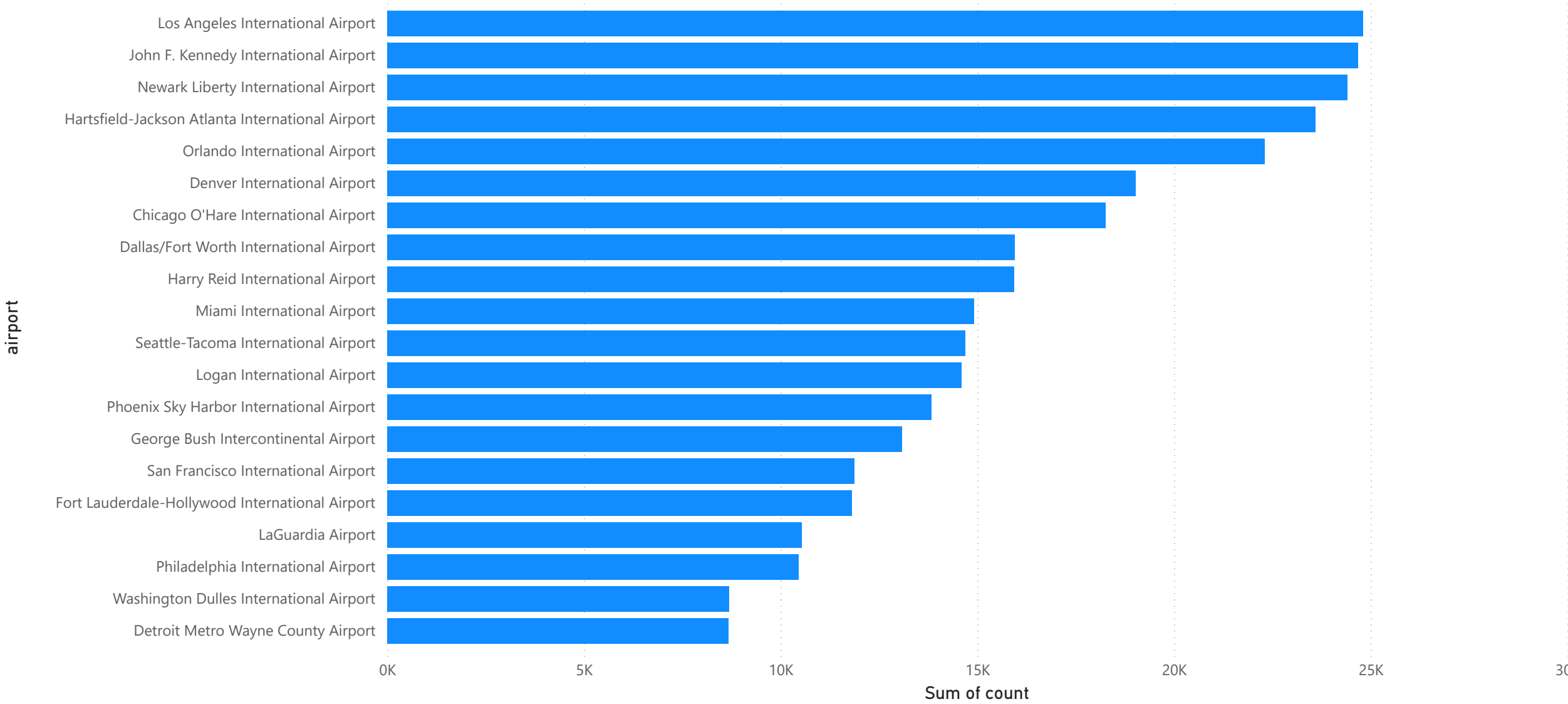


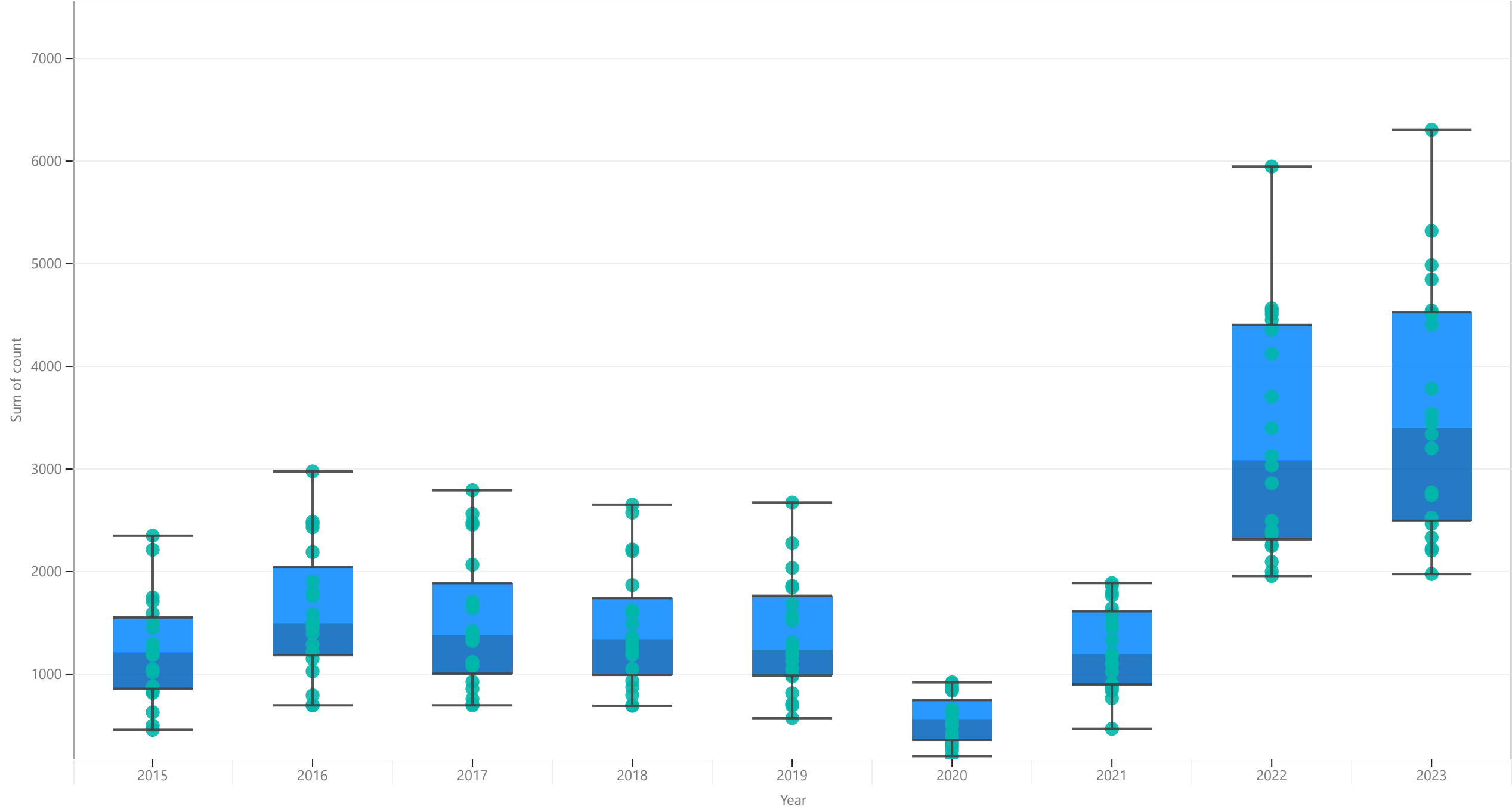
To LAX TSA Staff:

The TSA headquarters has examined the complaints in airports since 2015, and, unfortunately, we are the airport with the most complaints. Of course, as one of the top five busiest airports in the country, this isn't very surprising. However, it is our job to reduce the number of complaints, especially since the number of complaints has dramatically increased since pre-Covid times. The charts below, show our standing nationally compared to the top twenty other airports with the most complaints.

Airports with the Most Complaints



BoxPlot Showing Rise of TSA Complaints in Recent Years



[illegible]

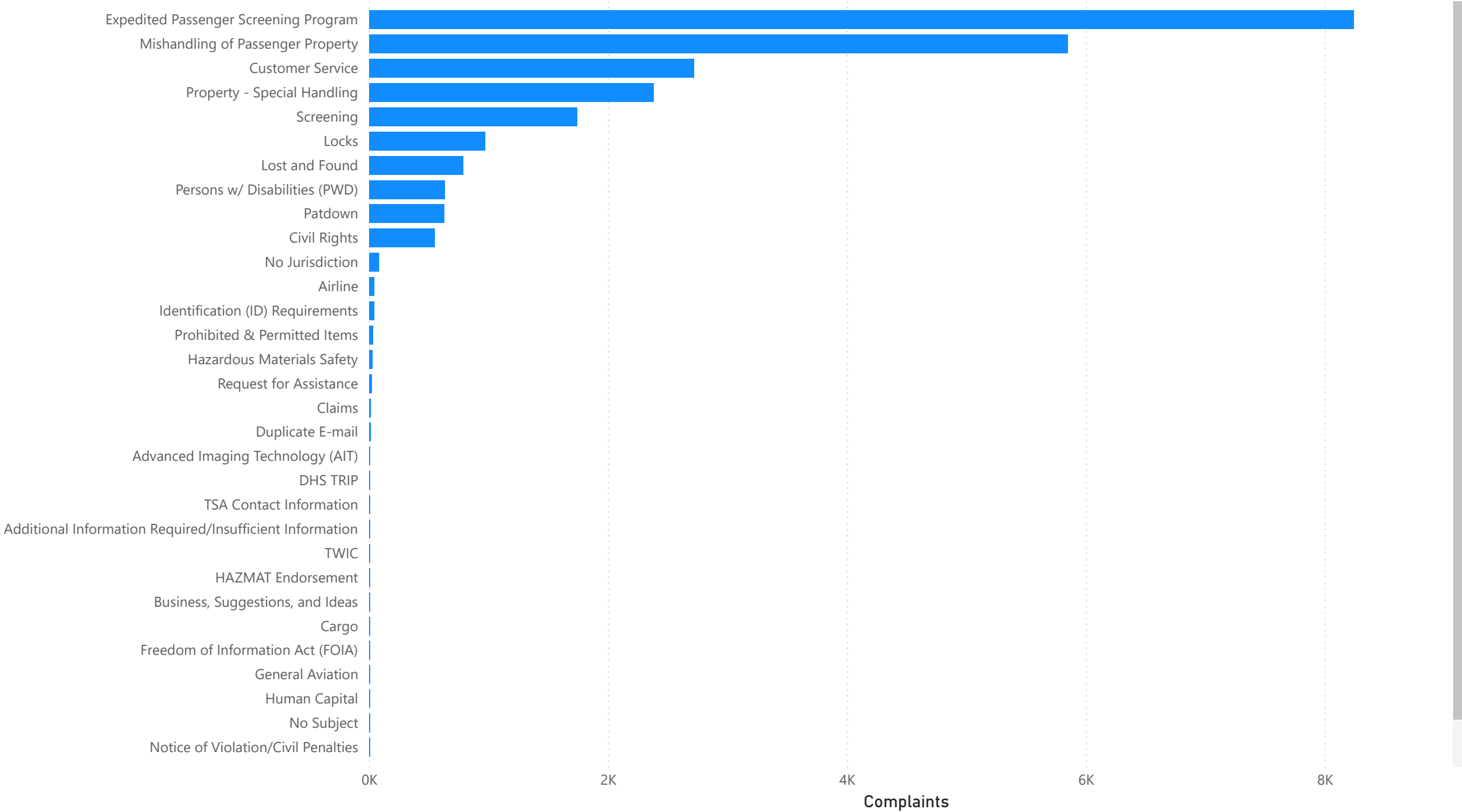
The following heatmap shows us in comparison to other airports in all the different categories. We have the highest complaint counts in the Lost and Found, Mishandling of Passenger Property, and Patdown categories. We have, by far, the highest counts in both Lost and Found and Patdown, so these two categories should be the lowest hanging fruit for us to improve on. I advise that we first learn from other airports about how to better operate these areas. Then we can focus on more complicated areas like handling Passenger Property.

HeatMap Showing a Top Category Comparison to Other Airports

Airport	Civil Rights	Customer Service	Expedited Passenger Screening Program	Locks	Lost and Found	Mishandling of Passenger Property	Patdown	Persons w/ Disabilities (PWD)	Property - Special Handling	Screening	Total
Chicago O'Hare International Airport	422	2540	8622	386	192	2587	328	375	1084	1520	18056
Dallas/Fort Worth International Airport	438	3261	5074	386	61	2709	353	476	1163	1846	15767
Denver International Airport	396	2561	8223	313	64	2417	589	630	1068	2526	18787
Detroit Metro Wayne County Airport	230	1101	3848	210	91	1322	239	238	596	703	8578
Fort Lauderdale-Hollywood International Airport	249	1352	3442	344	88	3254	325	315	1328	956	11653
George Bush Intercontinental Airport	294	2120	5081	295	120	2317	320	272	1049	1047	12915
Harry Reid International Airport	386	2884	3754	511	100	4096	394	497	1666	1500	15788
Hartsfield-Jackson Atlanta International Airport	417	4092	8395	599	207	4498	254	506	1729	2624	23321
John F. Kennedy International Airport	574	4071	7035	1156	345	5527	436	572	2471	2076	24263
LaGuardia Airport	280	1998	4049	234	246	1421	272	337	682	908	10427
Logan International Airport	401	1802	5988	364	228	2580	418	399	1042	1230	14452
Los Angeles International Airport	549	2719	8242	970	785	5847	627	632	2382	1739	24492
Miami International Airport	302	2091	3300	941	96	4626	166	317	1490	1338	14667
Newark Liberty International Airport	424	3559	11037	638	468	3379	345	553	1411	2336	24150
Orlando International Airport	456	3120	6272	892	308	5124	453	895	2033	2528	22081
Philadelphia International Airport	214	1407	4384	240	68	1921	295	282	784	755	10350
Phoenix Sky Harbor International Airport	308	2417	4204	293	264	2666	367	499	1176	1490	13684
San Francisco International Airport	280	1363	7124	215	38	942	245	232	315	984	11738
Seattle-Tacoma International Airport	345	2058	5437	358	91	2491	381	453	968	1940	14522
Washington Dulles International Airport	118	595	4025	440	66	1930	126	119	533	637	8589
Total	7083	47111	117536	9785	3926	61654	6933	8599	24970	30683	318280

Complaints by Category

Category



Complaints by Subcategory

