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**Understanding TSA Complaints: A Data-Driven Analysis**

**Audience**

The intended audience for this report is the general public, particularly frequent travelers who experience TSA security checkpoints. The audience is expected to have minimal familiarity with the data, so the language and visual elements are designed to be accessible, avoiding technical jargon and focusing on key takeaways.

**Purpose**

This report aims to provide insight into TSA complaints across U.S. airports, identify major trends, and offer actionable steps that travelers can take to minimize their issues at security checkpoints. The ultimate goal is to increase traveler awareness and encourage feedback to TSA and airport authorities for service improvements.

**Key Findings**

1. Which Airports Have the Most Complaints?

Data analysis revealed that the top five airports with the highest volume of TSA complaints are:

- Los Angeles International Airport (LAX): 24,794 complaints

- John F. Kennedy International Airport (JFK): 24,677 complaints

- Newark Liberty International Airport (EWR): 24,405 complaints

- Hartsfield-Jackson Atlanta International Airport (ATL): 23,591 complaints

- Orlando International Airport (MCO): 22,308 complaints

The high volume of complaints at these airports may be attributed to their passenger traffic, operational inefficiencies, or TSA policies at these locations.

1. What Are the Most Common Complaints?

The most frequently reported TSA complaints fall into the following categories:

- Expedited Screening Delays (569,943 complaints): Long wait times and inefficiencies in TSA PreCheck or security lanes.

- Mishandling of Passenger Property (128,271 complaints): Lost, stolen, or damaged personal belongings during screening.

- Customer Service Issues (82,168 complaints): Passenger interactions with TSA agents leading to negative experiences.

- Screening Procedures (64,939 complaints): Concerns over intrusive or inconsistent security procedures.

- Special Handling of Property (46,610 complaints): Issues related to the handling of sensitive or medical equipment.

These findings indicate that many complaints relate to the passenger experience and the effectiveness of security screening operations.

3. When Do Complaints Spike?

A time-series analysis of TSA complaints over multiple years showed notable spikes during peak travel seasons, including:

- Thanksgiving and Christmas holiday travel periods

- Summer vacation months (June - August)

This suggests that travelers are more likely to experience TSA-related issues when airports are at their busiest.

**Visual Storytelling**

To effectively communicate these insights, the following visualizations were created:

1. Heatmap of TSA Complaints Across Airports – Shows which airports have the highest complaint density.

2. Bar Chart of Complaint Categories – Highlights the most common issues faced by travelers.

3. Timeline of Complaints Over Time – Identifies seasonal trends in TSA complaints.

4. Box Plot of Complaint Distributions – Visualizes the variation in complaints among different airports.

**Call to Action: What Travelers Can Do**

To improve their travel experience and hold TSA accountable, travelers can:

✅ Check TSA reviews before traveling – Awareness helps set realistic expectations.

✅ Report issues promptly – Use the TSA online complaint system for tracking.

✅ Know your rights – Understand what TSA is allowed to do and what is questionable.

✅ Use alternate security lines – Consider CLEAR or alternate lanes during busy times.

✅ Provide feedback to airlines & airports – Encouraging changes through multiple channels can improve TSA service quality.

**Ethical Considerations**

- Data Transparency: The dataset was cleaned and analyzed without filtering critical information. However, outliers were checked to ensure accuracy.

- Legal & Regulatory Guidelines: TSA complaint data is publicly available, and no personally identifiable information was used.

- Bias Considerations: Some complaints may be underreported or misclassified, and traveler perceptions can influence reporting.

- Ethical Data Sourcing: Data was acquired ethically from official sources and used responsibly in this analysis.

**Conclusion**

This report highlights key insights from TSA complaints, showing which airports and categories are most problematic for travelers. By using these insights, passengers can be more prepared, and TSA can work towards enhancing airport security operations and customer service.