	1	3	2	1	1	4	1	20
TWIC - Status	1	3	4	3	2		1	1	1	2	2	3	23
<b>2021</b>	<b>2,348</b>	<b>1,804</b>	<b>931</b>	<b>833</b>	<b>501</b>	<b>1,796</b>	<b>2,100</b>	<b>1,528</b>	<b>1,855</b>	<b>2,051</b>	<b>2,433</b>	<b>2,755</b>	<b>20,935</b>
Additional Information Required/Insufficient Inf	8	8	10	4	7	5	6		3	6	4	4	65
Additional Information Required/Insuffici	8	8	10	4	7	5	6		3	6	4	4	65
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Airline	90	52	14	7	4	11	8	18	20	12	9	6	251

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Baggage Requirements		2		1			1	1			1		6
Airline - Lost Baggage	31	26	5	1	1	3	1	3	3	2	2		78
Airline - Policy/Regulations/Service	54	25	8	6	2	7	6	15	17	10	6	4	160
Airline - Positive Bag Match Program	1	1											2
Airline - Wheelchair Assistance	2				1							2	5
Business, Suggestions, and Ideas			1	1			1						3
Business, Suggestions, and Ideas - General			1	1			1						3
Call Disconnect/Dropped/Wrong Number			2		4	1	4	1	2	2	7	2	25
Call Disconnect/Dropped/Wrong Number - General			2		4	1	4	1	2	2	7	2	25
Cargo	1						1		1				3
Cargo - Known Shipper	1						1		1				3
Civil Rights	2	1	8	3		4	2	5	1	2	2	7	37
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights								2				2	4
Civil Rights - Hair Patdowns			1										1
Civil Rights - Headwear							1						1
Civil Rights - National Origin			1	1									2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination	2	1	6	2		3		2	1	1	2	1	21
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1		1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening						1						1	2
Claims	35	31	48	36	13	6	15	14	14	13	4	4	233
Claims - General	3	10	44	32	11	5	13	10	12	11	2	3	156
Claims - Status	32	21	4	4	2	1	2	4	2	2	2	1	77
CSM/Stakeholder Follow-up											1		1
CSM/Stakeholder Follow-up - General											1		1
Current Topic				1							1		2
Current Topic - Current Topic				1							1		2
Customer Service	15	22	44	17	18	9	12	8	10	18	11	13	197
Customer Service - CSM		4	2				1		1				8
Customer Service - Others	8	3	4	3	3	1	4	2	6	4	5	5	48
Customer Service - TCC	1	1	8	3	5	1	2	1	1	4	4	4	35
Customer Service - TSO	6	14	30	11	10	7	5	5	2	10	2	4	106
DHS TRIP	6	1	1	2	1	1	2	2		3	3	3	25
DHS TRIP - General	4		1	2	1	1	1	2		2	3	3	20
DHS TRIP - Status	2	1					1			1			5
Duplicate E-mail		1	6	6	4	1			6	2	9	1	36
Duplicate E-mail - General		1	6	6	4	1			6	2	9	1	36
Expedited Passenger Screening Program	1,817	1,324	486	589	336	1,638	1,873	1,289	1,605	1,855	2,267	2,627	17,706
Expedited Passenger Screening Program - 18-24	2	2	1			3	1		2	2	2	2	17
Expedited Passenger Screening Program - 25-34	7	4	2	4	4	11	17	21	22	31	17	19	159
Expedited Passenger Screening Program - 35-44	1	1	1		1						2	5	11
Expedited Passenger Screening Program - Over 75		1											1
Expedited Passenger Screening Program - 45-54	33	36	34	24	27	100	233	217	230	127	546	962	2,569
Expedited Passenger Screening Program - 55-64	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 Program - 65-74	2	2	2		1	6	4	10	13	11	6	17	74
Federal Air Marshall Service (FAMS)							1			1		1	3
Federal Air Marshall Service (FAMS) - General							1			1		1	3
Federal Flight Deck Officer (FFDO) Program					1								1
Federal Flight Deck Officer (FFDO) Program - General					1								1
Freedom of Information Act (FOIA)	1		3										4
Freedom of Information Act (FOIA) - General	1		3										4
General Aviation	1	1	4	3			2	1					12
General Aviation - Alien Flight School Program	1												1
General Aviation - General		1	4	3			2	1					11
Hazardous Materials Safety	122	108	8	7	3	6	2	8	3	2	5	2	276
Hazardous Materials Safety - General	122	108	8	7	3	6	2	8	3	2	5	2	276
HAZMAT Endorsement	6	5	1	3	1	4	3	3	4	1	1		32
HAZMAT Endorsement - General	2	3	1	1	1	3	2	2	2	1			17
HAZMAT Endorsement - Status	4	2	1	2		1	1	1	2		1		15
Human Capital	1	1	2		1	2	1	8	16	5	6	5	48
Human Capital - Current Employee			1		1							1	3
Human Capital - Employment Verification			1										1
Human Capital - Former Employee									1				1
Human Capital - Prospective Employment	1	1				2	1	8	14	5	5	4	41
Human Capital - TSA Background Check									1		1		2
Identification (ID) Requirements	2	6	6	1	3	9	14	6	13	7	4	4	75
Identification (ID) Requirements - Domestic	2	6	6	1	3	8	13	5	13	7	4	4	72
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1	1						2
Identification (ID) Requirements - International Travel								1					1
Intranet/Internet Inquiries	1			1					1			2	5
Intranet/Internet Inquiries - General	1			1					1			2	5
Locks	21	17	13	11	6	6	7	8	5	3	2	3	102
Locks - General	1		2	1				1	1				6
Locks - Missing or Damaged Lock	20	17	11	10	6	6	7	7	4	3	2	3	96
Lost and Found	2	6	12	4	1	6	2	20	10	5	6	2	76
Lost and Found - Airport/TSA	2	6	12	4	1	6	2	20	10	5	6	2	76
Mishandling of Passenger Property	82	79	155	83	52	39	59	46	41	31	27	11	705
Mishandling of Passenger Property - Damaged	1				1								2
Mishandling of Passenger Property - Damaged - General	3	5	20	8	6	10	8	5	6	4	1	3	79
Mishandling of Passenger Property - Damaged - Status	65	63	106	66	38	23	49	39	31	23	23	7	533
Mishandling of Passenger Property - Damaged - TSA	1	5	13	5	2				3	2	2		33
Mishandling of Passenger Property - Disposition	12	6	16	4	5	6	2	2	1	2	1	1	58
No Jurisdiction	54	53	22	16	8	16	25	21	31	24	25	21	316
No Jurisdiction - No Referral	18	19	3	1		1	4	5	5	1		1	58

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP	36	32	7	7	4	7	5	10	7	4	7		126
No Jurisdiction - Refer to Department of State								2					2
No Jurisdiction - Refer to FAA		1	1	3		1	1		1				8
No Jurisdiction - Refer to Other		1	11	5	4	7	15	4	18	19	18	20	122
No Subject		2	7	3	1	2	6	2	1	5	2	1	32
No Subject - General		2	7	3	1	2	6	2	1	5	2	1	32
Notice of Violation/Civil Penalties	2		1	2				5	2	1	1	1	15
Notice of Violation/Civil Penalties - Gener	2		1	2				5	2	1	1	1	15
Ombudsman										1	1		2
Ombudsman - General										1	1		2
Patdown		2	2	1	2		1		2	3	1	2	16
Patdown - Children							1						1
Patdown - Flyer		2	2	1	2				2		1	2	14
Patdown - General										1			1
Persons w/ Disabilities (PWD)			2		3	3	4	3	12	4		3	34
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - General							1	1	5	1			8
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						4	2			7
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1			1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1		2				5
Prohibited & Permitted Items	3	10	17	8	5	10	10	12	8	6	3	6	98
Prohibited & Permitted Items - Alcohol and Tobacco			1					1		1	1	1	5
Prohibited & Permitted Items - Beauty & Grooming Items			1					2					3
Prohibited & Permitted Items - Chemical/Flammable	1	1	1										3
Prohibited & Permitted Items - Electronic Devices		1	2			2	2	2	2			2	13
Prohibited & Permitted Items - Firearm/Ammunition		1		2	1	1		1	1			1	8
Prohibited & Permitted Items - Food/Beverages		1	2	1					1			2	7
Prohibited & Permitted Items - General	1	1	3	1	1	3	5		1		1		17
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		2	2	1	1	2		2	2				12
Prohibited & Permitted Items - Lighters/Matches		3	1										4
Prohibited & Permitted Items - Liquids/Gels/Aerosols			2		1		2	1		3	1		10
Prohibited & Permitted Items - Marijuana	1		1	1	1	1	1	2					8
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items						1		1	1	1			4
Prohibited & Permitted Items - Sporting Goods			1	2						1			4
Property - Special Handling	23	27	11		6	3	10	20	16	11	9	8	144
Property - Special Handling - Damaged Items	3	2			2	1	1	5	2	1	2	2	21
Property - Special Handling - Damaged Items - Fragile	6	9	3		3	1	5	3	3	6	2	3	44
Property - Special Handling - Missing Items	1	2	1				1	4	4	1			16
Property - Special Handling - Missing Items - Damaged	13	14	7		1	1	3	8	7	3	5	1	63
Request for Assistance							1			1	1	1	4
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1	1	1	3
Request for Assistance - Other							1						1
Screening	51	42	37	21	15	13	24	24	21	21	18	11	298
Screening - Children				2			1						3
Screening - Classified Materials			1										1
Screening - Crew Member or Airline Employee	1	2	1						1				5
Screening - Gate Pass	1	1								1			3
Screening - Inconsistency	1		3	5	3		1	3	1	1			18
Screening - International Screening	12	5	1			1	2	1		1	1		24
Screening - Lengthy Lines	1		3			1			1	1	1		8
Screening - Military			1					1					2
Screening - Procedures/Process	29	30	26	14	12	11	18	19	16	17	15	11	218
Screening - Retrieving Abandoned/Confiscated Items	5	3	1				1		2		1		13
Screening - Security Breach	1	1											2
Screening - Traveling with Cash							1						1
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area) - General	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
Transcriptions							1						1
Transcriptions - Claim Form Request							1						1
Transfer to Security Specialist			1	1				1		1	1		5
Transfer to Security Specialist - Reportable Communication			1	1				1		1	1		5
TSA Contact Information		1	2	1	1						1		6
TSA Contact Information - General		1	2	1	1						1		6
TWIC	1	4	2	1	5	1	3	3	6	5	1	4	36
TWIC - General		2			4	1	1	1	4	3	1	4	21
TWIC - Status	1	2	2	1	1		2	2	2	2			15
<b>2022</b>	<b>5,729</b>	<b>6,363</b>	<b>5,118</b>	<b>2,723</b>	<b>3,332</b>	<b>5,322</b>	<b>4,173</b>	<b>4,175</b>					<b>36,935</b>
Additional Information Required/Insufficient Information	8	12	3		2	7	1	2					35
Additional Information Required/Insufficient Information - General	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		3	2	1					10
Animals			1										1



## TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Animals - Carry-On				1									1
Business, Suggestions, and Ideas	1	1	1										3
Business, Suggestions, and Ideas - General	1	1	1										3
Call Disconnect/Dropped/Wrong Number			2	1									3
Call Disconnect/Dropped/Wrong Number - General		2	1										3
Cargo	1				2	2	2						7
Cargo - Indirect Air Carrier (IAC)	1				2	1	1						5
Cargo - Known Shipper						1	1						2
Civil Rights	2	2	5	1	4	4	1	4					23
Civil Rights - Civil Rights Violation (TSA Employee)		1	1					1					3
Civil Rights - Constitutional Rights					2	2							4
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race								3					3
Civil Rights - Racial Profiling or Discrimination	2		2		2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1				2							3
Claims	6	13	4	13	7	14	5	6					68
Claims - General	4	6	2	9	2	9	2	3					37
Claims - Status	2	7	2	4	5	5	3	3					31
Current Topic		1		1		1							3
Current Topic - Current Topic		1		1		1							3
Customer Service	17	38	35	12	21	20	9	12					164
Customer Service - CSM				1		1							2
Customer Service - Others	2	3	2	6	5	2	4	1					25
Customer Service - TCC	4	1	1	2	5	1		4					18
Customer Service - TSO	11	34	32	3	11	16	5	7					119
DHS TRIP	5	6	3	5	8	10	2	3					42
DHS TRIP - General	5	5	2	3	5	7	1	2					30
DHS TRIP - Status		1	1	2	3	3	1	1					12
Duplicate E-mail	4	5	6										15
Duplicate E-mail - General	4	5	6										15
Expedited Passenger Screening Program	5,455	5,948	4,681	2,470	3,054	4,881	3,954	3,945					34,388
Expedited Passenger Screening Program - Children Under 18	1	5	7	1	4	2	1	2					23
Expedited Passenger Screening Program - Children Under 18 - General		1	1										2
Expedited Passenger Screening Program - Children Under 18 - Status	42	54	62	22	38	45	28	30					321
Expedited Passenger Screening Program - General	2	2		2		1		1					8
Expedited Passenger Screening Program - International Travel	1			1		2							4
Expedited Passenger Screening Program - Minors Domestic	2,603	2,553	1,708	717	581	502	367	491					9,522
Expedited Passenger Screening Program - Real ID	2,789	3,301	2,878	1,707	2,414	4,315	3,539	3,407					24,350
Expedited Passenger Screening Program - Status	17	32	25	20	17	14	19	14					158
Federal Flight Deck Officer (FFDO) Program	1												1
Federal Flight Deck Officer (FFDO) Program - General	1												1
Freedom of Information Act (FOIA)	2	1		1	2								6
Freedom of Information Act (FOIA) - General	2	1		1	2								6
General Aviation				1									1
General Aviation - Alien Flight School Program (AFSP)				1									1
Hazardous Materials Safety	5	4	7	7	8	5	5	9					50
Hazardous Materials Safety - General	5	4	7	7	8	5	5	9					50
HAZMAT Endorsement	5	3	11	11	14	16	10	13					83
HAZMAT Endorsement - General		2	1	3	7	6	4	2					25
HAZMAT Endorsement - Status	5	1	10	8	7	10	6	11					58
Human Capital	16	15	13	14	20	15	13	2					108
Human Capital - Current Employee			2	2			1						5
Human Capital - Employment Verification			1				2						3
Human Capital - Former Employee	2		2	1	4	3		1					13
Human Capital - Prospective Employment	12	15	8	11	16	12	10	1					85
Human Capital - TSA Background Check	2												2
Identification (ID) Requirements	12	25	28	25	23	50	10						173
Identification (ID) Requirements - Domestic	9	16	19	19	17	34	9						123
Identification (ID) Requirements - ID Match	1	4	6	1	4	4							20
Identification (ID) Requirements - International Travel		4	2	4	1	8	1						20
Identification (ID) Requirements - Minors Domestic			1		1	2							4
Identification (ID) Requirements - Real ID	2	1		1		2							6
Intranet/Internet Inquiries								2					2
Intranet/Internet Inquiries - General								2					2
Locks	1	4	4	2	6	4	4	1					26
Locks - General		1					1						2
Locks - Missing or Damaged Lock	1	3	4	2	6	4	3	1					24
Lost and Found	11	17	17	7	9	19	15	14					109
Lost and Found - Airport/TSA	11	17	17	7	9	19	15	14					109
Mishandling of Passenger Property	9	31	40	29	25	31	24	27					216
Mishandling of Passenger Property - Damaged	3	11	23	11	5	6	6	12					77
Mishandling of Passenger Property - Damaged/Missing Items--Unusable	5	20	15	16	17	22	18	12					125
Mishandling of Passenger Property - Damaged/Missing Items--Unusable - General			1	1			1						3
Mishandling of Passenger Property - Disposition	1		1	1	3	3		2					11
No Jurisdiction	71	79	72	49	46	81	28	39					465
No Jurisdiction - No Referral	6	5	7	5	6	18	13	12					72
No Jurisdiction - Refer to CBP	33	23	12	9	11	24	6	12					130
No Jurisdiction - Refer to Department of State	1	1	1	2		1		2					8
No Jurisdiction - Refer to FAA	2		1		1	1	1						6
No Jurisdiction - Refer to Other	29	50	51	33	28	37	8	13					249
No Subject	6	1	9	3			1	2					22
No Subject - General	6	1	9	3			1	2					22
Notice of Violation/Civil Penalties	4	8	7	8	15	22	1	6					71

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General	4	8	7	8	15	22	1	6					71
Ombudsman		1					1	1					3
Ombudsman - General		1					1	1					3
Patdown		7	6		4	1	2	3					23
Patdown - Flyer		5	6		3		2	3					19
Patdown - General		2			1	1							4
Persons w/ Disabilities (PWD)	7	10	9	3	4	11	11	8					63
Persons w/ Disabilities (PWD) - Autism Spectrum	1		1			1	1	1					5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1				1							2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2						10
Persons w/ Disabilities (PWD) - Internal Medical	1					1							2
Persons w/ Disabilities (PWD) - Medical Equipment	1		1			1	1						4
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	2		1	2	1					7
Persons w/ Disabilities (PWD) - Metal Implants	2	3	1		1	1	2						10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)	2						1	1					4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respiratory	1					1							2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	2	1					6
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol and Beverages	1	2	2										5
Prohibited & Permitted Items - Beauty & Grooming	2												2
Prohibited & Permitted Items - Breast Milk	1	1											2
Prohibited & Permitted Items - Chemical/Household Products		1											1
Prohibited & Permitted Items - Electronic Devices		1	3										4
Prohibited & Permitted Items - Firearm/Arms	1												1
Prohibited & Permitted Items - Food/Beverages	1	1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors	1	1	1	1									3
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Prohibited & Permitted Items - Medication	1	1		2									4
Prohibited & Permitted Items - Remains	1												1
Prohibited & Permitted Items - Sporting Goods	1	1	1	2									5
Property - Special Handling	9	21	34	10	9	16	9	11					119
Property - Special Handling - Damaged Items	2	7	23	4	5	8	3	6					58
Property - Special Handling - Damaged Items	1	2	4	2	1	1	1	5					17
Property - Special Handling - Missing Items	2	7	3	2		1	3						18
Property - Special Handling - Missing Items	4	5	4	2	3	6	2						26
Request for Assistance			2			1		1					4
Request for Assistance - Non-Persons w/ Disabilities (PWD)			2										2
Request for Assistance - Other						1		1					2
Screening	33	64	73	22	18	79	34	22					345
Screening - Children		1		1									2
Screening - Crew Member or Airline Employee			1										1
Screening - Gate Pass				1									1
Screening - Inconsistency	3	15	7	2	1	3	1	3					35
Screening - International Screening		1	2	1	3			5					12
Screening - Lengthy Lines	1	5	8			3	1						18
Screening - Military		1											1
Screening - Opposite Gender		1				1							2
Screening - Procedures/Process	26	35	52	15	13	66	32	13					252
Screening - Rail		1			1								2
Screening - Retrieving Abandoned/Confiscated	3	4	1	1		5		1					15
Screening - Security Breach						1							1
Screening - Shoe Screening			1										1
Screening - Traveling with Cash			1	1									2
SIDA (Security Identification Display Area)						1							1
SIDA (Security Identification Display Area) - General						1							1
SPAM				1									1
SPAM - General				1									1
System Administrator				1									1
System Administrator - General				1									1
Transportation Security Operations Center			1	1									2
Transportation Security Operations Center - Refer to Airport			1	1									2
TSA Contact Information	1		1	1	3		1						7
TSA Contact Information - General	1		1	1	3		1						7
TWIC	9	23	12	6	13	14	15	29					121
TWIC - General	4	5	5	4	6	7	6	9					46
TWIC - Status	5	18	7	2	7	7	9	20					75
<b>Total</b>	<b>25,639</b>	<b>25,314</b>	<b>24,197</b>	<b>27,361</b>	<b>27,993</b>	<b>33,953</b>	<b>30,529</b>	<b>30,992</b>	<b>17,369</b>	<b>19,447</b>	<b>20,890</b>	<b>20,158</b>	<b>303,842</b>