| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|------------------|------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BE | 31 | 22 | 27 | 34 | 20 | 18 | 33 | 18 | 25 | 13 | 19 | 33 | 2 |
| 2022 | 7 | 3 | 6 | 5 | 6 | 9 | 15 | 10 | 18 | 4 | | 17 | 1 |
| Civil Rights | 1 | | 2 | | | | 1 | | | | 1 | 1 | |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | 1 | | | | 1 | | |
| Civil Rights - Racial Profiling or Discrimina | ation | | 2 | | | | | | | | | | |
| Customer Service | 1 | 1 | 1 | | | | | 1 | | | 2 | | |
| Customer Service - Others | | | | | | | | | | | 1 | | |
| Customer Service - TSO | 1 | 1 | 1 | | | | | 1 | | | 1 | | |
| Expedited Passenger Screening Program | 2 | 2 | 2 | 5 | 4 | 8 | 14 | 8 | 16 | 4 | 6 | 13 | |
| Expedited Passenger Screening Program | | | 1 | | 1 | | | | 2 | 1 | | | |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 5 | 3 | 8 | 14 | 8 | | 3 | 6 | 13 | |
| Hazardous Materials Safety | | | | | | | | | 1 | | | 10 | |
| Hazardous Materials Safety - General | | | | | | | | | 1 | | | | |
| Patdown | | | | | 2 | | | | | | 1 | | |
| Patdown - Flyer | | | | | 2 | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | ' | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Ite | | nd | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Re | 1 1 | eu . | | | | | | | | | | ļ. | |
| | 2 | | 1 | | | 1 | | 1 | 1 | | | 1 | |
| Screening | 1 | | 1 | | | 1 | | 1 | 1 | | | 1 | |
| Screening - Inconsistency | | | | | | 4 | | | | | | ı | |
| Screening - Procedures/Process | 1 | | 1 | - 44 | | 1 | 40 | 1 | 1 | | _ | 40 | |
| 2023 Civil Rights | 16 | 9 | 12 | 11 | 14 | 9 | 18 | 8 | 7 | 9 | 9 | 16 | |
| | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | | | | | | 1 | | | 1 | | 1 | |
| Customer Service - TSO | | | | | | | 1 | | | 1 | | 1 | |
| Expedited Passenger Screening Program | 15 | 9 | 12 | 10 | 13 | 8 | 15 | 7 | 7 | 8 | 6 | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | 1 | | | | 1 | | 3 | | | 1 | | | |
| Expedited Passenger Screening Program | 13 | 9 | 12 | 10 | 12 | 8 | 12 | 7 | 7 | 7 | 6 | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Dam | | | | ge | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on o | r Checked | | | | 1 | | | | | | |
| Patdown | | | | | 1 | 1 | | | | | 2 | | |
| Patdown - Flyer | | | | | 1 | 1 | | | | | 2 | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ \$ | Segway | | 1 | | | | | | | | | |
| Screening | 1 | | | | | | | 1 | | | | 2 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | | 1 | |
| 2024 | 8 | 10 | 9 | 18 | | | | | | | | | |
| Customer Service | | 1 | 2 | 1 | | | | | | | | | |
| Customer Service - TSO | | 1 | 2 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 8 | 6 | 7 | 15 | | | | | | | | | |
| Expedited Passenger Screening Program | | | ım | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 8 | 6 | 7 | 14 | | | | | | | | | |
| Patdown | 0 | 0 | ' | 2 | | | | | | | | | |
| Patdown - Flyer | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Nicobility (NI | 1 | | | | | | | | | | | |
| | nsability (IN | | | | | | | | | | | | |
| Screening | | 2 | | | | | | | | | | | |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|------------|--------|--------|--------|--------|---------------|--------|----------|--------|--------|--------|--------|-------|
| | | | | | | US-IVIAI 1 | | US-IVIAY | | | | | |
| ABI | 5 | 4 | | 4 | 1 | 1 | 2 | _ | 5 | 1 | 5 | 4 | 3 |
| 2022 | | | 2 | | 1 | | 2 | 2 | 4 | | 3 | 2 | 1 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Racial Profiling or Discrimina | tion | | 1 | | | | | | | | | | |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | | | | 1 | | 2 | 2 | 3 | | 2 | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | 2 | 2 | 3 | | 2 | 1 | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | |
| Prohibited & Permitted Items - Firearm/An | munition | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ms - Check | ed | | | | | | | | | 1 | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| 2023 | 1 | 1 | 1 | 2 | | 1 | | 2 | 1 | 1 | 2 | 2 | 1 |
| Airline | | | | | | | | | | | 1 | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 1 | | 1 | | 2 | | 1 | 1 | 2 | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | 1 | | 1 | | 2 | | 1 | 1 | 2 | 1 |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| 2024 | 4 | 3 | | 2 | | | | | | | | | |
| Customer Service | • | 2 | | 2 | | | | | | | | | |
| Customer Service - TSO | | 2 | | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Patdown | 4 | - 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |

| ABQ | 77-Jul (82 43 2 1 | 08-Aug 72 29 | 76 35 | 1,114 497 11 1 1 3 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------|----------|-----------------------------------|
| 2022 36 37 28 38 38 65 58 37 53 Civil Rights 2 2 2 2 2 1 Civil Rights - Constitutional Rights Civil Rights - National Origin 1 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 4 3 2 3 4 3 1 4 3 2 3 3 4 3 3 1 4 3 3 <td< th=""><th>43 2 1</th><th></th><th></th><th>497 11 1</th></td<> | 43 2 1 | | | 497 11 1 |
| Civil Rights 2 2 2 2 1 Civil Rights - Constitutional Rights 1 1 Civil Rights - National Origin 1 2 2 Civil Rights - Race 2 1 Civil Rights - Racial Profiling or Discrimination 2 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 Civil Rights - Transgender Screening 1 1 1 Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 1 | 1 | 29 | 35 | 11 1 1 |
| Civil Rights - Constitutional Rights | 1 | | | 1 |
| Civil Rights - National Origin 1 Civil Rights - Race 2 Civil Rights - Racial Profiling or Discrimination 2 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 Civil Rights - Transgender Screening 1 1 Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | 1 |
| Civil Rights - Race 2 Civil Rights - Racial Profiling or Discrimination 2 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 Civil Rights - Transgender Screening 1 1 Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | | | |
| Civil Rights - Racial Profiling or Discrimination 2 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 Civil Rights - Transgender Screening 1 1 Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 3 4 3 1 2 3 4 3 1 2 3 4 3 1 2 3 4 3 1 2 2 3 4 3 1 2 3 4 3 1 2 3 4 3 1 2 3 4 3 1 2 4 3 1 3 4 3 1 2 4 3 1 2 4 3 1 4 3 2 3 4 3 1 2 4 | | | | |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 Civil Rights - Transgender Screening 1 1 Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 | | | | 3 |
| Civil Rights - Transgender Screening 1 Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | 2 |
| Customer Service 3 3 4 3 2 3 4 3 1 Customer Service - TCC 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | 1 |
| Customer Service - TCC 1 | 1 | 1 | 2 | 30 |
| | | | | 1 |
| Customer Service - TSO 3 3 4 3 2 2 4 3 1 | 1 | 1 | 2 | 29 |
| Expedited Passenger Screening Program 27 20 17 30 27 51 44 27 44 | 38 | 24 | 22 | 371 |
| Expedited Passenger Screening Program - Active Du 1 | - 30 | 24 | | 1 |
| Expedited Passenger Screening Program - DoD 2 | 1 | | 1 | 4 |
| Expedited Passenger Screening Program 3 4 1 1 1 1 1 4 | 3 | 1 | 2 | 22 |
| Expedited Passenger Screening Program 24 15 14 30 26 50 43 26 39 | 34 | 23 | 18 | 342 |
| Expedited Passenger Screening Program - TSA/DHS Employees - Opt In 1 | | 20 | 1 | 2 |
| Identification (ID) Requirements 1 | | | | 1 |
| Identification (ID) Requirements - Domest 1 | | | | 1 |
| Locks 1 1 | | | 1 | 3 |
| Locks - General 1 | | | | 1 |
| Locks - Missing or Damaged Lock 1 | | | 1 | 2 |
| Mishandling of Passenger Property 2 1 2 1 2 1 2 1 2 | 1 | | 4 | 16 |
| Mishandling of Passenger Property - Damaged/Missil 1 1 | • | | 1 | 3 |
| Mishandling of Passenger Property - Dam 1 2 1 2 1 1 | | | 3 | 11 |
| Mishandling of Passenger Property - Disa 1 | 1 | | | 2 |
| Notice of Violation/Civil Penalties 1 | | | | 1 |
| Notice of Violation/Civil Penalties - General | | | | 1 |
| Patdown 1 2 1 1 2 | | 2 | 1 | 10 |
| Patdown - Children | | 1 | | 1 |
| Patdown - Flyer 1 2 1 1 2 | | 1 | | 8 |
| Patdown - Flyer as Observer | | | 1 | 1 |
| Persons w/ Disabilities (PWD) 1 2 2 1 1 | | | | 7 |
| Persons w/ Disabilities (PWD) - Autism Spectrum 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically 1 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 | | | | |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair 1 | | | | |
| Prohibited & Permitted Items 1 | | | | |
| Prohibited & Permitted Items - Food/Beverages 1 | | | | 1 |
| Property - Special Handling 1 5 1 3 4 3 1 2 | 1 | 1 | 2 | 24 |
| Property - Special Handling - Damaged Ite 1 1 1 1 2 | 1 | | 2 | 9 |
| Property - Special Handling - Damaged Items - Checl 1 1 1 1 1 | | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-C 1 1 2 1 1 | | | | 6 |
| Property - Special Handling - Missing Items - Checke 3 1 | | | | 4 |
| Screening 2 2 4 1 4 2 3 | | 1 | 3 | 22 |
| Screening - Inconsistency 1 2 2 1 1 | | | 2 | 9 |
| Screening - Procedures/Process 2 2 1 1 1 2 | | 1 | 1 | 11 |
| Screening - Retrieving Abandoned/Confiscated Items 1 1 | | | | 2 |
| 2023 58 34 37 32 21 31 29 25 38 | 39 | 43 | 41 | 428 |
| Civil Rights 1 1 2 | 2 | | 1 | 7 |
| Civil Rights - National Origin | | | 1 | 1 |
| Civil Rights - Race 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 2 | 1 | | | 4 |
| Civil Rights - Transgender Screening | 1 | | | 1 |
| Claims 1 | | | | 1 |
| Claims - Status 1 | | | | 1 |
| Customer Service 4 3 2 2 1 1 5 2 | 9 | 9 | 7 | 45 |
| Customer Service - CSM 1 | | | | 1 |
| Customer Service - TSO 4 3 2 2 1 1 4 2 | 9 | 9 | 7 | 44 |
| DHS TRIP | | | 1 | 1 |
| DHS TRIP - General | | | 1 | 1 |
| Expedited Passenger Screening Program 48 27 27 26 13 24 19 16 24 | 16 | 22 | 24 | 286 |
| Expedited Passenger Screening Program - DoD 1 1 | | | | 2 |
| Expedited Passenger Screening Program 1 1 3 1 2 | 1 | 1 | 1 | 11 |
| Expedited Passenger Screening Program 47 25 24 25 12 22 19 16 24 | 15 | 21 | 23 | 273 |
| Locks 1 | | | | 1 |
| Locks - Missing or Damaged Lock 1 | | | | 1 |
| Lost and Found 1 | | | | 1 |
| Lost and Found - Airport/TSA 1 | | | | 1 |
| Mishandling of Passenger Property 1 1 1 1 1 1 1 2 | 2 | 2 | 2 | 14 |
| Mishandling of Passenger Property - Damaged/Missii 1 1 1 1 | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage | 1 | 1 | 1 | 3 |
| Mishandling of Passenger Property - Disa 1 1 1 | 1 | | | 5 |
| | | 1 | | 2 |
| No Jurisdiction 1 | | 1 | | 1 |
| No Jurisdiction - No Referral | | | | 1 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other 1 | | | | |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other 1 Notice of Violation/Civil Penalties | | 1 | | 1 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other 1 Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General | | 1 | | 1 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other 1 Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown 1 2 2 1 1 1 | 1 | 1 2 | 1 | 1 12 |
| No Jurisdiction - No Referral 1 No Jurisdiction - Refer to Other 1 Notice of Violation/Civil Penalties 1 Notice of Violation/Civil Penalties - General 2 2 1 1 1 Patdown - Flyer 1 2 2 1 1 1 | 1 1 | 1 2 | 1 | 1 12 11 |
| No Jurisdiction - No Referral 1 No Jurisdiction - Refer to Other 1 Notice of Violation/Civil Penalties 5 Notice of Violation/Civil Penalties - General 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1< | 1 | 1 2 1 1 | 1 | 1 12 11 1 |
| No Jurisdiction - No Referral 1 No Jurisdiction - Refer to Other 1 Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown 1 2 2 1 1 1 Patdown - Flyer 1 2 2 1 1 1 | | 1 2 | | 1 12 11 |

| a a a via a | 40.0-4 | | | | CC) Data | | | 05.14- | 00 1 | 07 1 | 00.4 | 00.0 | T-4 · |
|-----------------------------------------------------|------------------|--------------|-----------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| egories | 10-Oct | | 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 I | | iched to the | Body | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility I | | t Wheelchair | or Scoote | r) | | | | | | 3 | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Respirate | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ \$ | Segway | | | | | | | 2 | | | | |
| Property - Special Handling | 1 | 1 | 2 | 1 | | | | 1 | 1 | | 1 | 1 | |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | ems - Checl | 1 | 1 | | | | | | | | 1 | 1 | |
| Property - Special Handling - Missing Iter | ns - Checked | | 1 | | | | | | 1 | | | | |
| Request for Assistance | | 1 | | | | | | | | | | | |
| Request for Assistance - Other | | 1 | | | | | | | | | | | |
| Screening | 2 | 1 | 3 | 1 | 4 | 2 | . 2 | . 4 | 3 | 6 | 4 | 3 | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | 1 | | | | |
| Screening - Inconsistency | 1 | | | | | | | | 1 | 1 | 1 | | |
| Screening - Lengthy Lines | | | | | | | 1 | 1 | | | 1 | | |
| Screening - Procedures/Process | 1 | 1 | 3 | 1 | 4 | 2 | 1 | 2 | 1 | 5 | | | |
| Screening - Retrieving Abandoned/Confis | | | | | | | | 1 | | | | 1 | |
| 2024 | 55 | 41 | 59 | 34 | | | | | | | | | 18 |
| Civil Rights | - 55 | | 2 | 2 | | | | | | | | | • |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | - ' | 2 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transac | andor | 1 | | | | | | | | | | |
| Customer Service | 7 | 5 | 12 | 6 | | | | | | | | | |
| Customer Service - TSO | 7 | 5 | 12 | 6 | | | | | | | | | |
| | 33 | 24 | 34 | 20 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 34 | | | | | | | | | | - 1 |
| Expedited Passenger Screening Program | | w Member | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 24 | 32 | 19 | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 6 | 2 | 2 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dan | | | | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dan | 3 | 2 | 2 | | | | | | | | | | |
| No Jurisdiction | | | 2 | | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | 4 | 1 | 3 | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | 3 | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | | 1 | | 1 | | | | | | | | | |
| Screening | 6 | 4 | 6 | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | ' | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | - ' | 2 | | | | | | | | | | |
| Screening - Procedures/Process | 4 | 2 | 4 | 1 | | | | | | | | | |
| | . 4 | _ | 4 | | | | | | | | | | |

| | | | | ct Center (| TCC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------|----------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ABR | 4 | 3 | 4 | 4 | | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 |
| 2022 | 3 | 1 | 1 | | | 2 | 2 | 1 | | 2 | | 1 | 1 |
| Expedited Passenger Screening Program | 1 | | | | | 1 | 2 | 1 | | 1 | | 1 | |
| Expedited Passenger Screening Program | 1 | | | | | 1 | 2 | 1 | | 1 | | 1 | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checke | d | | | | | | 1 | | | |
| Property - Special Handling | 2 | | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2023 | | 1 | 2 | 4 | | | | | 2 | | 2 | 1 | • |
| Civil Rights | | | 1 | 1 | | | | | | | | | |
| Civil Rights - Race | | | 1 | 1 | | | | | | | | | |
| Customer Service | | | | | | | | | | | | 1 | |
| Customer Service - TSO | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | 1 | 3 | | | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreChe | eck | 1 | 3 | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ems - Checke | d | | | | | | | | | 1 | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| 2024 | 1 | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |
| No Subject | | | 1 | | | | | | | | | | |
| No Subject - General | | | 1 | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |

| | | | | | (TCC) Data | | | | | | | | |
|--------------------------------------------|---------------|--------------|----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ABY | | 5 | | 1 | 2 | 5 | 2 | 4 | 3 | 2 | 3 | 2 | 2 |
| 2022 | | 2 | | | | 2 | | 2 | 2 | 2 | 3 | 2 | 1 |
| Civil Rights | | | | | | | | | 1 | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | gender | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 2 | | | | 2 | | | | 1 | 2 | 1 | |
| Expedited Passenger Screening Program | - TSA Appli | ication Prog | jram 💮 | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | | 2 | | | | 1 | 1 | 1 | |
| Human Capital | | | | | | | | | | 1 | | | |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked B | aggage | | | | 1 | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | | 1 | | | | | |
| 2023 | | | | | 2 | 3 | 2 | 2 | 1 | | | | 1 |
| Airline | | | | | | 1 | | | | | | | |
| Airline - Baggage Requirements | | | | | | 1 | | | | | | | |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | | | | | 2 | | 1 | 2 | 1 | | | | |
| Expedited Passenger Screening Program | - TSA Appli | ication Prog | ıram | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | 2 | 1 | | | | |
| No Jurisdiction | | | | | | | 1 | | | | | | |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | 1 | | | | | | | |
| 2024 | | 3 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 3 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 3 | | | | | | | | | | | |
| Screening | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FUIA | ١. | | | | | | |
|--------------------------------------------|--------------|-------------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ACK | 2 | | | | | | | | 3 | 4 | 16 | 2 | 2 |
| 2022 | | | | | | | | | 1 | 2 | 9 | 1 | 1: |
| Customer Service | | | | | | | | | | 1 | 2 | | |
| Customer Service - TSO | | | | | | | | | | 1 | 2 | | |
| Expedited Passenger Screening Program | | | | | | | | | 1 | 1 | 6 | | |
| Expedited Passenger Screening Program | n - TSA Pre(| Check | | | | | | | 1 | 1 | 6 | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Itel | ms - Carry-C |)n | | | | | | | | | | 1 | |
| 2023 | 1 | | | | | | | | 2 | 2 | 7 | 1 | 1 |
| Customer Service | 1 | | | | | | | | | 1 | 2 | | |
| Customer Service - TSO | 1 | | | | | | | | | 1 | 2 | | |
| Expedited Passenger Screening Program | | | | | | | | | 2 | | 4 | | |
| Expedited Passenger Screening Program | n - TSA Pre0 | Check | | | | | | | 2 | | 4 | | |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cancer (| general) No | t Breast Ca | ncer | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged I | tems - Chec | ked | | | | | | | | 1 | | | |
| 2024 | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |

| | | | rsa Contac | t Center (| ICC) Data | OOI - FOIA | | | | | | | |
|---------------------------------------|-------------|--------------|------------|------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ACT | 1 | 3 | 6 | 1 | 6 | 2 | 3 | 1 | 4 | 4 | 1 | 5 | 3 |
| 2022 | | 1 | 3 | | 3 | 1 | 2 | 1 | 3 | 2 | | 2 | 1 |
| Expedited Passenger Screening Program | | 1 | 3 | | 3 | 1 | 2 | 1 | 2 | 1 | | 2 | 1 |
| Expedited Passenger Screening Program | - TSA Appli | ication Prog | 1 | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | | 2 | 1 | 2 | 1 | 2 | 1 | | 2 | 1- |
| Locks | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2023 | 1 | 2 | | | 3 | 1 | 1 | | 1 | 2 | 1 | 3 | 1 |
| Civil Rights | | | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Customer Service | | | | | | | 1 | | | | | | |
| Customer Service - TSO | | | | | | | 1 | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | | | 3 | 1 | | | 1 | 1 | | 3 | 1 |
| Expedited Passenger Screening Program | 1 | 2 | | | 3 | 1 | | | 1 | 1 | | 3 | 1 |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2024 | | | 3 | 1 | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | | | | | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | | | | |

| | | | ISA COMICA | ct Center (| rcc) Data | OOI - FUIA | | | | | | | |
|---------------------------------------|-------------|-------------|------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ACV | 1 | 5 | 3 | 3 | 2 | 3 | 4 | 1 | | 2 | 3 | 2 | 29 |
| 2022 | | 2 | 1 | | | 2 | 2 | | | 2 | 2 | 2 | 13 |
| Expedited Passenger Screening Program | | 1 | 1 | | | 2 | 2 | | | 2 | 2 | 2 | 12 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | 1 | 2 | | | 2 | 2 | 2 | 11 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2023 | | 2 | | 2 | 2 | 1 | 2 | 1 | | | 1 | | 11 |
| Expedited Passenger Screening Program | | 2 | | 2 | 2 | 1 | 2 | | | | 1 | | 10 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | 2 | 1 | 1 | 2 | | | | 1 | | 9 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 1 | | | | | | | | | 4 |

| | | TS | SA Contact | Center (T | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------------|--------------|------------|-----------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ACY | 27 | 18 | 29 | 15 | 10 | 12 | 15 | 15 | 13 | 11 | 11 | 9 | 185 |
| 2022 | 5 | 6 | 6 | 3 | 5 | 5 | 8 | 9 | 7 | 7 | 5 | 5 | 71 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | ender | | | | | | | | 1 | | | 1 |
| Customer Service | 2 | 1 | | | | 1 | | | 1 | | 1 | 1 | 7 |
| Customer Service - TSO | 2 | 1 | | | | 1 | | | 1 | | 1 | 1 | 7 |
| Duplicate E-mail | | 1 | | | | | | | | | | | 1 |
| Duplicate E-mail - General | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 4 | 3 | 3 | 5 | 3 | 6 | 7 | 5 | 2 | 3 | 4 | 46 |
| Expedited Passenger Screening Program | | ation Progra | am | | | | 1 | 1 | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 4 | 3 | 3 | 5 | 3 | 5 | 6 | 5 | 2 | 3 | 4 | 44 |
| Mishandling of Passenger Property | 1 | | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCh | ecked Bagg | jage | | | | | 1 | | | | 1 |
| Patdown | | | | | | 1 | | | | 2 | . 1 | | 4 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | rauma) | 1 | | | | | | | | | | |
| Property - Special Handling | | , | 1 | | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged It | ems - Carry-C |)n | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | 1 | | | | 2 | | | 2 | | | (|
| Screening - Inconsistency | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | | | | | | 2 | | | 1 | | | 3 |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | 1 |
| 2023 | 10 | 4 | 11 | 5 | 5 | 7 | 7 | 6 | 6 | 4 | 6 | 4 | 75 |
| Customer Service | - | | 1 | | | | | | | | 1 | | 2 |
| Customer Service - TSO | | | 1 | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 8 | 4 | 9 | 4 | 5 | 7 | 6 | 6 | 6 | 3 | 2 | 1 | 61 |
| Expedited Passenger Screening Program | 1 | | 2 | | | | | | 2 | | | | 5 |
| Expedited Passenger Screening Program | 7 | 4 | 7 | 4 | 5 | 7 | 6 | 6 | 4 | 3 | 2 | 1 | 56 |
| No Jurisdiction | - | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | 1 | | 2 |
| Screening | 1 | | 1 | 1 | | | | | | 1 | | 2 | - 8 |
| Screening - Inconsistency | · | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 1 | | 1 | 1 | | | | | | 1 | 2 | | 7 |
| 2024 | 12 | 8 | 12 | 7 | | | | | | | | ' | 39 |
| Customer Service | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Customer Service - TSO | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 10 | 7 | 8 | 5 | | | | | | | | | 30 |
| Expedited Passenger Screening Program | - | | 1 | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 7 | 7 | 4 | | | | | | | | | 28 |
| Mishandling of Passenger Property | 10 | - 1 | ı | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | l Jaged/Missing | Items Co | rry-on Luc | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | lageu/Missilig | nemsca | 11y-on Lug | 1 | | | | | | | | | 2 |
| | l poetrum | | 1 | | | | | | | | | | - 4 |
| Persons w/ Disabilities (PWD) - Autism S | | Andination | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | redication | 1 | | | | | | | | | | 1 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

| | | | | | , | | | | | | | | |
|-----------------------------------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ADK | | 1 | | | | 1 | | 3 | | 1 | 1 | | 7 |
| 2022 | | | | | | | | 2 | | | 1 | | 3 |
| Expedited Passenger Screening Program | | | | | | | | 2 | | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | 2 | | | 1 | | 3 |
| 2023 | | | | | | 1 | | 1 | | 1 | | | 3 |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | 1 | | | | | 2 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | 1 | | | | | | | | | | | 1 |

| | | | ISA Contac | it Genter (1 | CC) Data | 1001 - FUIA | ١ | | | | | | |
|-------------------------------------------|--------------|-------------|------------|--------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ADQ | 1 | 1 | 3 | 3 | 1 | 1 | 3 | 2 | 1 | | 2 | 2 | 20 |
| 2022 | | 1 | 1 | | | | | 1 | 1 | | 1 | 2 | 7 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | gender | | | | | | 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 PreC | heck | | | | | | | | | | 1 | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2023 | | | 2 | 1 | 1 | 1 | 3 | 1 | | | 1 | | 10 |
| Expedited Passenger Screening Program | | | 2 | 1 | 1 | 1 | 3 | | | | 1 | | 9 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | 1 | 1 | 1 | 3 | | | | 1 | | 8 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | | | 1 |
| 2024 | 1 | | | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | 3 |

| | | | | | rcc) Data | | | | | | | | |
|--------------------------------------------|--------------|-----------|-----------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AEX | 6 | 4 | 3 | 3 | 4 | 5 | 1 | 6 | 1 | 3 | 1 | 1 | 38 |
| 2022 | 4 | 1 | 1 | 1 | 2 | 3 | | 6 | 1 | 2 | 1 | | 22 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | 2 | | | | | 3 |
| Customer Service - TSO | | | | | 1 | | | 2 | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 1 | 1 | 2 | | 3 | | 2 | 1 | | 11 |
| Expedited Passenger Screening Program | 1 | | | 1 | 1 | 2 | | 3 | | 2 | 1 | | 11 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | 1 | | | | | | | 1 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | is - Carry-C | n | | | | | | 1 | | | | | 1 |
| Screening | 2 | | 1 | | | | | | | | | | 3 |
| Screening - Gate Pass | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2023 | | | 1 | 2 | 2 | 2 | 1 | | | 1 | | 1 | 10 |
| Civil Rights | | | | | 1 | | | | | | | 1 | 2 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Trans | gender | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | | | | 1 | 1 | 1 | 1 | | | 1 | | | 5 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | 1 | 1 | 1 | | | 1 | | | Ę |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | 2 |
| 2024 | 2 | 3 | 1 | | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | | | | | | | | | 4 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | | SA Contact | | | | | | | | | | |
|--------------------------------------------|------------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AGS | 13 | 9 | 20 | 13 | 7 | 13 | 9 | | 8 | 14 | 10 | 13 | 141 |
| 2022 | 2 | 1 | 11 | 3 | 3 | 7 | 4 | 6 | 4 | 2 | 6 | 11 | 60 |
| Customer Service | 1 | | 1 | 1 | | 1 | | | 1 | 1 | | | 6 |
| Customer Service - TSO | 1 | | 1 | 1 | | 1 | | | 1 | 1 | | | 6 |
| Expedited Passenger Screening Program | 1 | 1 | 5 | 2 | 2 | 4 | 2 | 5 | 3 | | 5 | 8 | 38 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 5 | 2 | 2 | 4 | 2 | 5 | 2 | | 5 | 8 | 36 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | rry-on Lugg | age | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | 1 | | | | | | 2 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checke | d | 1 | | | | | | | | | | 1 |
| Screening | | | 2 | | 1 | 2 | 1 | 1 | | | | 1 | 8 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | 1 | 2 | 1 | 1 | | | | 1 | 7 |
| 2023 | 5 | 5 | 3 | 4 | 4 | 6 | 5 | 6 | 4 | 12 | 4 | 2 | 60 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | 1 | 1 | | 3 |
| Customer Service - TSO | | | | | 1 | | | | | 1 | 1 | | 3 |
| Expedited Passenger Screening Program | 5 | 4 | 3 | 2 | 3 | 5 | 4 | 4 | 3 | 10 | 3 | 2 | 48 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progra | am | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 5 | 4 | 3 | 2 | 3 | 5 | 4 | 4 | 3 | 10 | 1 | 2 | 46 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - | - Opt In | | | | | | | | 1 | | 1 |
| Locks | | . , | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCh | ecked Bago | age | | 1 | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | 1 | 1 | 1 | | | 4 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | 1 | | | | 3 |
| 2024 | 6 | 3 | 6 | 6 | | | | | | | | | 21 |
| Civil Rights | _ | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | 2 | | | | | | | | | 2 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 6 | 2 | 5 | 4 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 6 | 2 | 5 | 4 | | | | | | | | | 17 |
| Property - Special Handling | | 1 | 3 | 4 | | | | | | | | | 17 |
| Property - Special Handling - Damaged Ite | l eme - Chool | 1 | | | | | | | | | | | 1 |
| Property - Special nandling - Damaged It | ems - Check | 1 | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| AIA | | | | | | | | | | | | 1 | 1 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |

| | | | ISA CUIILA | c center (| icc, Data | 1001 - 1 014 | | | | | | | |
|------------------------------------------|-------------|-----------|------------|------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AKN | | | 2 | | | | | | 1 | | 2 | 2 | 7 |
| 2022 | | | | | | | | | | | 2 | 2 | 4 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-or | or Checked | d | | | | | | | 1 | 1 | |
| Screening | | | | | | | | | | | 1 | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2023 | | | | | | | | | 1 | | | | , |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | 1 | | | | 1 |
| 2024 | | | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 2 | | | | | | | | | | 7 |

| | | | A Contact Ce | | | | | | | | | | |
|---------------------------------------------------|-----------------|----------------------------------------|---------------|--------|-----------|-------|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct | 11-Nov 1 | 2-Dec 01 | -Jan | 02-Feb 03 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ALB | 64 | 66 | 50 | 56 | 52 | 47 | 49 | 51 | 42 | 44 | 63 | 52 | 636 |
| 2022 | 19 | 11 | 12 | 16 | 22 | 21 | 26 | 25 | 23 | 21 | 33 | 25 | 254 |
| Civil Rights | 1 | | | | | | 2 | 1 | | | 2 | | 6 |
| Civil Rights - Race | | | | | | | 1 | 1 | | | 1 | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | ender | | | | | 1 | | | | 1 | | 2 |
| Customer Service | | | | 1 | | | 1 | 2 | 2 | 2 | 2 | | 10 |
| Customer Service - TSO | | | | 1 | | | 1 | 2 | 2 | 2 | 2 | | 10 |
| Expedited Passenger Screening Program | 9 | 8 | 9 | 13 | 19 | 18 | 17 | 20 | 17 | 11 | 27 | 21 | 189 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | ······································ | 1 | | | | | | | | | | <u>.</u> |
| Expedited Passenger Screening Program | 1 | 2 | | 1 | | | 2 | | 2 | | | 1 | 9 |
| Expedited Passenger Screening Program | 8 | 6 | 8 | 12 | 18 | 18 | 15 | 20 | 15 | 10 | 27 | 20 | 177 |
| Expedited Passenger Screening Program | | | | 12 | 1 | 10 | 10 | 20 | 10 | 10 | 21 | 20 | 1 |
| Human Capital | - TOAIDHO L | inployees - v | Opt III | | ' | | 2 | | | | | | |
| Human Capital - Prospective Employment | with TSA | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property | WILLITSA | | | | | | | 1 | 1 | 0 | 4 | 1 | |
| | agad/Missins | Itama Carm | , on Luggogo | | | | | 1 | 1 | 2 | 1 | ı | 6 |
| Mishandling of Passenger Property - Dam | | | | | | | | | 1 | 4 | | 4 | 1 |
| Mishandling of Passenger Property - Dam | | | | 9 | | | | - | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Disa | rrayed items- | Carry-on or | Спескеа | | | | | 1 | | 1 | 1 | | 3 |
| Patdown | 2 | | | 1 | 1 | | | | | 1 | | 1 | 6 |
| Patdown - Flyer | 2 | | | 1 | 1 | | | | | 1 | | 1 | 6 |
| Persons w/ Disabilities (PWD) | | 2 | | | 1 | | | | 1 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | /ledication an | id Medical Su | pplies | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/t | rauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 3 | 1 | | | | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 12 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | 2 | | | | | 1 | 4 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | 1 | | 1 | | | 3 |
| Property - Special Handling - Missing Item | s - Carry-C | 1 | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | 1 | | 3 |
| Screening | 4 | | 3 | 1 | 1 | 2 | 2 | | 1 | 2 | | 1 | 17 |
| Screening - Inconsistency | 1 | | | | | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | | | | | | 2 | | | | | | | 2 |
| Screening - Procedures/Process | 3 | | 2 | 1 | 1 | | 2 | | 1 | 2 | | | 12 |
| Screening - Retrieving Abandoned/Confis | | | 1 | | | | | | | | | | 1 |
| 2023 | 30 | 30 | 22 | 21 | 30 | 26 | 23 | 26 | 19 | 23 | 30 | 27 | 307 |
| Additional Information Required/Insufficient Inf | | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficier | | - FMAIL ON | ΙΥ | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Customer Service | 2 | 1 | | 1 | 1 | 1 | 1 | 4 | | 1 | 1 | 2 | 15 |
| Customer Service - Others | | ' | | - ' | ' | - ' | - 1 | 1 | | - ' | ' | | 1 |
| Customer Service - Others Customer Service - TSO | 2 | 4 | | 1 | 1 | - 4 | 1 | 3 | | 1 | 1 | 2 | 14 |
| | | 1 | 40 | | | 1 | | | - 11 | | | | |
| Expedited Passenger Screening Program | 22 | 27 | 16 | 15 | 23 | 22 | 19 | 20 | 14 | 18 | 22 | 23 | 241 |
| Expedited Passenger Screening Program | 2 | 2 | 1 1 | 1 | | | 40 | | | 40 | 1 | | 7 |
| Expedited Passenger Screening Program | 20 | 25 | 15 | 14 | 23 | 22 | 19 | 20 | 14 | 18 | 21 | 23 | 234 |
| Locks | | | | 1 | | | | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | | | 1 | | 1 | | | 6 |
| Mishandling of Passenger Property - Dam | 0 0 | temsCarr | y-on Luggage | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | 1 | 1 | | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on or | | | | | | 1 | | | | | 1 |
| Patdown | 1 | | 1 | | 1 | 1 | 1 | | 2 | 1 | 2 | | 10 |
| Patdown - Flyer | 1 | | 1 | | 1 | 1 | 1 | | 1 | 1 | 2 | | 9 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | Medication an | d Medical Su | pplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 1 | 1 | | | 1 | 1 | | | 1 | | 1 | 1 | 7 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | 1 | | | | 3 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | 1 | 2 |
| Property - Special Handling - Missing Item | | | | | 1 | 1 | | | | | | | 2 |
| Request for Assistance | | | | | | | | | | | 1 | | 1 |
| Request for Assistance - Other | | | | | | | | | | | 1 | | 1 |
| Screening | 2 | 1 | 4 | 3 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | | 20 |
| Screening - Crew Member or Airline Empl | | ı | 1 | J | | | | | 1 | 1 | | | 1 |
| Screening - Crew Member of Affiline Empl | -, | | 2 | 1 | | | 1 | | | 1 | | | 5 |
| | | | ۷ | - 1 | | 1 | 1 | | | ı | | | 1 |
| Screening - Lengthy Lines | 0 | 4 | 4 | 0 | 0 | I I | 4 | 4 | | | | | |
| Screening - Procedures/Process | 2 | 1 | 1 | 2 | 2 | | 1 | 1 | 1 | | 2 | | 13 |
| 2024 | 15 | 25 | 16 | 19 | | | | | | | | | 75 |
| Civil Rights Paragized Politics | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 1 | 3 | 1 | | | | | | | | | 5 |
| Customer Service - TSO | | 1 | 3 | 1 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 13 | 19 | 11 | 17 | | | | | | | | | 60 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 11 | 19 | 11 | 17 | | | | | | | | | 58 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | 2 |
| Patdown | | 1 | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | 1 | | | | | | | | | | 2 |
| · · · · · · · · · · · · · · · · · · · | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Screening | | 3 | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | | 2 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | | I SA CUIILA | ci Center (| ICC) Dala | OUI - FUIA | 1 | | | | | | |
|-------------------------------------------|------------|--------|-------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ALO | 1 | | 1 | 2 | 2 | 2 | | | | | | | 8 |
| 2022 | | | | 2 | 1 | 1 | | | | | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2023 | 1 | | | | 1 | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

| | | | TSA Contac | ct Center (| rcc) Data 1 | FOOI - FOIA | ١. | | | | | | |
|-------------------------------------------------|---------------|-------------|------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ALS | 2 | | 2 | 2 | 1 | | | | 2 | 1 | 1 | | 11 |
| 2022 | | | 1 | | 1 | | | | | 1 | 1 | | 4 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2023 | 1 | | 1 | | | | | | 2 | | | | 4 |
| Additional Information Required/Insufficient In | formation | | 1 | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Informatio | on - EMAIL | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-or | or Checked | 1 | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | | | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | 3 |

| | | | I SA CUIILA | r center (| icc) Data | 1001 - FOIF | ٠ | | | | | | |
|--------------------------------------------|----------------|--------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ALW | 2 | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | | 2 | 3 | 14 |
| 2022 | 1 | | 1 | | 1 | | | 1 | 1 | | 1 | 2 | 8 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | | | 1 | | 1 | | 3 |
| Property - Special Handling | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | 1 | | | | | 2 |
| Screening | | | 1 | | | | | | | | | 2 | 3 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | 2 | 3 |
| 2023 | | 1 | | | | | 1 | | | | 1 | 1 | 4 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | | | | | 1 | | 1 |
| 2024 | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | | | | Tool - FOIA | | | | | | | |
|--------------------------------------------|-------------------|--------------|-----|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AMA | 13 | 10 | 7 | 9 | 4 | 16 | 7 | 5 | 6 | 4 | 6 | 13 | 100 |
| 2022 | | 3 | 2 | | 2 | 6 | 4 | 2 | 3 | 1 | 2 | 7 | 32 |
| Customer Service | | | 1 | | | | | 1 | 1 | | | | 3 |
| Customer Service - TSO | | | 1 | | | | | 1 | 1 | | | | 3 |
| Expedited Passenger Screening Program | | 3 | 1 | | 2 | 4 | 2 | 1 | 2 | 1 | 2 | 6 | 24 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progra | m | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 3 | 1 | | 2 | 4 | 1 | 1 | 2 | 1 | 2 | 6 | 23 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | 2 | | | | | 1 | |
| Screening - Procedures/Process | | | | | | 1 | 2 | | | | | | 3 |
| Screening - Traveling with Cash | | | | | | | | | | | | 1 | 1 |
| 2023 | 8 | 3 | 2 | 3 | 2 | 10 | 3 | 3 | 3 | 3 | 4 | 6 | 50 |
| Customer Service | - | | | | | 3 | | | | | 2 | | |
| Customer Service - TSO | | | | | | 3 | | | | | 2 | | 5 |
| Expedited Passenger Screening Program | 7 | 2 | | 2 | 2 | 1 | 1 | 2 | 3 | 1 | | 6 | 27 |
| Expedited Passenger Screening Program | 1 | | | | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 6 | 2 | | 2 | 2 | 1 | 1 | 2 | 2 | 1 | | 6 | 25 |
| Locks | _ | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | 1 | | 1 | | | | • | | | 1 | | | |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | 1 | | | |
| Patdown | | 1 | 1 | | | | | 1 | | | | | 3 |
| Patdown - Flyer | | 1 | 1 | | | | | 1 | | | | | 3 |
| Property - Special Handling | | | | 1 | | | 1 | · · | | 1 | 1 | | |
| Property - Special Handling - Damaged It | l ems - Checke | d | | • | | | | | | 1 | | | |
| Property - Special Handling - Missing Iten | | u . | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iten | | | | 1 | | | 1 | | | | ' | | |
| Screening | is - Officered | | | ' | | 6 | ' | | | | 1 | | - |
| Screening - Inconsistency | | | | | | 1 | | | | | 1 | | |
| Screening - Lengthy Lines | | | | | | 2 | | | | | 1 | | 3 |
| Screening - Procedures/Process | | | | | | 3 | | | | | 1 | | 3 |
| 2024 | 5 | 4 | 3 | 6 | | 3 | | | | | | | 18 |
| Airline | J | 1 | | U | | | | | | | | | - 10 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Customer Service | 2 | - 1 | 1 | | | | | | | | | | 3 |
| Customer Service - TSO | 2 | | 1 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | 1 | 2 | | | | | | | | | 4 |
| Locks | 1 | | - 1 | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 |
| | | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | - 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | roporol\ NI=4 | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not | 2 | | 4 | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It | | 2 | | 4 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | 4 | 1 | | | | | | | | | 2 |
| Screening | | | 1 | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------------------------------------|---------------------------------|-------------|--------------|--------|--------|--------|--------|--------|--------|---------|---------|----------|----------|
| ANC | 50 | 63 | 47 | 48 | 40 | 40 | 29 | 41 | 77 | 75 | 76 | | 648 |
| 2022 | 13 | 23 | 13 | 21 | 18 | 13 | 15 | 15 | 33 | 38 | 41 | 30 | 273 |
| Additional Information Required/Insufficient Inf | | 1 | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | nt Informatic | 1 | | | | | | | | | | | 1 |
| Airline Airline - Policy/Regulations/Service | | | | | 1 | | 1 | | | | | | 2 |
| Civil Rights | | | 1 | | 1 | | 1 | 1 | 5 | 1 | 1 | 2 | 13 |
| Civil Rights - Age | | | | | ' | | | ' | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | 1 | | | | 2 |
| Civil Rights - Race | | | | | | | | | 2 | | | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimina | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | | ender | | | | | 1 | | 1 | | 1 | 1 | 4 |
| Civil Rights - Sexual Orientation - Not Trai | nsgender | | 1 | | | | | | 1 | | | | 1 |
| Customer Service | 1 | 3 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 3 | 6 | 5 | 29 |
| Customer Service - TSO | 1 | 3 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 3 | 6 | | 29 |
| Expedited Passenger Screening Program | 6 | 17 | 9 | 12 | 8 | 9 | 9 | 10 | 23 | 25 | 24 | | 169 |
| Expedited Passenger Screening Program | Active Duty | Military | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | 4 | | 4 | 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 | 14 | 9 | 11 | 6 | 9 | 9 | 10 | 21 | 1 24 | 1 22 | 16 | 9 156 |
| Locks | 1 | 14 | 9 | - 11 | 2 | 9 | 9 | 10 | 21 | 24 | 22 | | 5 |
| Locks - General | ' | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | 2 | | | | | | 1 | | 4 |
| Lost and Found | | | | | | | | | | | 1 | 1 | 2 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | 1 | 3 | 1 | 2 | 9 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | 2 | | 1 | 3 |
| Mishandling of Passenger Property - Dam | | | | | | | | 4 | 1 | 1 | 1 | 1 | 4 |
| Mishandling of Passenger Property - Disa Patdown | rrayed items- | -Carry-on c | or Checker | 1 1 | 1 | | | 1 | 1 | 2 | 1 | | 6 |
| Patdown - Flyer | | | | 1 | 1 | | | | 1 | 2 | 1 | | 6 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | | | 1 | 1 | _ | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Menta | l Disability | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | Common | | | | | | 4 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | 2 air/ Scooler/ S | segway | | 2 | 2 | 1 | | 1 | 1 | 1 | 1 | | 1 10 |
| Property - Special Handling - Damaged Ite | | | | 2 | | | | | 1 | 1 | 1 | | 7 |
| Property - Special Handling - Missing Item | | | | | 2 | 1 | | | | | | | 3 |
| Screening | 2 | 2 | | 3 | 1 | 1 | 2 | 1 | | 3 | 4 | 1 | 20 |
| Screening - Children | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | 1 | | | 2 | | | | | | | 2 | | 5 |
| Screening - Lengthy Lines | 4 | | | 4 | | 4 | 1 | 4 | | | | | 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | 1 | 2 | | 1 | 1 | 1 | 1 | 1 | | 2 1 | 1 | 1 | 11 2 |
| 2023 | 20 | 23 | 17 | 15 | 22 | 27 | 14 | 26 | 44 | 37 | 35 | | 312 |
| Additional Information Required/Insufficient Inf | 1 | | •• | | | | | | • • | ¥: | | <u> </u> | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| Airline | | | | | | | 1 | | | | 1 | | 2 |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights Civil Rights - National Origin | | | 1 | | | 1 | | 1 | | | 1 1 | 1 | 5 |
| Civil Rights - National Origin Civil Rights - Not Specified | | | | | | 1 | | | | | 1 | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | ı - Not Transge | ender | | | | | | 1 | | | | 1 | 2 |
| Customer Service | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 4 | 5 | 5 | 5 | 6 | 39 |
| Customer Service - TSO | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 4 | 5 | 5 | 5 | 6 | 39 |
| Expedited Passenger Screening Program | 14 | 16 | 11 | 7 | 14 | 20 | 7 | 15 | 32 | 23 | 23 | 20 | 202 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 1 | 4.4 | | | 1 | | | | 1 | | | 5 |
| Expedited Passenger Screening Program Lost and Found | 11 | 14 | 11 | 7 | 14 | 19 | 7 | 15 | 32 | 22 | 23 | 20 | 195 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | | 1 | | | 1 | | | 1 | 2 | 10 |
| Mishandling of Passenger Property - Dam | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | 1 | | | | | 1 | | | 1 | 2 | 7 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on | or Checked | | 1 | | | | | | | | 1 |
| Ombudsman | | | 1 | | | | | | | | | | 1 |
| Ombudsman - General | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 3 | 2 | | 1 | 1 | 1 | 2 | 1 | | 11 |
| Patdown - Flyer Patdown - Flyer as Observer | | | | 2 | 2 | | 1 | 1 | 1 | 2 | 1 | | 10 |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | 1 | 1 | 2 | 3 | 1 | | 9 |
| Persons w/ Disabilities (PWD) - Autism S | ı pectrum | | | | | 1 | - 1 | - 1 | 2 | 1 | I | | 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) - Touch Av | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | | | | | | | | 1 | 2 | | | 3 |
| Property - Special Handling - Demograd It | | 1 | | | | | 1 | 1 | | | 1 | 1 | 5 |
| Property - Special Handling - Damaged Ite | eins - Carry-C | ווע | | | | | 1 | 1 | | | | 1 | 3 |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Item | | | | | | | | | | | | | |
| Screening | 1 | 3 | 1 | 3 | 2 | 3 | | 2 | 4 | 4 | 1 | 2 | 2 |
| Screening - Inconsistency | 1 | 1 | | 2 | | | | | 1 | 1 | 1 | _ | |
| Screening - Lengthy Lines | · | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | 2 | 1 | 1 | 2 | 3 | | 2 | 3 | 2 | | 2 | |
| 2024 | 17 | 17 | 17 | 12 | | | | | | | | | |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | |
| Customer Service | | | 1 | 2 | | | | | | | | | |
| Customer Service - TSO | | | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 11 | 15 | 14 | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 11 | 15 | 13 | 5 | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dr | essings/Ma | isks | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | -On | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | 1 | | | | | | | | | |
| Screening | 1 | 1 | | 2 | | | | | | | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | 1 | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| AOO | 1 | | | | | | | | | | | | 1 |
| 2023 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

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

| | | | I SA CUIILA | ci center (| icc, Data | 1001 - 1 015 | • | | | | | | |
|--------------------------------------------|-------------|--------|-------------|-------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ART | 3 | 1 | | 2 | | 1 | | | 2 | | | 1 | 1 |
| 2022 | 2 | 1 | | 1 | | | | | 1 | | | 1 | |
| Customer Service | 1 | | | 1 | | | | | 1 | | | | |
| Customer Service - TSO | 1 | | | 1 | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | | 1 | |
| Screening | 1 | 1 | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2023 | | | | 1 | | 1 | | | 1 | | | | |
| Expedited Passenger Screening Program | | | | 1 | | 1 | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | 1 | | | 1 | | | | |
| 2024 | 1 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |

| 10.0-1 | | | | | | | 05.14- | 00 1 | 07 1 | 00.4 | 20.0 | T.4.* |
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| | | | | | | | | | | | | Total |
| | | | | | | | | | | | | 158 |
| ь | 2 | 1 | 4 | - 1 | 13 | 3 | 1 | | 5 | 4 | 8 | 63 |
| | | | | | | | | | | | | 1 |
| | | | | | | | | 1 | | | | 1 |
| | | | | | | | | | | | | 1 |
| | | | | | | | | | 1 | | | 1 |
| | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | 1 |
| | | | 4 | 6 | 11 | 3 | 1 | 7 | | 4 | 8 | 55 |
| | | | | | | | | | | | | 1 |
| 4 | 2 | 1 | 4 | 6 | | 3 | 1 | 7 | 3 | 4 | 8 | 54 |
| | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| s - Checked | | | | | 1 | | | | | | | 1 |
| 2 | | | | 1 | | | | | | | | 3 |
| 2 | | | | 1 | | | | | | | | 3 |
| 3 | | | 5 11 | 5 | 7 | 9 | 2 | 4 | 4 | 9 | 4 | 63 |
| | | | 1 | 1 | | | | | | | | 2 |
| | | | | 1 | | | | | | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| | | | | | 1 | | | | 1 | | | 2 |
| | | | | | 1 | | | | 1 | | | 2 |
| 3 | | | 8 | 4 | 6 | 6 | 1 | 3 | 2 | 9 | 4 | 50 |
| - TSA Applica | ation Proc | 1 | | | | | | | | | | 1 |
| 3 | | | 8 | 4 | 6 | 6 | 1 | 3 | 2 | 9 | 4 | 49 |
| | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | 1 |
| | | | 1 | | | 2 | 1 | | | | | |
| ems - Carry-C |)n | | | | | | 1 | | | | | 3 |
| | | | 1 | | | | | | | | | 1 |
| | | | 1 | | | 1 | | 1 | 1 | | | 4 |
| | | | | | | | | | 1 | | | 1 |
| | | | 1 | | | 1 | | 1 | | | | 3 |
| 6 | 7 | | | | | | | | | | | 32 |
| • | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | 1 |
| | ' | | 2 | | | | | | | | | 2 |
| | | | | | | | | | | | | 2 |
| 2 | 5 | , | | | | | | | | | | 19 |
| | | | | | | | | | | | | 19 |
| 3 | 5 | | | | | | | | | | | 1 |
| agad/Missing | Itomo Co | orny on Lu | | | | | | | | | | 1 |
| | | arry-orr Lu | y i | | | | | | | | | 2 |
| | 1 | | | | | | | | | | | |
| | 4 | | | | | | | | | | | |
| | 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | | 7 |
| | | | | | | | | | | | | 5 |
| | 4 - TSA Applic. 4 - TSA Applic. 3 - TSA Applic. 3 - TSA Applic. 3 - TSA Applic. 6 - Garage Grant | 10-Oct 11-Nov 15 9 6 2 4 2 - TSA Application Prog 4 2 - TSA Application Prog 3 - TSA Application Prog 1 - TSA Applicatio | 10-Oct 11-Nov 12-Dec 15 9 8 6 2 1 | 10-Oct 11-Nov 12-Dec 01-Jan 15 9 8 32 6 2 1 4 4 4 4 4 4 4 4 4 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 15 9 8 32 12 6 2 1 4 7 7 7 7 7 7 7 7 7 | 10-Oct | 15 9 8 32 12 20 12 6 2 1 4 7 13 3 3 3 4 6 2 1 4 7 13 3 3 3 4 7 13 3 3 3 4 7 13 3 3 3 4 7 13 3 3 3 4 7 13 3 3 4 7 13 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct | 11-Not | 11-Not | 11-Not | 11-Not |

| Cotomonico | 1001 | | SA Contac | | | | | | | | ••• | | |
|--------------------------------------------------------------------------------------|----------------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ATL | 1,196 | 1,155 | 1,138 | 1,000 | 623 | 741 | 786 | 930 | 801 | 843 | 860 | 926 | 10,999 |
| 2022 | 213 | 284 | 292 | 197 | 255 | 336 | 354 | 424 | 381 | 362 | 420 | 443 | 3,961 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 2 | 2 |
| Additional Information Required/Insufficie | nt Information | - EMAIL O | NLY | | | | | | | | | 2 | 2 |
| Airline | | 1 | 1 | 1 | 1 | | 1 | | | 1 | 2 | 1 | 9 |
| Airline - Lost Baggage | | | | | | | | | | 1 | | 1 | 2 |
| Airline - Policy/Regulations/Service | | 1 | 1 | 1 | 1 | | 1 | | | | 1 | | 6 |
| Airline - Wheelchair Assistance | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 3 | 2 | 2 | 4 | 4 | 2 | 7 | 2 | 2 | 5 | 2 | 4 | 39 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | 1 | | | | | | | | | | 1 | 2 |
| Civil Rights - Profiling | | - 1 | | | | 1 | 2 | | | | | - ' | |
| | | | | | | 1 | | | | 0 | 1 | 2 | 3 |
| Civil Rights - Race | | | | | | ı | 3 | 1 | 1 | 2 | | 3 | 12 |
| Civil Rights - Racial Profiling or Discrimin | | | 2 | 3 | 3 | | | | | | | | 11 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | 1 | | 1 | | 1 | 1 | 1 | | 6 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Claims | | | | 1 | | | | 2 | | | | | 3 |
| Claims - General | | | | | | | | 2 | | | | | 2 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| Current Topic | | 1 | | | | | | | | | | | 1 |
| Current Topic - Current Topic | | 1 | | | | | | | | | | | 1 |
| Customer Service | 36 | 50 | 30 | 19 | 29 | 40 | 28 | 49 | 30 | 39 | 29 | 40 | 419 |
| Customer Service - CSM | | 1 | 1 | | | | 1 | | | | | | 3 |
| Customer Service - Others | | | 1 | | 1 | | | | 1 | 1 | | | 4 |
| Customer Service - TCC | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 36 | 49 | 28 | 19 | 28 | 40 | 27 | 49 | 29 | 38 | 29 | | 411 |
| DHS TRIP | | 10 | 1 | | 1 | -10 | | -10 | 1 | | 20 | 1 | 4 |
| DHS TRIP - General | | | 1 | | 1 | | | | 1 | | | 1 | 3 |
| DHS TRIP - Status | | | 1 | | 1 | | | | 1 | | | 1 | 1 |
| Duplicate E-mail | | | 1 | 1 | | | | | | | | | 2 |
| Duplicate E-mail - General | | | 1 | 1 | | | | | | | | | |
| · · · · · · · · · · · · · · · · · · · | 400 | 400 | | | 405 | 254 | 201 | 200 | 244 | 077 | 255 | 225 | 2 0.050 |
| Expedited Passenger Screening Program | 123 | 182 | 203 | 141 | 185 | 254 | 261 | 320 | 314 | 277 | 355 | 335 | 2,950 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | 2 | 1 | | 5 |
| Expedited Passenger Screening Program | | 3 | 3 | | 1 | 1 | 1 | 4 | 4 | 1 | | | 19 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 25 | 17 | 8 | 6 | 9 | 9 | 15 | 10 | 13 | 9 | | 143 |
| Expedited Passenger Screening Program | | 154 | 183 | 133 | 176 | 242 | 247 | 298 | 299 | 259 | 345 | | 2,769 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | - Opt In | | 1 | 2 | 4 | 3 | | 2 | | 1 | 13 |
| Identification (ID) Requirements | 1 | | | | 2 | | | | | | | | 3 |
| Identification (ID) Requirements - Domest | tic | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Internat | ional Travel | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Minors | 1 | | | | | | | | | | | | 1 |
| Locks | | 1 | 1 | | 1 | 1 | 1 | 2 | | | | 4 | 11 |
| Locks - Missing or Damaged Lock | | 1 | 1 | | 1 | 1 | 1 | 2 | | | | 4 | 11 |
| Lost and Found | | 4 | | | | 1 | | | 2 | 2 | | 1 | 10 |
| Lost and Found - Airport/TSA | | 4 | | | | 1 | | | 2 | 2 | | 1 | 10 |
| Mishandling of Passenger Property | | 6 | 7 | 5 | 5 | 1 | 11 | 9 | 6 | 7 | 4 | 10 | 71 |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | 5 | | | 1 | 4 | 3 | 2 | 3 | 3 | 3 | 25 |
| Mishandling of Passenger Property - Dam | | 4 | 2 | 4 | 4 | | 6 | 6 | 4 | 4 | 1 | 7 | 42 |
| Mishandling of Passenger Property - Disa | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| No Jurisdiction | 2 | 4 | 1 | 1 | 1 | 4 | 3 | 4 | 1 | 2 | 3 | 3 | 29 |
| No Jurisdiction - No Referral | | | | 1 | | | | 3 | | 1 | 1 | | 6 |
| No Jurisdiction - Refer to CBP | 1 | 2 | | 1 | 1 | 3 | 1 | 1 | | | 1 | 1 | 10 |
| | | | | | - 1 | 3 | - 1 | 1 | | | 1 | - 1 | |
| No Jurisdiction - Refer to Department of S No Jurisdiction - Refer to Other | | 2 | 4 | | | 1 | 0 | | 1 | | 1 | ^ | 1 12 |
| | 1 | 2 | 1 | | | 1 | 2 | | 1 | 1 | | 2 | 12 |
| Patdown | | | 2 | | 1 | | | | | 2 | 4 | | 13 |
| Patdown - Flyer | _ | | 2 | | 1 | | | | | 2 | 4 | | 13 |
| Persons w/ Disabilities (PWD) | 7 | 5 | 4 | | 4 | 4 | 3 | 2 | 4 | 1 | 1 | 5 | 40 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (g | , | Breast Cand | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | | | 1 | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dre | ssings/Ma | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Device | es | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ched to th | 1 | | | | 1 | 1 | 2 | 1 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | 1 | | | | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | 2 | | 1 | 1 | | | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | r Equipmer | nt | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | • | | 1 | | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelch | | 3 | | | | | | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Wounded | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | 3 | 3 | 1 | | | | | | • | | | | 7 |
| Prohibited & Permitted Items - Alcohol an | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Beauty & C | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Beauty & C | | 1 1 | | | | | | | | | | | |
| | | | 4 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | | 1 12 | 1 | 4.4 | | 40 | 40 | 40 | | | 4.4 | _ | 4 |
| Property - Special Handling | 25 | 13 | 13 | 14 | 8 | 13 | 13 | 13 | 5 | 9 | 11 | 7 | 144 |
| Property - Special Handling - Damaged It | | 1 | 1 | _ | 2 | 2 | 1 | 3 | 1 | 2 | 5 | | 23 |
| Property - Special Handling - Damaged It | | 2 | 3 | 5 | 1 | 2 | 2 | 4 | | | 1 | 1 | 22 |
| Property - Special Handling - Missing Iten | | 8 | 7 | 6 | 4 | 2 | 4 | 3 | 1 | 2 | 3 | | 57 |
| Property - Special Handling - Missing Iten | | 2 | 2 | 3 | 1 | 7 | 6 | 3 | 3 | 5 | 2 | | 42 |
| Screening | 13 | 12 | 23 | 10 | 13 | 16 | 26 | 21 | 16 | 17 | 9 | 26 | 202 |
| | | | | | | | | | | | | | |

| | | | | | | C) Data Too | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------|----------|-------------|--------|--------------------------------------|--------|-----------------------------|-------------------------|--------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | 10-Oct | 11-Nov | 12-Dec | 01-Jan (| 02-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| C- | creening - Crew Member or Airline Empl | oyee | | | | 1 | 1 | | | | 1 | | | 3 |
| 50 | creening - Gate Pass | | | | | | | 1 | | 1 | | | | 2 |
| Sc | creening - Inconsistency | 2 | 2 | 4 | 1 | 1 | 2 | 6 | 2 | 2 | 1 | 3 | 7 | 33 |
| Sc | creening - Lengthy Lines | 1 | 3 | 6 | 4 | 3 | 1 | 4 | 5 | 1 | 1 | 2 | 5 | 36 |
| Sc | creening - Procedures/Process | 10 | 7 | 13 | 5 | 8 | 10 | 12 | 13 | 11 | 14 | 2 | 14 | 119 |
| Sc | creening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | 3 | 1 | 1 | | 2 | | 8 |
| | creening - Shoe Screening | | | | | | 1 | | | | | | | 1 |
| | er to Security Specialist | | | 1 | | | | | | | | | | 1 |
| | ansfer to Security Specialist - Reportable | l le Communic | cation | 1 | | | | | | | | | | |
| TWIC | ansier to Security Specialist - Reportable | le Communic | Jation | 1 | | | | | | | | | | |
| | **** | | | 1 | | | | | | | | | | 1 |
| | VIC - General | | | 1 | | | | | | | | | | 1 |
| 2023 | | 451 | 459 | 451 | 440 | 368 | 405 | 432 | 506 | 420 | 481 | 440 | 483 | 5,336 |
| Additio | onal Information Required/Insufficient Inf | formation | 1 | | 1 | | | | | | 2 | 1 | | 5 |
| Ad | dditional Information Required/Insufficier | nt Informatic | 1 | | 1 | | | | | | 2 | 1 | | 5 |
| Airline | | 1 | 1 | 1 | 2 | | 1 | 1 | 2 | 3 | 1 | 1 | 1 | 15 |
| Air | rline - Lost Baggage | | 1 | 1 | | | | | 1 | 1 | | 1 | | 5 |
| | rline - Policy/Regulations/Service | 1 | | | 1 | | 1 | 1 | 1 | 2 | 1 | | 1 | (|
| | rline - Wheelchair Assistance | | | | 1 | | | | | | | | | |
| Cargo | | | | | | | 1 | | | | | | | |
| | argo - Known Shipper | | | | | | 1 | | | | | | | |
| | | 4 | | | | - | | | | | | | | |
| Civil R | | 4 | 6 | 8 | 2 | 4 | 1 | 8 | 3 | 5 | 2 | 7 | | 54 |
| | vil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | | | | 1 | 2 |
| Civ | vil Rights - National Origin | | | 1 | | | 1 | 1 | | 1 | | 1 | 1 | 6 |
| Civ | vil Rights - Race | 2 | 2 | 4 | 2 | 4 | | 5 | 2 | 3 | | 4 | 2 | 30 |
| Civ | vil Rights - Screening of Religious or Cu | ıltural Garme | ents | | | | | | 1 | | | | | |
| | vil Rights - Sex/Gender/Gender Identity | | 1 | 1 | | | | 2 | | | 2 | | | 3 |
| | vil Rights - Sexual Orientation - Not Tra | | | | | | | | | | | 1 | | |
| | vil Rights - Transgender Screening | | 2 | 2 | | | | | | 1 | | 1 | | 6 |
| | | | | | | | | | | 1 | _ | | | |
| Claims | | | | | | | | | | | 2 | | | 2 |
| | aims - General | | | | | | | | | | 1 | | | |
| Cla | aims - Status | | | | | | | | | | 1 | | | |
| Custon | mer Service | 48 | 37 | 27 | 45 | 33 | 53 | 41 | 59 | 46 | 41 | 56 | 48 | 534 |
| Cu | ustomer Service - CSM | | | | | | | | 1 | | | | | 1 |
| Cu | ustomer Service - Others | 1 | 1 | 1 | | | | 1 | 1 | | | | 2 | 7 |
| | ustomer Service - TCC | 1 | | | | | | | | | | | | 1 |
| | ustomer Service - TSO | 46 | 36 | 26 | 45 | 33 | 53 | 40 | 57 | 46 | 41 | 56 | 46 | 525 |
| | | 40 | 30 | 20 | 40 | 33 | 55 | | 31 | 40 | 41 | 1 | 40 | |
| DHS T | | | | | | | | 1 | | | | | | 2 |
| | HS TRIP - General | | | | | | | | | | | 1 | | 1 |
| DH | HS TRIP - Status | | | | | | | 1 | | | | | | 1 |
| Expedi | ited Passenger Screening Program | 331 | 353 | 357 | 329 | 281 | 290 | 287 | 353 | 284 | 344 | 297 | 330 | 3,836 |
| Ex | cpedited Passenger Screening Program | - Active Duty | y Military | | | | | | 1 | | | 1 | 1 | 3 |
| Ex | pedited Passenger Screening Program | 1 | - | 2 | 2 | 4 | 3 | | 2 | 1 | 1 | | 1 | 17 |
| | xpedited Passenger Screening Program | 12 | 15 | 8 | 6 | 1 | 8 | 2 | 7 | 2 | 6 | 8 | 6 | 81 |
| | spedited Passenger Screening Program | 317 | 338 | 346 | 321 | 276 | 277 | 283 | 343 | 281 | 337 | 288 | 322 | 3,729 |
| | spedited Passenger Screening Program | | 000 | 1 | 021 | 210 | 2 | 2 | 040 | 201 | 001 | 200 | 022 | 0,720 |
| | | ' | | | | | | | | | | | 1 | |
| | dous Materials Safety | | | | | | | | | | | | | 1 |
| | azardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Intrane | et/Internet Inquiries | | | | | | | | 1 | | | | | |
| Int | tranet/Internet Inquiries - General | | | | | | | | 1 | | | | | 1 |
| Locks | | 2 | | | | 2 | 3 | 1 | | 2 | 1 | 1 | 1 | 13 |
| Lo | ocks - Missing or Damaged Lock | 2 | | | | 2 | 3 | 1 | | 2 | 1 | 1 | 1 | 13 |
| Lost ar | nd Found | | 1 | 1 | 1 | | 3 | 1 | | | 4 | | 1 | 12 |
| | ost and Found - Airport/TSA | | 1 | 1 | 1 | | 3 | 1 | | | 4 | | 1 | 12 |
| | ndling of Passenger Property | 5 | 13 | 6 | 9 | 8 | 10 | 15 | 8 | 11 | 10 | 16 | | 120 |
| | ishandling of Passenger Property - Dam | | | 4 | | | | | | | | | | |
| | | | 5 | | 5 | 4 | 5 | 7 | 4 | 4 | 7 | | | 56 |
| | ishandling of Passenger Property - Dam | | 7 | 2 | 4 | 4 | 4 | 7 | 4 | 7 | 3 | 10 | 6 | 61 |
| | ishandling of Passenger Property - Disa | | 1 | | | | 1 | 1 | | | | | | 3 |
| | risdiction | 3 | 1 | 2 | 4 | 4 | 1 | 3 | 4 | 6 | 2 | 3 | 5 | 38 |
| No | o Jurisdiction - No Referral | | | | | 1 | | | 2 | 4 | | 1 | 1 | (|
| 140 | Jurisdiction - Refer to CBP | _ | | | | | | | | | 1 | 1 | 0 | 12 |
| | | 2 | | | 1 | 1 | | 1 | 2 | | | | 3 | |
| No | Jurisdiction - Refer to FAA | 2 | | | 1 1 | 1 | | 1 | 2 | | - 1 | | 3 | |
| No No | Jurisdiction - Refer to FAA | | 1 | 2 | 1 | | 1 | | 2 | 2 | | · | 1 | 1 |
| No No No | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other | 1 | 1 | 2 | | 2 | 1 | 2 | 2 | 2 | 1 | 1 | 1 | 1 16 |
| No No Notice | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties | 1 | 1 | 2 | 1 | | 1 | 2 | 2 | 2 | | · | 1 | 1 16 2 |
| No No Notice No | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener | 1 | 1 | 2 | 1 | | 1 | 2 | 2 | | | · | 1 | 16 2 2 |
| No No Notice No Ombud | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman | 1 | 1 | 2 | 1 | | 1 | 2 | 2 | 1 | | · | 1 | 1 16 2 2 1 |
| No No Notice No Ombuo | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General | 1 al | | | 1 2 | 2 | | 2 1 1 | 2 | 1 | | 1 | 1 1 1 | 1 16 2 2 1 1 |
| Notice Notice Notice Ombuc Or Patdov | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General | 1 | 1 | 2 | 1 | | 1 | 2 1 1 1 | 2 | 1 | | · | 1 1 1 | 1 16 2 2 1 1 29 |
| Notice Notice Notice Ombuc Or Patdov | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General | al 2 | 2 | 2 | 1 2 | 3 | 5 | 2 1 1 1 4 1 | 2 | 1 1 3 | | 1 | 1 1 1 | 1 16 2 2 1 1 1 29 |
| Notice Notice Notice Ombuc Or Patdov | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General | 1 al | | | 1 2 | 2 | | 2 1 1 1 | 2 | 1 | | 1 | 1 1 1 | 1 16 2 2 1 1 1 29 |
| No Notice Notice Ombuc Or Patdov Pa | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children | al 2 | 2 | 2 | 1 2 | 3 | 5 | 2 1 1 1 4 1 | 2 | 1 1 3 | | 1 | 1 1 1 | 1 16 2 2 1 1 1 29 1 |
| No Notice No Ombuc Or Patdov Pa | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener daman mbudsman - General wn atdown - Children atdown - Flyer | al 2 | 2 | 2 | 1 2 | 3 2 | 5 | 2 1 1 1 4 1 | 2 | 1 1 3 | | 1 | 1 1 1 | 29 |
| Notice Notice Notice Notice Patdow Pa Pa Pa Pa | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer | al 2 | 2 | 2 | 1 2 | 3 2 | 5 | 2 1 1 4 1 2 | 2 | 1 1 3 | 1 | 2 | 1 1 1 2 2 2 | 29 |
| No Notice Notice Ombuc Or Patdov Pa Pa Pa Pa | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer ns w/ Disabilities (PWD) | 1 al 2 2 2 5 | 2 2 5 | 2 2 | 4 | 3 2 1 | 5 | 2 1 1 4 1 2 | | 1 1 3 3 | 19 | 2 | 1 1 1 2 2 2 | 16 2 2 2 2 2 2 2 3 |
| No No Notice No Or Patdov Pa Pa Pa Pa Persor | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer s w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Sp | al 2 2 5 pectrum | 2 2 5 1 | 2 | 4 | 3 2 1 | 5 | 2 1 1 4 1 2 | | 1 1 3 3 3 | 1 | 2 | 1 1 1 2 2 2 | 25 26 85 |
| Notice Notice Notice Orbute Patdov Pa Pa Pa Persor | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer ns w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Ca | al 2 2 2 5 pectrum ancer | 2 2 5 1 1 | 2 2 4 1 | 4 | 3 2 1 | 5 | 2 1 1 4 1 2 1 9 | | 1 1 3 3 | 19 | 2 | 1 1 1 2 2 2 | 2! |
| Notice Notice Notice Orbus Or Patdov Pa Pa Pa Pa Persor Pe Pe Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer atdown - Non-Flyer atdown - Wight its (PWD) persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Present Capersons w/ Disabilities (PWD) - Cancer (general Park Park Park Park Park Park Park Park | al 2 2 2 5 pectrum ancer general) Not | 2 2 5 1 1 Breast Can | 2 2 4 1 | 4 | 3 2 1 | 5 | 2 1 1 4 1 2 | | 1 1 3 3 3 | 19 | 2 2 | 1 1 1 2 2 2 | 2! |
| Notice Patdov Patdov Pa Pa Pa Pa Pa Pa Pespor Pe Pe Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties btice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer s w/ Disabilities (PWD) persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Preast Capersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Cognitive | al 2 2 2 5 pectrum ancer general) Not //Developme | 2 2 5 1 1 Breast Car | 2 2 4 1 | 4 4 2 | 3 2 1 | 5 | 2 1 1 2 1 9 | | 1 1 3 3 3 | 19 19 2 | 2 2 8 | 2 2 11 1 | 21 21 21 |
| Notice Notice Notice Notice Orbusc Patdov Pa Pa Pa Pa Pa Persor Pe Pe Pe Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties bitice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer s w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Sersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Diabetes | al 2 2 2 5 pectrum ancer general) Not //Developme | 2 2 5 1 1 Breast Can | 2 2 4 1 cer | 4 | 3 2 1 | 5 | 2 1 1 4 1 2 1 9 | 8 | 1 1 3 3 3 | 19 | 2 2 8 | 1 1 1 2 2 2 11 1 1 | 21 21 21 21 21 21 21 21 21 21 21 21 21 2 |
| Notice Notice Notice Notice Orbusc Patdov Pa Pa Pa Pa Pa Persor Pe Pe Pe Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties btice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer s w/ Disabilities (PWD) persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Preast Capersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Cognitive | al 2 2 2 5 pectrum ancer general) Not //Developme | 2 2 5 1 1 Breast Car | 2 2 4 1 | 4 4 2 | 3 2 1 | 5 | 2 1 1 2 1 9 | | 1 1 3 3 3 | 19 19 2 | 2 2 8 | 2 2 11 1 | 21 21 21 21 21 21 21 21 21 21 21 21 21 2 |
| Nc Nc Notice Nc Ombuc Or Patdov Pa Pa Pa Persor Pe Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties bitice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer s w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Sersons w/ Disabilities (PWD) - Cancer (gersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Diabetes | al 2 2 2 5 pectrum ancer general) Not /Developme | 2 2 5 1 1 Breast Car | 2 2 4 1 cer | 4 4 2 | 3 2 1 | 5 | 2 1 1 2 1 9 | 8 | 1 1 3 3 3 | 19 19 2 | 2 2 8 | 1 1 1 2 2 2 11 1 1 | 29 29 20 20 30 40 40 40 40 40 40 40 40 40 40 40 40 40 |
| Nc Nc Notice Or Patdov Pa Pa Pa Persor Pe Pe Pe | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer atdown - Flyer or Non-Flyer sw / Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cognitice persons w/ Disabilities (PWD) - Cognitice persons w/ Disabilities (PWD) - Diabetes persons w/ Disabilities (PWD) - Diabetes persons w/ Disabilities (PWD) - General | al 2 2 5 pectrum ancer general) Not 7 Developme | 2 2 5 1 1 Breast Carental /Menta | 2 2 4 1 cer al Disability | 4 4 2 | 3 2 1 | 5 | 2 1 1 2 1 9 | 8 | 1 1 3 3 3 | 19 19 1 | 2 2 8 8 | 1 1 1 2 2 2 11 1 1 | 25 26 88 88 66 66 66 66 66 66 66 66 66 66 66 |
| Notice Notice Orbut Patdov Pa Pa Pa Pa Persor Pe Pe Pe Pe Pe Pe Pe Pe Pe | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer ns w/ Disabilities (PWD) - Autism Si ersons w/ Disabilities (PWD) - Cancer (g ersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Hearing I ersons w/ Disabilities (PWD) - Hearing I ersons w/ Disabilities (PWD) - Hearing I ersons w/ Disabilities (PWD) - Medical D ersons w/ Disabilities (PWD) - Medical D | al 2 2 5 pectrum ancer general) Not //Developme | 2 2 5 1 1 Breast Carental /Menta | 2 2 4 1 cer al Disability | 4 4 2 | 3 2 1 | 5 5 | 2 1 1 4 1 2 1 9 | 8 | 1 1 3 3 3 8 1 1 | 19 19 1 2 1 | 2 2 8 1 1 | 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 | 16 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Notice Notice Notice Orbuse Patdov Pater Pater Pater Persor Pee Pee Pee Pee Pee Pee Pee Pee Pee Pe | o Jurisdiction - Refer to FAA o Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer ars w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cognitive persons w/ Disabilities (PWD) - Diabetes persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - Hearing I persons w/ Disabilities (PWD) - Medical I | al 2 2 5 pectrum ancer general) Not //Developme | 2 2 5 1 1 Breast Carental /Menta | 2 2 4 1 cer al Disability | 4 4 2 | 3 2 1 | 5 | 2 1 1 2 1 9 | 8 | 1 1 3 3 3 8 8 1 1 | 19 19 1 | 2 2 8 1 1 | 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 | 11 16 22 2 2 1 1 1 1 2 2 2 2 1 1 1 1 1 1 |
| Notice Notice Notice Notice Patdov Patdov Pater Pater Pater Per Per Per Per Per Per Per Per Per P | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener daman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer atdown - Non-Flyer be well Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (general w/ Disabilities (PWD) - Diabetes persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - Hearing I persons w/ Disabilities (PWD) - Medical I persons w/ Disabilities (PWD) - Medically persons w/ Disabilities (PWD) - Medically persons w/ Disabilities (PWD) - Medically | 1 2 2 2 5 pectrum ancer general) Not /Developme mpairment Devices - Atta 2 colants (joint) | 2 2 5 1 1 Breast Carental /Menta | 2 2 4 1 cer al Disability | 4 4 2 | 3 2 1 | 5 5 | 2 1 1 2 1 9 | 8 | 1 1 3 3 8 8 1 1 1 1 1 1 1 1 | 19 19 1 2 1 | 1 2 2 8 8 | 1 1 1 2 2 2 11 1 1 1 | 1 16 2 2 2 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 |
| No. Notice Notice Patdov Patdov Pa Pa Pa Pa Person Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties btice of Violation/Civil Penalties - Gener dsman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer sw / Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Preast Capersons w/ Disabilities (PWD) - Cancer (Gersons w/ Disabilities (PWD) - Cancer (Gersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - General ersons w/ Disabilities (PWD) - Hearing I ersons w/ Disabilities (PWD) - Medical II gersons w/ Disabilities (| 1 2 2 2 5 pectrum ancer general) Not / /Developmed provices - Atta 2 colors (joint) 1 | 2 2 5 1 1 Breast Carental /Menta | 2 2 4 1 cer al Disability | 4 4 2 | 3 2 1 | 5 5 | 2 1 1 4 1 2 1 9 | 8 | 1 1 3 3 3 8 8 1 1 | 19 19 1 2 1 | 1 2 2 8 8 | 1 1 1 2 2 2 11 1 1 1 1 | 1 16 2 2 2 1 1 1 26 1 1 1 8 3 3 4 4 6 6 3 3 3 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| No. Notice Notice Patdow Patdow Pa Pa Pa Pa Person Pe | b Jurisdiction - Refer to FAA b Jurisdiction - Refer to Other of Violation/Civil Penalties otice of Violation/Civil Penalties - Gener daman mbudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer atdown - Non-Flyer atdown - Non-Flyer be well Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (general w/ Disabilities (PWD) - Diabetes persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - Hearing I persons w/ Disabilities (PWD) - Medical I persons w/ Disabilities (PWD) - Medically persons w/ Disabilities (PWD) - Medically persons w/ Disabilities (PWD) - Medically | 1 al 2 2 2 2 5 pectrum ancer general) Not //Developme | 2 5 1 1 Breast Carrental //Mental // 1 1 2 ached to the | 2 2 4 1 cer al Disability | 4 4 2 | 3 2 1 | 5 5 | 2 1 1 2 1 9 | 8 | 1 1 3 3 8 8 1 1 1 1 1 1 1 1 | 19 19 1 2 1 | 1 2 2 2 8 1 1 1 | 1 1 1 2 2 2 11 1 1 1 | 1 16 2 2 2 2 2 1 1 1 1 1 2 2 2 2 2 2 2 2 |

| | | | | ct Center (T | | | | | | | | | |
|-------------------------------------------------|-------------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | - 4 | ı/trauma) | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 2 | | 1 | | 2 | 4 | 3 | 6 | | 2 | 23 |
| Property - Special Handling | 7 | | 11 | | 11 | | 8 | 15 | 12 | 5 | | | 122 |
| Property - Special Handling - Damaged It | | | 4 | | 5 | 2 | | 3 | 1 | 1 | | 3 | 30 |
| Property - Special Handling - Damaged It | | | 2 | | | | | | 3 | | 2 | 3 | 15 |
| Property - Special Handling - Missing Iter | | 7 | 3 | 4 | 2 | 1 | 5 | 6 | 2 | 3 | 1 | 3 | 39 |
| Property - Special Handling - Missing Iter | 3 | 1 | 2 | 5 | 4 | 2 | 3 | 6 | 6 | 1 | 1 | 4 | 38 |
| Request for Assistance | | | | | 1 | 1 | | | | | 1 | | 3 |
| Request for Assistance - Other | | | | | 1 | 1 | | | | | 1 | | 3 |
| Screening | 43 | 24 | 32 | 26 | 20 | 28 | 52 | 52 | 39 | 48 | 41 | 56 | 461 |
| Screening - Crew Member or Airline Emp | 1 | 1 | 4 | 3 | | 1 | 1 | 1 | | 1 | | 1 | 14 |
| Screening - Inconsistency | 6 | 4 | 4 | 1 | | 2 | 3 | 3 | 4 | 6 | 5 | 4 | 42 |
| Screening - International Screening | | | | | | 1 | | | | 1 | | | 2 |
| Screening - Lengthy Lines | 17 | 5 | 8 | 6 | | 5 | 19 | 14 | 16 | 12 | 5 | 16 | 123 |
| Screening - Procedures/Process | 19 | 13 | 16 | | 17 | | 29 | 31 | 18 | 27 | | | 270 |
| Screening - Retrieving Abandoned/Confis | | | | 1 | 2 | | | 3 | 1 | 1 | | | 9 |
| Screening - Shoe Screening | | | | • | 1 | | | | | • | | | 1 |
| SIDA (Security Identification Display Area) | | | | | | | | 1 | | | | | 1 |
| SIDA (Security Identification Display Area |) - General | | | | | | | 1 | | | | | 1 |
| 224 | 532 | 412 | 395 | 363 | | | | - ' | | | | | 1,702 |
| | | 412 | 333 | 1 | | | | | | | | | 1,702 |
| Additional Information Required/Insufficient In | | - ENAME | ONII V | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficie | | | | | | | | | | | | | |
| Airline | 1 | 1 | 1 | | | | | | | | | | 3 |
| Airline - Policy/Regulations/Service | 1 | 1 | 1 | | | | | | | | | | 3 |
| Civil Rights | 2 | 5 | 2 | | | | | | | | | | 15 |
| Civil Rights - Age | <u> </u> | | | 1 | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA I | mployee) | 1 | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 2 |
| Civil Rights - Race | 1 | 2 | | 3 | | | | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | 1 | | 1 | | | | | | | | | 3 |
| Customer Service | 56 | 52 | 60 | 77 | | | | | | | | | 245 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TCC | 1 | 1 | | 3 | | | | | | | | | 5 |
| Customer Service - TSO | 55 | 51 | 60 | | | | | | | | | | 238 |
| DHS TRIP | | | 2 | | | | | | | | | | 2 |
| DHS TRIP - General | | | | | | | | | | | | | 1 |
| DHS TRIP - Status | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 377 | 307 | 280 | | | | | | | | | | 1,167 |
| | | 1 | 200 | 203 | | | | | | | | | |
| Expedited Passenger Screening Program | | - 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 4 | 8 | | | | | | | | | | 25 |
| Expedited Passenger Screening Program | | 300 | 271 | | | | | | | | | | 1,135 |
| Expedited Passenger Screening Program | | 2 | 4 | 1 | | | | | | | | | 4 |
| Locks | 1 | | 1 | | | | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 1 | | 1 | | | | | | | | | | 3 |
| Lost and Found | 3 | | 1 | | | | | | | | | | 11 |
| Lost and Found - Airport/TSA | 3 | | 1 | | | | | | | | | | 11 |
| Mishandling of Passenger Property | 7 | | 10 | | | | | | | | | | 42 |
| Mishandling of Passenger Property - Dan | | 0 | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | | | 3 | | | | | | | | | | 20 |
| Mishandling of Passenger Property - Dan | 5 | 4 | 6 | 5 | | | | | | | | | 20 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsU | nspecified | 1 1 | | | | | | | | | 1 |
| No Jurisdiction | 3 | 2 | 1 | 3 | | | | | | | | | 9 |
| No Jurisdiction - No Referral | 1 | | 1 | | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | 2 | 2 | | 2 | | | | | | | | | 6 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | 3 | | | | | | | | | 4 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 2 | 8 | 7 | | | | | | | | | | 23 |
| Persons w/ Disabilities (PWD) - Autism S | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing | | | - 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | | | - | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | | | 2 | 2 | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Visual Im | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 1 | | | | | | | | | | 7 |
| Property - Special Handling | 15 | | 13 | | | | | | | | | | 53 |
| Property - Special Handling - Damaged It | 3 | 1 | 2 | 11 | | | | | | | | | 17 |
| Property - Special Handling - Damaged It | | 2 | 2 | | | | | | | | | | 6 |
| Property - Special Handling - Missing Iter | | | 5 | | | | | | | | | | 18 |
| Property - Special Handling - Missing Iter | | | 4 | | | | | | | | | | 12 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Request for Assistance - Other | | | 1 | | | | | | | | | | 1 |
| | 0.5 | 00 | | | | | | | | | | | |
| Screening Children | 65 | | 14 | 20 | | | | | | | | | 122 |
| Screening - Children | _ | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | 7 | | 1 | | | | | | | | | | 8 |
| Screening - Lengthy Lines | 33 | 6 | 5 | 6 | | | | | | | | | 50 |
| | | | | | | | | | | | | | |

| Categories | 10-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 | 25 | 16 | 6 | 10 | | | | | | | | | 57 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | 4 | | | | | | | | | 5 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |

| | | | | ct Center (T | | | | | | | | | |
|--------------------------------------------|--------------|------------|-----------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ATW | 25 | 17 | 6 | 14 | 7 | 12 | 15 | 9 | 11 | 8 | 8 | 10 | 142 |
| 2022 | 4 | 5 | | 2 | 2 | 6 | 8 | 1 | 5 | 5 | 5 | 5 | 48 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | ender | | | | | | | 1 | | | | 1 |
| Customer Service | 1 | | | | | | | | | | 1 | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 3 | 4 | | 1 | 2 | 3 | 7 | | 4 | 5 | 3 | 5 | 37 |
| Expedited Passenger Screening Program | | ation Prog | ram | | | | 1 | | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | 3 | 4 | | 1 | 2 | 3 | 6 | | 3 | 5 | 3 | 4 | 34 |
| No Jurisdiction | | | | 1 | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | |
| Patdown - Flyer | | | | | | 1 | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | | | | | | | | |
| Screening | | | | | | 2 | 1 | 1 | | | 1 | | į |
| Screening - Inconsistency | | | | | | 1 | 1 | 1 | | | | | ; |
| Screening - Procedures/Process | | | | | | 1 | | | | | 1 | | |
| 2023 | 14 | 8 | 4 | 6 | 5 | 6 | 7 | 8 | 6 | 3 | 3 | 5 | 75 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | 13 | 8 | 4 | 6 | 4 | 6 | 6 | 7 | 6 | 1 | 3 | 5 | 69 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 13 | 8 | 4 | 6 | 4 | 6 | 6 | 6 | 6 | 1 | 3 | 5 | 68 |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Children | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary I | Medication | and Medic | al Supplies | | | 1 | | | | | | |
| Screening | 1 | | | | 1 | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | 1 | | | | | 1 | | | 3 |
| 2024 | 7 | 4 | 2 | 6 | | | | | | | | | 19 |
| Expedited Passenger Screening Program | 6 | 2 | 2 | 6 | | | | | | | | | 16 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 5 | 2 | 2 | 5 | | | | | | | | | 14 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | - |
| Persons w/ Disabilities (PWD) - Service A | nimals | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | - |

| | | | ISA Conta | ct Center (| icc) Data | 1001 - FUIA | | | | | | | |
|-------------------------------------------|---------------|----------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ATY | | 3 | | 2 | 1 | 1 | | | | | 1 | | 8 |
| 2022 | | 2 | | 1 | | 1 | | | | | | | - 4 |
| Civil Rights | | 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 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | arrayed Items | Carry-on | or Checke | (1 | | | | | | | | | |
| 2023 | | | | | 1 | | | | | | 1 | | : |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - Others | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | | | | | | | 1 |
| 2024 | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | | | | | | | 2 |

| | | | | | , | | | | | | | | |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AUG | 1 | | | | 3 | | | 1 | 1 | 1 | 1 | | 8 |
| 2022 | | | | | 1 | | | 1 | | 1 | | | 3 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | | | | | 1 | | 1 | | | 2 |
| 2023 | | | | | 2 | | | | 1 | | 1 | | 4 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | 2 | | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | | 2 | | | | 1 | | | | 3 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec (| 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------------------------------------|--------------------|----------------|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| AUS | 352 | 345 | 324 | 263 | 157 | 253 | 319 | 247 | 254 | 238 | 257 | 268 | 3,277 |
| 2022 | 59 | 92 | 97 | 60 | 59 | 130 | 167 | 136 | 137 | 111 | 136 | | 1,321 |
| Airline | | | 0. | | | 100 | | 100 | | | 1 | 101 | 1,021 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 3 | | 2 | 1 | | 1 | 1 | | 1 | 1 | 2 | 1 | 13 |
| Civil Rights - Constitutional Rights | _ | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Race | | | | | | 1 | 1 | | 1 | | 1 | 1 | 5 |
| Civil Rights - Racial Profiling or Discrimina | ation | | | 1 | | | | | | | | | 1 |
| Civil Rights - Screening of Religious or Cu | | nts | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service | 7 | 12 | 8 | 5 | 3 | 15 | 9 | 5 | 9 | 4 | 4 | 3 | 84 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 7 | 12 | 7 | 5 | 3 | 15 | 9 | 5 | 9 | 4 | 4 | 3 | 83 |
| DHS TRIP | | | | | | | | | | | 1 | | 1 |
| DHS TRIP - General | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 36 | 69 | 70 | 41 | 41 | 88 | 128 | 118 | 116 | 92 | 122 | 117 | 1,038 |
| Expedited Passenger Screening Program | - Active Duty | Military | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 2 | | | | 1 | 1 | | | | | 5 |
| Expedited Passenger Screening Program | 3 | 9 | 8 | 2 | 2 | 2 | 1 | 4 | 3 | 2 | 4 | 5 | 45 |
| Expedited Passenger Screening Program | | 59 | 59 | 39 | 39 | 86 | 125 | 113 | 113 | 90 | 117 | 112 | 985 |
| Expedited Passenger Screening Program | | mployees | - Opt In | | | | 1 | | | | 1 | | 2 |
| Locks | | . , | | | 1 | | 3 | | | | | 1 | 5 |
| Locks - Missing or Damaged Lock | | | | | 1 | | 3 | | | | | 1 | 5 |
| Mishandling of Passenger Property | 1 | 1 | 3 | | 3 | | 2 | 1 | | 2 | 1 | 2 | 16 |
| Mishandling of Passenger Property - Dam | ı ıaqed/Missind | ItemsCa | | ae | | | 2 | 1 | | 1 | | 1 | 5 |
| Mishandling of Passenger Property - Dam | | | 3 | J | 3 | | | | | | 1 | | 8 |
| Mishandling of Passenger Property - Disa | | 1 | | | | | | | | 1 | | 1 | 3 |
| No Jurisdiction | | | 3 | 1 | | | 1 | 2 | | | | | 7 |
| No Jurisdiction - No Referral | | | 1 | | | | 1 | 1 | | | | | 3 |
| No Jurisdiction - Refer to Other | | | 2 | 1 | | | | 1 | | | | | 4 |
| Patdown | 2 | 1 | | 1 | 1 | 1 | 4 | 1 | 2 | 3 | | 3 | 19 |
| Patdown - Flyer | 2 | 1 | | 1 | 1 | 1 | 3 | 1 | 2 | 3 | | 3 | 18 |
| Patdown - Flyer as Observer | | | | ' | ' | ' | 1 | 1 | | J | | 3 | 1 |
| Persons w/ Disabilities (PWD) | 4 | 2 | 2 | 1 | | 2 | 4 | 1 | 2 | 3 | | 2 | 23 |
| Persons w/ Disabilities (PWD) - Autism S | | | | - 1 | | 1 | 4 | - 1 | | 3 | | | 1 |
| Persons w/ Disabilities (PWD) - Autism of | | ntal /Menta | I Disability | | | - 1 | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | itai /ivierita | ii Disability | | | | | | | 1 | | 1 | 2 |
| | | ocingo/Mac | oko | | | | 4 | | | | | - 1 | |
| Persons w/ Disabilities (PWD) - Diapers/0 | Jannenis/Dre I | ssings/ivias | SKS | | | | 1 | | | 4 | | | |
| Persons w/ Disabilities (PWD) - General | mnairmant | | 4 | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | | ahad to the | . Pody | | | | | | | | | 1 | 1 |
| · , , , | | | вышу | | | | 1 | | 1 | | | ı | 4 |
| Persons w/ Disabilities (PWD) - Medically | | 2 | | | | | 1 | - 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | \//l===l=l== | : Ct\ | | | | - 1 | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| | vvneeicna | iii oi Scoolei) |) | | | | | | · · | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | 4 | 4 | | - 4 | | | 4 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | segway | 1 | 1 | | 1 | | | 1 | | | | 4 |
| Prohibited & Permitted Items | 1 | | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Food/Beve | | | ı | | | | | | | | | | |
| Prohibited & Permitted Items - Liquids/Ge | | | | | 0 | 0 | | 0 | 0 | 0 | | | 1 |
| Property - Special Handling | 3 | | | 4 | 2 | 8 | 6 | 2 | 2 | 3 | 1 | 3 | 34 |
| Property - Special Handling - Damaged It | | n | | | 1 | 5 | 4 | 1 | | | 1 | 1 | 13 |
| Property - Special Handling - Damaged It | | | | | 1 | 1 | 1 | 1 | 1 | | | 1 | 7 |
| Property - Special Handling - Missing Iten | | | | 1 | | 1 | 1 | | 1 | | | 1 | 6 |
| Property - Special Handling - Missing Iten | | | | 3 | | 1 | | | | 3 | | | 8 |
| Screening | 2 | 7 | 8 | 6 | 8 | 15 | 9 | 6 | 5 | 3 | 4 | 5 | 78 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | | 1 | 1 | | 1 | 2 | | 1 | | | 1 | 7 |
| Screening - Lengthy Lines | - | 2 | 1 | 1 | 5 | 8 | 1 | 2 | | _ | 1 | 1 | 22 |
| Screening - Procedures/Process | 2 | 4 | 6 | 3 | 3 | 6 | 4 | 4 | 4 | 3 | 2 | | 43 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | - | | | 1 | | | | 1 | 1 | 3 |
| Screening - Shoe Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Traveling with Cash | | 1 | | | | | | | | | | | 1 |
| 2023 | 143 | 127 | 128 | 117 | 98 | 123 | 152 | 111 | 117 | 127 | 121 | 131 | 1,495 |
| Airline | | 1 | | | | | | | | | | 1 | 2 |
| Airline - Lost Baggage | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | 2 | 2 | | 2 | 4 | 2 | 2 | 1 | 2 | 3 | 4 | 24 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | 1 | 1 | | | 2 | | | 1 | | 1 | 2 | 8 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | 2 | 2 | 2 | 2 | | | 1 | 2 | 12 |
| Claims | | | | | | | | | | 1 | 1 | | 2 |
| Claims - General | | | | | | | | | | 1 | | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 8 | 4 | 8 | 10 | 7 | 8 | 6 | 8 | 3 | 7 | 8 | 5 | 82 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 8 | 4 | 8 | 10 | 6 | 8 | 6 | 8 | 3 | 7 | 8 | 5 | 81 |
| Expedited Passenger Screening Program | 122 | 101 | 103 | 83 | 79 | 95 | 124 | 81 | 91 | 93 | 89 | 98 | 1,159 |
| Expedited Passenger Screening Program | - Active Duty | Military | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | 1 | 1 | | | | 1 | 5 |
| Expedited Passenger Screening Program | | 4 | 2 | 3 | | 4 | 1 | | 5 | 5 | 2 | 1 | 32 |
| | | | | | | | | | | | | | |

| Categories | | | | | CC) Data Too | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------|-------|--------|--------|--------|--------|--------|--------|----------------------------------------------------------------------------------------------|
| | 10-Oct | | | 01-Jan | | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | 117 | 95 | 100 | 79 | 79 | 91 | 122 | 80 | 85 | 88 | 87 | 96 | 1,119 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | | | 1 | | | | 2 |
| Intranet/Internet Inquiries | | | | | | | | | | 1 | | | 1 |
| Intranet/Internet Inquiries - General | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | | | | 1 | 2 | 3 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | 2 | 3 |
| Lost and Found | | 1 | | | | 1 | | | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | 4 | 3 | 6 | 1 | 2 | 1 | 2 | 5 | 3 | | 5 | 36 |
| Mishandling of Passenger Property - Dama | | 1 | 2 | 4 | | | 1 | 1 | 3 | 3 | 4 | 4 | 23 |
| Mishandling of Passenger Property - Dama | | 3 | 1 | 2 | 1 | 1 | | 1 | 1 | | | 1 | 11 |
| Mishandling of Passenger Property - Disar | rayed Items | Carry-on or | Checked | | | 1 | | | 1 | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | 1 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 3 | | 2 | 3 | 5 | 3 | 2 | 4 | 2 | 1 | | 26 |
| Patdown - Flyer | 1 | 3 | | 1 | 3 | 5 | 3 | 2 | 2 | 2 | 1 | | 23 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 2 | 3 | 1 | | 4 | 2 | 4 | 2 | | 3 | 24 |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/G | Sarments/D | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | Medication a | nd Medic | 1 | | | 1 | 1 | | 2 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | 1 | | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service Al | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Al | | Segway | 1 | 1 | 1 | | | | 3 | | | | 6 |
| Property - Special Handling | 4 | | 5 | 1 | 3 | 2 | 2 | 2 | 2 | | 4 | 1 | |
| | | 5 | | | 3 | 3 | 2 | 2 | | 5 | | | 37 |
| Property - Special Handling - Damaged Ite | 3 | 2 | 2 | 1 | | 1 | 1 | - | 2 | 3 | | 1 | 17 |
| Property - Special Handling - Damaged Ite | | 1 | 1 | | 1 | | 1 | 1 | | 1 | 1 | | 7 |
| Property - Special Handling - Missing Item | - | 2 | | | 2 | 2 | | 1 | | 1 | 1 | | 9 |
| Property - Special Handling - Missing Item | 1 | | 2 | | | | | | | | 1 | | 4 |
| Screening | 7 | 4 | 5 | 11 | 2 | 5 | 10 | 12 | 6 | 11 | 10 | 12 | 95 |
| Screening - Crew Member or Airline Empl | 1 | | 2 | 1 | | | 1 | | 1 | 1 | | | 7 |
| Screening - Inconsistency | 1 | 1 | | 4 | | | | | | 2 | | 1 | 10 |
| Screening - Lengthy Lines | | | | | | | 1 | 1 | 2 | | 4 | 1 | 9 |
| Screening - Military | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 4 | 3 | 3 | 6 | 2 | 3 | 8 | 11 | 3 | 6 | 5 | 10 | 64 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | 2 | | | | 1 | | | 4 |
| 2024 | 150 | 126 | 99 | 86 | | | | | | | | | 461 |
| Civil Rights | 1 | 2 | | 3 | | | | | | | | | 6 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Civil Rights - Headwear | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Headwear Civil Rights - Not Specified | | | | 1 | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | |
| Civil Rights - Not Specified | 1 | 1 | | 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity | 1 7 | 1 8 | 14 | 1 | | | | | | | | | 1 2 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | | | 14 1 | 1 | | | | | | | | | 1 2 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service | | | | 1 | | | | | | | | | 1 2 1 45 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others | | 8 | | 1 | | | | | | | | | 1 2 1 45 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO | 7 | 8 | 1 | 1 1 | | | | | | | | | 1 2 1 45 1 1 43 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 7 | 1 7 | 13 | 1 1 16 | | | | | | | | | 1 2 1 45 1 1 43 325 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO | 7 7 117 1 | 1 7 | 13 | 1 1 16 16 59 | | | | | | | | | 1 2 1 45 1 1 43 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 7 117 1 - Known Cr | 8 1 7 88 | 1 13 61 | 1 1 16 16 59 | | | | | | | | | 1 2 1 45 1 1 43 325 2 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 7 117 1 - Known Cr 4 | 8 1 7 88 1 1 | 1 13 61 | 1 1 16 16 59 1 | | | | | | | | | 1 2 1 45 1 1 43 325 2 1 14 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 7 117 1 - Known Cr 4 112 | 8 1 7 88 1 1 1 85 | 1 13 61 | 1 1 16 16 59 1 4 53 | | | | | | | | | 1 2 1 45 1 1 43 325 2 1 14 306 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 7 117 1 - Known Cr 4 112 - TSA/DHS | 8 1 7 88 1 1 | 1 13 61 5 56 | 1 1 16 16 59 1 | | | | | | | | | 1 2 1 45 1 1 43 325 2 1 14 306 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 7 117 1 - Known Cr 4 112 - TSA/DHS | 8 1 7 88 1 1 1 85 | 1 13 61 5 56 | 1 1 16 16 59 1 4 53 | | | | | | | | | 1 2 1 45 1 1 1 43 325 2 1 1 1 1 4 3 306 2 3 3 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 7 117 1 - Known Cr 4 112 - TSA/DHS | 8 1 7 88 1 1 1 85 | 1 13 61 5 56 | 1 1 16 16 59 1 4 53 | | | | | | | | | 1 2 1 45 1 43 325 2 1 1 44 306 2 3 3 3 3 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found | 7 117 1 - Known Cr 4 112 - TSA/DHS | 8 1 7 88 1 1 1 85 | 1 13 61 5 56 1 1 2 | 1 1 16 16 59 1 4 53 | | | | | | | | | 1 2 1 45 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 7 117 1 - Known Cr 4 112 - TSA/DHS 2 | 8 1 7 88 1 1 85 1 | 1 13 61 5 56 1 1 2 2 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 45 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 | 8 1 7 88 1 1 85 1 3 | 1 13 61 5 56 1 1 2 2 5 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 45 1 1 1 1 3 3 2 5 2 1 1 1 4 4 3 3 6 2 2 3 3 3 2 2 2 1 1 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 | 8 1 7 88 1 1 1 85 1 1 | 1 13 61 5 56 1 1 2 2 5 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 45 1 1 1 43 325 2 1 1 1 44 306 2 3 3 3 2 2 2 16 10 10 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 | 8 1 7 88 1 1 85 1 3 | 1 13 61 5 56 1 1 2 2 5 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 45 1 1 43 325 2 1 1 44 306 6 2 3 3 3 2 2 2 1 16 10 4 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 5 2 1 | 8 1 7 88 1 1 85 1 1 | 1 13 61 5 56 1 1 1 2 2 5 4 1 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 1 45 1 1 1 43 325 2 1 1 1 44 306 2 3 3 2 2 2 1 16 10 0 4 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 5 2 1 | 8 1 7 88 1 1 85 1 1 | 1 13 61 5 56 1 1 1 2 2 5 4 1 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 4 4 5 1 1 4 3 3 2 5 2 2 1 1 4 4 3 3 6 2 2 2 1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 5 2 1 | 8 1 7 88 1 1 85 1 3 2 1 1: | 1 13 61 5 56 1 1 1 2 2 5 4 1 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 4 4 3 3 2 5 2 2 1 6 1 1 0 4 4 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 5 2 1 | 8 1 7 88 1 1 85 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 1 2 1 1 4 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 2 1 rrayed Items | 8 1 7 88 1 1 1 85 1 3 2 1 3-Carry-on or 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown | 7 117 1 - Known Cr 4 112 - TSA/DHS 2 2 1 rrayed Items | 8 8 1 7 88 1 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 - Checket 1 1 2 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 2 1 4 4 3 3 2 5 2 1 1 4 4 3 3 2 5 2 2 1 1 4 4 3 3 6 6 6 1 1 0 6 6 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 2 1 rrayed Items | 8 8 1 7 88 1 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 1 2 1 1 1 1 1 9 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 1 trayed Items | 8 8 1 7 88 8 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 - Checket 1 1 2 2 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 1 4 4 3 3 2 5 2 1 1 4 4 3 3 6 3 3 3 2 2 2 1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 1 rrayed Items | 8 8 1 7 88 1 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 • Checker 1 2 2 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 2 1 rrayed Items | 8 1 7 88 88 1 1 1 85 1 1 3 2 1 1 1 4 3 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 • Checker 1 2 2 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 2 trrayed Items 4 4 1 1 1 Devices - Atta | 8 1 7 88 88 1 1 1 85 1 1 3 2 1 1 1 4 3 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 1 2 2 5 4 1 1 2 2 3 2 | 1 1 16 16 59 1 4 53 1 | | | | | | | | | 1 |
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| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Sexenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D | 7 117 1 - Known Cr 4 112 - TSA/DHS 2 2 1 rrayed Items 4 4 4 1 1 Devices - Attalants (joint) | 8 8 1 7 88 1 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 1 2 2 5 4 1 1 2 2 3 2 | 1 1 16 16 59 1 4 53 1 3 2 | | | | | | | | | 1 2 1 4 4 3 3 2 5 2 1 1 4 4 3 3 2 5 5 2 2 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Metal Imp | 7 117 1 - Known Cr 4 112 - TSA/DHS 2 2 1 rrayed Items 4 4 1 1 0evices - Att. lants (joint) | 8 8 1 7 88 1 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 1 2 2 5 4 1 1 2 1 2 1 1 2 1 | 1 1 16 16 59 1 4 53 1 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 1 rrayed Items 4 4 4 1 1 Devices - Att. Islants (joint) | 8 8 1 7 88 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 11 1 2 2 5 4 1 1 - Checker 1 1 2 2 2 3 2 1 1 5 5 | 1 1 16 16 59 1 4 53 1 1 3 2 | | | | | | | | | 1 1 4 4 3 3 2 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite | 7 117 1- Known Cr 4 112 - TSA/DHS 2 2 5 2 1 Trayed Items 4 4 1 1 Devices - Att. lants (joint) Jir/ Scooter/ 5 4 ems - Check | 8 8 1 7 88 1 1 85 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 1 2 2 5 4 1 1 1 2 2 1 5 1 5 1 | 1 1 16 16 59 1 4 53 1 1 3 2 | | | | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | 7 117 1- Known Cr 4 112 - TSA/DHS 2 5 2 2 1 trayed Items 4 4 1 1 Devices - Attalants (joint) iir/ Scooter/ 5 4 ems - Check | 8 8 1 7 8 8 8 1 1 1 8 5 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 5 56 1 1 2 2 5 4 1 1 2 2 5 4 1 5 1 5 1 1 1 5 1 1 | 1 1 16 16 59 1 4 53 1 1 3 2 | | | | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite | 7 117 1- Known Cr 4 112 - TSA/DHS 2 5 2 2 1 trayed Items 4 4 1 1 Devices - Attalants (joint) iir/ Scooter/ 5 4 ems - Check | 8 8 1 7 8 8 8 1 1 1 8 5 1 1 1 1 1 1 1 1 1 1 1 1 | 1 13 61 55 56 1 1 2 2 5 4 1 1 2 2 2 1 1 5 1 1 2 2 | 1 1 16 16 59 1 4 53 1 1 3 2 | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening - Inconsistency | 2 | 1 | | 2 | | | | | | | | | 5 |
| Screening - Lengthy Lines | 2 | 1 | 2 | | | | | | | | | | 5 |
| Screening - Procedures/Process | 4 | 10 | 2 | | | | | | | | | | 16 |

| | | T | SA Contac | t Center (T | | | | | | | | | |
|---------------------------------------------------------------------------------------|-------------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AVL | 53 | 39 | 44 | 31 | 5 | 19 | 26 | 21 | 28 | 25 | 35 | 21 | 347 |
| 2022 | 10 | 8 | 14 | 7 | 1 | 9 | 9 | 6 | 17 | 7 | 21 | 11 | 120 |
| Customer Service TSO | | 1 | 1 | | | | | | 1 1 | 1 | | | 4 |
| Customer Service - TSO Expedited Passenger Screening Program | 9 | 6 | 9 | 4 | 1 | 7 | 8 | | 14 | 6 | 15 | 10 | 94 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 | 3 | 9 | 2 | 1 | 7 | 8 | 5 1 | 14 | 0 | 15 | 10 | 13 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 3 | 9 | 2 | 1 | 6 | 8 | 4 | 13 | 6 | 12 | 10 | 8 |
| Identification (ID) Requirements | , | 1 | 3 | | 1 | 0 | 0 | 7 | 10 | 0 | 12 | 10 | |
| Identification (ID) Requirements - Domest | ic | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 2 | | |
| Mishandling of Passenger Property - Dam | ı ıaged/Missin | g ItemsCa | arry-on Lug | gage | | | | | | | 2 | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | 1 | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | | | | | | 1 | | |
| Prohibited & Permitted Items | 1 | | 1 | | | | | | | | | | |
| Prohibited & Permitted Items - Food/Beve | | | 1 | | | | | | | | | | |
| Prohibited & Permitted Items - General | 1 | | 4 | 0 | | 4 | | 4 | 4 | | | 4 | |
| Property Special Handling Demaged Its | ome C | On | 1 | 2 | | 1 1 | | 1 | 1 | | | 1 | |
| Property Special Handling - Damaged Ite | | | | | | 1 | | 1 | 1 | | | A | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling - Missing Item Property - Special Handling - Missing Item | | | 1 | 1 | | | | | | | | | |
| Screening | is - Checket | 1 | 1 | 1 | | 1 | 1 | | | | 2 | | |
| Screening - Inconsistency | | | ' | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | 1 | 1 | | 1 | ' | | | | 2 | | |
| 2023 | 15 | 11 | 14 | 9 | 4 | 10 | 17 | 15 | 11 | 18 | 14 | 10 | 14 |
| Civil Rights | | 1 | | | - | | | | | 1 | 1 | 1 | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | | | 1 | 1 | 1 | |
| Customer Service | 1 | | | | | | 1 | 2 | | | 1 | 1 | |
| Customer Service - TSO | 1 | | | | | | 1 | 2 | | | 1 | 1 | |
| Expedited Passenger Screening Program | 8 | 10 | 12 | 8 | 3 | 9 | 16 | 10 | 11 | 15 | 12 | 6 | 12 |
| Expedited Passenger Screening Program | 1 | | | | | | 2 | | | | | | |
| Expedited Passenger Screening Program | 7 | 10 | 12 | 8 | 3 | 9 | 14 | 10 | 11 | 15 | 12 | 6 | 11 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | 1 | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checked | | | | | | | | | 1 | |
| Patdown | 1 | | | | 1 | | | | | | | | |
| Patdown - Flyer | 1 | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1.8.4 | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | Medication | and Medica | al Supplies | | | | 1 | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | 0 | | | 4 | | 4 | | 0 | | 4 | |
| Screening | 2 | | 2 | | | 1 | | 1 | | 2 | | 1 | |
| Screening - Crew Member or Airline Empl Screening - Lengthy Lines | 2 | | 1 | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | - 1 | | 1 | | 2 | | 1 | |
| Screening - Retrieving Abandoned/Confise | cated Items | | 1 | | | | | ' | | | | ' | |
| 2024 | 28 | 20 | 16 | 15 | | | | | | | | | 7 |
| Civil Rights | 1 | | | 1 | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | |
| Customer Service | 2 | 5 | 3 | 1 | | | | | | | | | 1 |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | 5 | 3 | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 18 | 11 | 9 | 10 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | | cation Prog | ıram | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 18 | 11 | 9 | 9 | | | | | | | | | |
| Lost and Found | | | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | 1 | | | 2 | | | | | | | | | |
| Patdown - Flyer | 1 | | | 2 | | | | | | | | | |
| Screening | 6 | 3 | 2 | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | 4 | 2 | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | 1 | | | | | | | | | 3 |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|-------------|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| VP | 7 | 9 | 8 | 6 | 2 | 7 | . 7 | 3 | 6 | 6 | 5 | 7 | 7 |
| 2022 | 2 | 2 | 5 | . 2 | | 4 | 2 | | 2 | 5 | 4 | 2 | 3 |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | | | | | | | | | | | |
| Customer Service | | | 1 | | | | | | | 1 | | | |
| Customer Service - TSO | | | 1 | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 2 | 1 | 4 | 1 | | 3 | 2 | | 2 | 2 | 3 | 2 | - : |
| Expedited Passenger Screening Program | - TSA Appli | ication Prog | gram | | | | | | | 1 | 1 | 1 | |
| Expedited Passenger Screening Program | 2 | 1 | | 1 | | 3 | 2 | | 2 | 1 | 2 | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disar | rayed Item | sCarry-or | or Checke | ed | | | | | | 1 | | | |
| Patdown | | | | | | 1 | | | | 1 | | | |
| Patdown - Flyer | | | | | | 1 | | | | 1 | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Check | ced | | 1 | | | | | | | | | |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| 2023 | 2 | 4 | 2 | ! | 2 | 3 | 5 | 3 | 4 | 1 | 1 | 5 | |
| Customer Service | | | | | 1 | | | | 1 | | | | |
| Customer Service - TSO | | | | | 1 | | | | 1 | | | | |
| Expedited Passenger Screening Program | 1 | 4 | 1 | | | 3 | 4 | 3 | 3 | | | 5 | |
| Expedited Passenger Screening Program | - TSA Appli | ication Pro | gram | | | | | | 2 | | | | |
| Expedited Passenger Screening Program | 1 | 4 | | | | 3 | 4 | 3 | 1 | | | 5 | |
| Patdown | | | 1 | | 1 | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | |
| Screening | 1 | | | | | | 1 | | | 1 | 1 | | |
| Screening - Inconsistency | 1 | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | 1 | | |
| 2024 | 3 | 3 | 1 | 4 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 2 | 1 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 3 | | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Knives/Too | ls/Razors/S | 1 | | | | | | | | | | | |
| Screening | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |

| | | | ISA Contac | it Center (1 | (CC) Data To | JOI - FUIA | | | | | | | |
|----------------------------------------------|------------|------------|------------|--------------|--------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| AZO | 1 | 1 | 4 | 3 | | 1 | | 4 | 5 | 4 | 5 | 2 | 3 |
| 2022 | | | 1 | 2 | | 1 | | 1 | 2 | 1 | 2 | 1 | 1 |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | | | | 2 | | | | 1 | 2 | | 2 | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 2 | | | | 1 | 2 | | 2 | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ms - Check | ed | | | | | | | | 1 | | | |
| Transfer to Security Specialist | | | 1 | | | | | | | | | | |
| Transfer to Security Specialist - Reportable | e Communi | cation | 1 | | | | | | | | | | |
| 2023 | | 1 | 3 | 1 | | | | 3 | 3 | 3 | 3 | 1 | 1 |
| Customer Service | | | 1 | | | | | | | 1 | | | |
| Customer Service - TSO | | | 1 | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | | 1 | 2 | 1 | | | | 1 | 2 | 2 | 3 | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | 1 | | | | 1 | 2 | 2 | 3 | | 1 |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | 1 | | | | | |
| Screening | | | | | | | | 1 | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | 1 | | | | |
| 2024 | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BBG | | | | | | | | | | 1 | | | 1 |
| 2022 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Bag | gage | | | | | | 1 | | | 1 |

| | | 15 | | | C) Data Too | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------|--------------------------------------------|---------------------------------------------------|--------------------|-------------------------|--------------------------------------------------------|-----------------------------------------------------|---------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Categories | 10-Oct | 11-Nov | 12-Dec 0 | 1-Jan | 02-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BDL | 167 | 110 | 133 | 96 | 82 | 118 | 115 | 120 | 100 | 81 | 101 | 94 | 1,317 |
| 2022 | 31 | 27 | 48 | 21 | 33 | 66 | 60 | 60 | 54 | 50 | 49 | 48 | 547 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 2 | | 3 | | 1 | 2 | 1 | 1 | | 3 | 1 | | 14 |
| Civil Rights - Hair Patdowns | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | ' | | | | 2 | 1 | | 4 |
| Civil Rights - Racial Profiling or Discrimin | 2 | | | | - 1 | | | | | | - 1 | | 2 |
| | | and all lan | | | | | | | | | | | |
| Civil Rights - Screening of Religious Cultu | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | nuei | | | | 1 | | | | - | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | 1 | | | 2 |
| Claims | | | | | | | | | 1 | | | | 1 |
| Claims - General | | | | | | | | | 1 | | | | 1 |
| Customer Service | 6 | 3 | 5 | 4 | 3 | 3 | 1 | 7 | 5 | 5 | 4 | 2 | 48 |
| Customer Service - TSO | 6 | 3 | 5 | 4 | 3 | 3 | 1 | 7 | 5 | 5 | 4 | 2 | 48 |
| Expedited Passenger Screening Program | 15 | 20 | 38 | 15 | 26 | 57 | 51 | 47 | 36 | 34 | 40 | 42 | 421 |
| Expedited Passenger Screening Program | ı - DoD | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 3 | 2 | 2 | 2 | | | 1 | 3 | 2 | 1 | 5 | 21 |
| Expedited Passenger Screening Program | 15 | 17 | 36 | 13 | 24 | 57 | 51 | 46 | 33 | 30 | 39 | 37 | 398 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - | Opt In | | | | | | | 1 | | | 1 |
| Identification (ID) Requirements | | . , | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | tic | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | 3 | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Dan | l naged/Missing | ItemsCar | rv-on Luggae | ne er | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property - Dan | | | | | | | | 1 | 2 | | 1 | | 4 |
| Patdown | laged/Missing | items=-Crie | ckeu bagga | ge | | | 1 | - 1 | | | - ' | | 3 |
| | | | | | | | | | 2 | | | | |
| Patdown - Flyer | | | | | | | 1 | | 2 | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | | | | | 1 | | | 1 | 2 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | | Wheelchair | r or Scooter) | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tr | auma) | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 1 | 1 | 1 | 1 | | 1 | 3 | 1 | | 1 | 14 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | 1 | | | 1 | | | 1 | 5 |
| Property - Special Handling - Missing Iter | r 1 | 1 | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | | | 1 | | | 1 | 2 | 1 | | | 6 |
| Screening | 4 | 1 | 1 | | 2 | 2 | 6 | 3 | 3 | 5 | 3 | 1 | 31 |
| Screening - Children | | | | | | | | | | 1 | | | 1 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | 1 | 1 | | | | | | 1 | | 1 | | 1 | 5 |
| Screening - Lengthy Lines | · ' | | | | | | | | 1 | - ' | | | 1 |
| | | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | 1 | | 2 | 2 | 6 | 2 | 2 | 3 | 2 | | 23 |
| Screening - Procedures/Process | 3 | 42 | 1 48 | 37 | 2 49 | 2 52 | 6 55 | 2 60 | 2 46 | 3 | 2 52 | 46 | 23 601 |
| 2023 | 3 83 | 42 | 1 48 | 37 | 2 49 | 2 52 | 6 55 | 60 | 46 | 3 31 | 2 52 | 46 | 601 |
| 2023 Airline | | 42 | | 37 | | | | | 46 1 | | | 46 1 | 601 |
| 2023 Airline Airline - Lost Baggage | | 42 | | 37 | | | | | 46 | | | 1 | 601 2 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service | | | 48 | 37 | | 52 | | | 46 1 1 | 31 | 52 | | 601 2 1 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights | | 42 | 48 | 37 | | | | | 46 1 | | | 1 | 601 2 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin | | | 48 | 37 | | 3 | | | 46 1 1 2 | 31 | 52 | 1 | 601 2 1 1 9 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race | 83 | 1 | 48 | 37 | | 3 2 | | | 46 1 1 | 31 | 52 | 1 | 601 2 1 1 9 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 83 | | 48 | 37 | | 3 | | | 46 1 1 2 | 31 | 52 | 1 | 601 2 1 1 9 1 4 2 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | 83 | 1 | 48 | 37 | | 3 2 | | | 46 1 1 2 | 31 | 52 | 1 | 601 2 1 1 9 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 83 | 1 | 48 | 2 | | 3 2 | | | 46 1 1 2 | 1 | 1 | 1 | 601 2 1 1 9 1 4 2 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | 83 Not Trans(| 1 | 1 1 | | 49 | 3 2 1 | 55 | 60 | 2 1 1 | 1 | 1 | 1 | 601 2 1 1 9 1 4 2 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service | 83 Not Trans(| 1 1 | 1 1 | | 49 | 3 2 1 | 55 | 60 | 2 1 1 | 1 | 1 | 1 | 601 2 1 1 9 1 4 2 2 54 |
| 2023 Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM | - Not Trans(| 1 1 11 1 | 1 1 | 2 | 2 2 | 3 2 1 5 | 2 | 7 | 1 1 2 1 1 2 | 1 1 3 | 1 1 6 | 1 | 601 2 1 1 9 1 4 2 2 54 1 53 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program | - Not Trans(6 6 63 | 1 1 11 1 10 29 | 1 1 1 | 2 | 49 | 3 2 1 | 2 2 | 7 | 1 1 2 1 2 2 2 | 1 1 3 3 | 1 1 6 6 | 7 | 601 2 1 1 9 1 4 2 2 54 1 53 471 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | - Not Trans(6 6 63 | 1 1 11 1 10 | 1 1 1 1 40 | 2 2 33 | 2 2 42 | 3 2 1 5 41 | 2 2 | 7 7 50 | 1 1 2 1 2 2 35 | 1 1 3 3 | 1 1 6 6 | 7 | 601 2 1 1 9 1 4 2 2 54 1 53 471 3 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | - Not Trans(6 6 63 1 4 | 1 1 11 1 10 29 1 | 1 1 1 1 40 | 2 2 33 | 2 2 42 3 | 52 3 2 1 5 5 41 1 | 2 2 46 | 7 7 50 | 1 1 2 2 35 1 | 1 1 1 3 3 20 | 1 1 6 6 39 | 7 7 33 | 601 2 1 1 9 1 4 4 2 2 54 1 5 3 471 3 471 3 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program | - Not Trans(6 6 63 1 4 | 1 1 11 1 10 29 | 1 1 1 1 40 | 2 2 33 | 2 2 42 3 39 | 3 2 1 5 41 | 2 2 | 7 7 50 | 1 1 2 1 2 2 35 | 1 1 3 3 | 1 1 6 6 | 7 | 601 2 1 1 9 1 4 2 2 54 1 3 471 3 14 454 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program | - Not Trans(6 6 63 1 4 | 1 1 11 1 10 29 1 | 1 1 1 1 40 | 2 2 33 | 2 2 42 3 39 1 | 52 3 2 1 5 5 41 1 | 2 2 46 | 7 7 50 | 1 1 2 2 35 1 | 1 1 1 3 3 20 | 1 1 6 6 39 | 7 7 33 | 601 2 1 1 9 1 4 2 2 54 1 53 471 3 14 454 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA | 6 6 6 3 1 4 58 | 1 1 11 1 10 29 1 | 1 1 1 1 40 2 38 | 2 2 33 1 32 | 2 2 42 3 39 1 | 52 3 2 1 5 5 41 1 1 39 | 2 2 46 | 7 7 50 | 1 1 2 2 35 1 34 | 1 1 3 3 20 20 | 1 1 6 6 39 | 7 7 33 | 601 2 1 1 9 1 4 2 2 54 1 1 53 471 3 14 454 1 |
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| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Filyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged It | - Not Trans 6 6 63 1 1 4 58 1 aged/Missing a | 1 11 10 29 1 28 ItemsC ItemsChe Idedication a Wheelchair auma) egway 1 | 1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 33 1 32 1 1 | 2 2 42 3 3 9 1 1 1 | 52 3 2 1 5 5 41 1 1 39 | 2 2 46 46 | 7 7 50 2 48 | 46 1 1 1 2 1 1 2 35 1 34 | 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 6 6 39 39 1 1 1 | 1 7 7 33 33 33 | 601 2 1 1 9 1 1 4 2 2 54 1 1 1 53 471 3 14 454 1 1 1 8 2 1 1 1 0 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged It Property - Special Handling - Damaged It | - Not Trans 6 6 63 1 1 4 58 1 1 aged/Missing aged/Missing 1 1 y Necessary M Disability (Not Animals version (pain/tr air/ Scooter/ S 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 11 10 29 1 28 ItemsC ItemsChe Idedication a Wheelchair auma) egway 1 | 1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 33 1 32 1 1 | 2 2 42 3 3 9 1 1 1 | 52 3 2 1 5 5 41 1 1 39 | 2 2 46 46 | 7 7 50 2 48 | 46 1 1 1 2 1 1 2 35 1 34 | 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 6 6 39 39 1 1 1 | 1 7 7 33 33 33 | 601 2 1 1 9 1 4 2 2 54 1 53 471 3 14 454 1 1 8 2 1 1 10 1 8 1 10 2 1 1 10 4 1 1 10 4 1 |
| Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Filyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged It | - Not Trans - Not Trans - 6 - 63 - 1 - 4 - 58 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 | 1 11 10 29 1 28 ItemsC ItemsChe Idedication a Wheelchair auma) egway 1 | 1 1 1 40 2 38 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 2 33 1 32 1 1 | 2 2 42 3 3 9 1 1 1 | 52 3 2 1 5 5 41 1 1 39 | 2 2 46 46 | 7 7 50 2 48 | 46 1 1 1 2 1 1 2 35 1 34 | 1 1 3 3 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 6 6 39 39 1 1 1 | 1 7 7 33 33 33 | 601 2 1 1 1 1 4 2 2 54 4 1 1 1 8 2 4 2 1 1 1 0 2 1 1 1 0 4 1 1 0 4 |

| | | 1 | SA Contac | | | Tool - FOIA | | | | | | | |
|-------------------------------------------|---------------|-------------|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening | 5 | | 2 | | 2 | 2 | 4 | 1 | 3 | 1 | 3 | 2 | 25 |
| Screening - Inconsistency | | | | | 1 | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | 2 | | | | | | 2 | | | | 1 | | 5 |
| Screening - Procedures/Process | 2 | | 2 | | 1 | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 17 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |
| 2024 | 53 | 41 | 37 | 38 | | | | | | | | | 169 |
| Civil Rights | 2 | 2 | 2 | | | | | | | | | | 6 |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | 2 | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service | 4 | 2 | 5 | 5 | | | | | | | | | 16 |
| Customer Service - TSO | 4 | 2 | 5 | 5 | | | | | | | | | 16 |
| Expedited Passenger Screening Program | 42 | 32 | 27 | 29 | | | | | | | | | 130 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 42 | 32 | 27 | 28 | | | | | | | | | 129 |
| Mishandling of Passenger Property | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missir | g ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | 2 | 1 | | 1 | | | | | | | | | 4 |
| Patdown - Children | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 1 | | | | | | | | | | | 1 |
| Screening | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| Screening - Crew Member or Airline Empl | oyee | 1 | | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | 1 | 2 | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |

| | | | ΓSA Contac | ct Center (| ICC) Data | 1001 - FOI <i>P</i> | ١ | | | | | | |
|----------------------------------------------|----------------|-------------|--------------|-------------|-----------|---------------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BET | 1 | 2 | 6 | 2 | 1 | | 1 | | | | 2 | 2 | 17 |
| 2022 | 1 | | 1 | 1 | 1 | | | | | | | 2 | (|
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Racial Profiling or Discrimin | ation | | | 1 | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | 1 | | | | | | | 2 | i |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | 1 | | | | | | | 1 | |
| 2023 | | | 5 | 1 | | | 1 | | | | 2 | | |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 4 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 4 | | | | | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | air or Scoot | er) | | | | | | | 1 | | |
| Screening | | | | 1 | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | | | | 1 |
| 2024 | | 2 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BFD | | 1 | 1 | 1 | 1 | | 1 | | | | 1 | | 6 |
| 2022 | | 1 | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-O | n | | 1 | | | | | | | | | 1 |
| 2023 | | | | | 1 | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | 1 | | | | 1 | | 3 |

| | | | | | , | | | | | | | | |
|------------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BFF | | | 1 | | 1 | | 1 | 1 | 2 | | 1 | 1 | 8 |
| 2022 | | | 1 | | | | | 1 | 1 | | 1 | 1 | 5 |
| Expedited Passenger Screening Program | | | 1 | | | | | 1 | 1 | | 1 | 1 | 5 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | 1 | 1 | | 1 | 1 | 5 |
| 2023 | | | | | 1 | | 1 | | 1 | | | | 3 |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |

| | | 7 | TSA Conta | ct Center (1 | 「CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|---------------|-------------|--------------------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BFL | 3 | 4 | 4 | 4 | | 4 | 2 | 2 | 3 | 4 | 1 | 5 | 36 |
| 2022 | | 2 | | 1 | | 2 | 1 | 1 | 1 | 4 | | 3 | 15 |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | | 1 | | | | | 1 | | 1 | 1 | | 2 | (|
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | 1 | | 1 | 1 | | 2 | f |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Bag | ggage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | arrayed Items | sCarry-on | or Checke | d | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | Devices - Att | ached to th | e Body | | | 2 | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It | tems - Check | red | | 1 | | | | | | | | | |
| Screening | | 1 | | | | | | 1 | | 1 | | | : |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| Screening - Retrieving Abandoned/Confis | scated Items | | | | | | | | | 1 | | | |
| 2023 | | | | 1 | | 2 | 1 | 1 | 2 | | 1 | 2 | 10 |
| Customer Service | | | | 1 | | | 1 | | | | | | |
| Customer Service - TSO | | | | 1 | | | 1 | | | | | | |
| Expedited Passenger Screening Program | | | | | | 2 | | 1 | 1 | | 1 | 2 | - |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 2 | | 1 | 1 | | 1 | 2 | - |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | | | 1 | | | | |
| 2024 | 3 | 2 | 4 | 2 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | 3 | 2 | 4 | 2 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 2 | 4 | 2 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | 3 3 1 3 | 2 2 2 | 4 4 4 | 2 2 2 | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BFM | 2 | 1 | 2 | 1 | | | | | 1 | 1 | | | 8 |
| 2023 | | 1 | | 1 | | | | | 1 | 1 | | | 4 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | | | 1 | | | | 3 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| 2024 | 2 | | 2 | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 2 | | 2 | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 2 | | 2 | | | | | | | | | | 4 |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FOIA | ١. | | | | | | |
|---------------------------------------|------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BGM | 3 | 4 | 1 | | | | 2 | 3 | 1 | 2 | 1 | 1 | 18 |
| 2022 | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2023 | 1 | | | | | | 2 | 2 | 1 | 2 | 1 | 1 | 10 |
| Customer Service | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | 1 | | 1 | 1 | | | 4 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | 1 | | 1 | 1 | | | 3 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | | | 1 | | 1 | 3 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | 1 | 3 |
| 2024 | 2 | 4 | 1 | | | | | | | | | | 7 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Patdown | | 2 | | | | | | | | | | | 2 |
| Patdown - Flyer | | 2 | | | | | | | | | | | 2 |
| Screening | 1 | 2 | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 2 | | | | | | | | | | | 3 |
| | | | | | | | | | | | | | |

| ata manina | 10.0 | | | | CC) Data | | | | | | | | |
|--------------------------------------------|-----------------|------------|-------------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BGR | 23 | 5 | 6 | 1 | 8 | 6 | 7 | 8 | 13 | 5 | | 6 | 100 |
| 2022 | 5 | 1 | 2 | 1 | 6 | 4 | 5 | 3 | 10 | 2 | 6 | 5 | 50 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | | | 1 | | 1 | | | 1 | | 5 |
| Customer Service - TSO | 1 | | 1 | | | 1 | | 1 | | | 1 | | 5 |
| Expedited Passenger Screening Program | 2 | 1 | | 1 | 5 | 2 | 4 | | 7 | | 3 | 5 | 30 |
| Expedited Passenger Screening Program | | ation Prog | ram | 1 | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 2 | 1 | | | 5 | 2 | 4 | | 6 | | 3 | 5 | 28 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items- | Carry-on | or Checked | ł | | | | | | | 1 | | 1 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | | | | 1 | | | | | | | | 2 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry-0 |)n | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-On | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | 2 | 3 | 1 | 1 | | 8 |
| Screening - Procedures/Process | | | | | | | 1 | 2 | 3 | 1 | 1 | | 8 |
| 2023 | 6 | 2 | 2 | | 2 | 2 | 2 | 5 | 3 | 3 | 6 | 1 | 34 |
| Customer Service | | 1 | | | | | | | 1 | | | | 2 |
| Customer Service - TSO | | 1 | | | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 4 | 1 | 2 | | 2 | 2 | 2 | 4 | 1 | 2 | 4 | 1 | 25 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 4 | 1 | 2 | | 2 | 2 | 2 | 3 | 1 | 2 | 4 | 1 | 24 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missing | ItemsC | arry-on Lug | gage | | | | | | | 1 | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | | | 1 | | 1 | 1 | | 4 |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | 1 | 1 | | 4 |
| 2024 | 12 | 2 | 2 | | | | | | | | | | 16 |
| Customer Service | 3 | | 1 | | | | | | | | | | 4 |
| Customer Service - TSO | 3 | | 1 | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 9 | 2 | 1 | | | | | | | | | | 12 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | 11 |

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

| | | | | | C) Data Too | | | | | | | | |
|--------------------------------------------|----------------------|----------------|-------------|----------|-------------|-------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 1 | 2-Dec 0 | 1-Jan (| 02-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ВНМ | 64 | 73 | 58 | 47 | 33 | 47 | 58 | 45 | 41 | 44 | 46 | 48 | 604 |
| 2022 | 13 | 20 | 10 | 8 | 15 | 27 | 28 | 19 | 24 | 27 | 23 | 22 | 236 |
| Civil Rights | | | | | | | 1 | | 1 | | | | 2 |
| Civil Rights - Race | | | | | | | 1 | | 1 | | | | 2 |
| Customer Service | 1 | 4 | 2 | 1 | 3 | 5 | 4 | 2 | 6 | 2 | 1 | 2 | 33 |
| Customer Service - TSO | 1 | 4 | 2 | 1 | 3 | 5 | 4 | 2 | 6 | 2 | 1 | 2 | 33 |
| Duplicate E-mail | | 1 | | | - | | | | | | | | 1 |
| Duplicate E-mail - General | | 1 | | | | | | | | | | | 1 |
| · · · · · · · · · · · · · · · · · · · | _ | | 0 | 4 | | 40 | 4.4 | 4.4 | 45 | 00 | 40 | 00 | |
| Expedited Passenger Screening Program | 5 | 12 | 8 | 4 | 9 | 19 | 14 | 14 | 15 | 22 | 19 | 20 | 161 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | 1 | | 2 |
| Expedited Passenger Screening Program | | 3 | 1 | 1 | 2 | 1 | 1 | | | | 2 | 2 | 13 |
| Expedited Passenger Screening Program | 5 | 9 | 7 | 3 | 7 | 18 | 13 | 13 | 15 | 21 | 16 | 18 | 145 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - C | Opt In | | | | | | | 1 | | | 1 |
| Locks | 2 | | | | 1 | | | | | 1 | | | 4 |
| Locks - Missing or Damaged Lock | 2 | | | | 1 | | | | | 1 | | | 4 |
| Mishandling of Passenger Property | _ | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | l naged/Missing | ItemsChec | ked Bar | 1 | | | | 1 | | | | | 2 |
| Patdown | lagea/iviissirig | itemsonce | ποα Βαί | | 1 | | | ' | | | | | |
| | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | | 1 | | | | | | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | | ital /Mental D | isability | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Attac | ched to the B | ody | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | 1 | | | | | | | | | 3 |
| Property - Special Handling | 3 | | | | | | | 1 | 2 | | | | 6 |
| Property - Special Handling - Damaged It | | | | | | | | | 2 | | | | 3 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| | | | | | | | | 4 | | | | | |
| Property - Special Handling - Missing Iten | 1 | | | | | _ | | 1 | | | | | 2 |
| Screening | | 2 | | 1 | 1 | 3 | 9 | 1 | | 1 | 2 | | 20 |
| Screening - Inconsistency | | 1 | | | | | 2 | | | | | | 3 |
| Screening - Lengthy Lines | | | | | 1 | 1 | 4 | | | | | | 6 |
| Screening - Procedures/Process | | 1 | | 1 | | 2 | 3 | 1 | | 1 | 2 | | 11 |
| 2023 | 22 | 25 | 33 | 30 | 18 | 20 | 30 | 26 | 17 | 17 | 23 | 26 | 287 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Lost Baggage | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 1 | | | | 1 | | | | 1 | 1 | | 4 |
| Civil Rights - Race | | 1 | | | | | | | | 1 | 1 | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transgo | | | | | 1 | | | | - ' | - ' | | 1 |
| | | | | 40 | | | 7 | 4 | | | | | |
| Customer Service | 3 | 5 | 9 | 12 | 2 | 4 | 7 | 1 | 2 | | 5 | 3 | 53 |
| Customer Service - TSO | 3 | 5 | 9 | 12 | 2 | 4 | 7 | 1 | 2 | | 5 | 3 | 53 |
| Expedited Passenger Screening Program | 17 | 16 | 20 | 12 | 11 | 10 | 18 | 20 | 12 | 12 | 9 | 17 | 174 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progran | 1 | | | 1 | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | 17 | 16 | 20 | 12 | 11 | 9 | 17 | 20 | 12 | 12 | 8 | 17 | 171 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | 1 | 2 | | 5 |
| Mishandling of Passenger Property - Dam | l naged/Missing | | on Lugga | | | | | | | • | 2 | | 2 |
| Mishandling of Passenger Property - Dam | | 1 | -on Lugga | 1 | | | | | | 1 | | | 3 |
| | | | 4 | - 1 | | 0 | | | | - 1 | | | |
| Patdown | 1 | 1 | 1 | | 1 | 2 | | 1 | 1 | | 1 | | 9 |
| Patdown - Flyer | 1 | 1 | 1 | | 1 | 2 | | 1 | 1 | | | | 8 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | ledication and | d Medical S | Supplies | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (ioint) | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | 2 | | | 1 | | 1 | | | 6 |
| Property - Special Handling - Damaged It | ı ' ems - Carrv-∩ | n | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ne - Carry On | | | - 1 | 1 | | | | | 1 | | | 2 |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | 1 | | | 1 | | | | | 3 |
| Request for Assistance | | | | | | | | | | | 1 | | 1 |
| Request for Assistance - Other | | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | 3 | 4 | | 2 | 4 | 3 | 2 | 2 | 3 | 5 | 29 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | 1 | | 1 | | 1 | | | | | 1 | 3 | 7 |
| Screening - Procedures/Process | | | 2 | 2 | | 1 | 4 | 2 | 2 | 1 | 2 | 2 | 18 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |
| 2024 | 29 | 28 | 15 | 9 | | | | | | | | | 81 |
| Civil Rights | 1 | -0 | 13 | 3 | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | |
| Civil Rights - Race | | ^ | | | | | | | | | | | 10 |
| Customer Service | 5 | 3 | 2 | | | | | | | | | | 10 |
| Customer Service - TSO | 5 | 3 | 2 | | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 15 | 16 | 9 | 7 | | | | | | | | | 47 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 14 | 15 | 9 | 7 | | | | | | | | | 45 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | | | | | | | | | 3 |
| | | Itama C | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | HEITISC | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 5 | 9 | 3 | | | | | | | | | | 17 |
| Screening - Crew Member or Airline Empl | | | | | | | | | | | | | 1 |
| | · ' - | | | | | | | | | | | | - ' |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening - Inconsistency | 2 | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | 4 | 2 | | | | | | | | | | 7 |
| Screening - Procedures/Process | 1 | 5 | 1 | | | | | | | | | | 7 |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------|------------|-------------------------------------------|---------------------------------|-----------------------------------|----------------------------------|-----------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | 1 | | 1 | | 1 | | | 2 | | 5 |
| | | | 1 | | 1 | | 1 | | | 2 | | 5 |
| | | | | | 1 | | 1 | | | 1 | | 3 |
| - TSA PreC | Check | | | | 1 | | 1 | | | 1 | | 3 |
| | | | 1 | | | | | | | 1 | | 2 |
| ems - Check | ked | | 1 | | | | | | | | | 1 |
| s - Checke | d | | | | | | | | | 1 | | 1 |
| | - TSA PreC | - TSA PreCheck ems - Checked as - Checked | - TSA PreCheck ems - Checked | - TSA PreCheck 1 2 ms - Checked 1 | - TSA PreCheck 1 ems - Checked 1 | 1 1 1 1 1 - TSA PreCheck 1 ems - Checked 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 2 2 1 2 2 1 1 1 1 1 2 2 2 2 2 2 2 | 1 1 1 2 1 1 1 2 1 1 1 1 - TSA PreCheck 1 1 1 1 1 1 1 ems - Checked 1 1 1 |

| · · · · · · · · · · · · · · · · · · · | | | | | t Center (T | | | | | | | | | |
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| 2022 6 4 7 8 2 5 2 6 5 13 4 | Categories | | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Civil Rights - Saw/Gender/Gender Identity - Not Transgender | | | | | 15 | | | 10 | | | 10 | | 9 | 15 |
| Civil Rights - National Origin 1 | | 6 | 4 | | | 8 | 2 | 5 | 2 | 6 | 5 | 13 | 4 | 62 |
| Civil Rights - Sex/Gender/Cender Identity - Not Transgender | | | | 1 | | | 1 | 1 | | | | | | |
| Customer Service Customer Service | | | | | | | | 1 | | | | | | |
| Customer Service - TSO | Civil Rights - Sex/Gender/Gender Identity | Not Transge | nder | 1 | | | 1 | | | | | | | |
| Expedited Passenger Screening Program 1 | | | | | | 1 | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | | 5 | | 5 | | 7 | 1 | 4 | 2 | 6 | 5 | 8 | 4 | 49 |
| Patdown | | | | | | | | | | | | | | |
| Patdown - Flyer | | 4 | 1 | 4 | | 6 | 1 | 4 | 2 | 6 | 5 | | 4 | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Diabetes 1 | | | | | | | | | | | | 2 | | |
| Persons w/ Disabilities (PMD) - General Prohibited & Permitted Items 2 Prohibited & Permitted Items - Liquids/Geis/Aerosols 1 | . , | 1 | | | | | | | | | | 1 | | 2 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | | |
| Prohibited & Permitted Items - Liquids/Gels/Acrosols 1 Prohibited & Permitted Items - Liquids/Gels/Acrosols 1 Screening - Procedures/Process 1 1 | | 1 | | | | | | | | | | | | |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | | | | | | | | | | |
| Screening | Prohibited & Permitted Items - Firearm/Ar | nmunition | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | Prohibited & Permitted Items - Liquids/Ge | ls/Aerosols | 1 | | | | | | | | | | | |
| 2023 S S S S S S S S S | Screening | | | 1 | | | | | | | | 1 | | |
| Customer Service - TSO | Screening - Procedures/Process | | | 1 | | | | | | | | 1 | | |
| Customer Service - TSO | | 5 | 5 | 9 | 9 | 4 | 6 | 5 | 6 | 8 | 5 | 6 | 5 | 7 |
| Expedited Passenger Screening Program | Customer Service | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program - DoD 1 1 1 1 1 1 1 1 1 | Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program - TSA Appl 1 1 | | | 4 | 6 | 8 | 4 | 5 | 4 | 6 | 7 | 5 | 6 | 5 | 64 |
| Expedited Passenger Screening Program 4 3 5 8 4 5 4 6 7 4 6 5 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsC 1 1 Patdown - Flyer 1 1 Property - Special Handling - Damaged Items - Carry-On - Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Screening - Lengthy Lines 1 2 Expedited Passenger Screening Program 4 5 1 6 Expedited Passenger Screening Program 6 1 5 Expedited Passenger Screening Program 7 10 Expedited Passenger Screening Program 8 1 5 Expedited Passenger Screening Program 9 1 5 Expedited Passenger Screening Pro | Expedited Passenger Screening Program | - DoD | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsC Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Items - Carry-On Property - Special Handling - Damaged Items - Carry-On Property - Special Handling - Damaged Items - Checked Property - Special Handling - Missing Items - Checked Screening Screening - Lengthy Lines 2024 7 10 1 6 Expedited Passenger Screening Program Expedited Passenger Screening Program 4 5 1 6 Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency 1 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 | | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items—C 1 1 Patdown 1 1 Patdown - Flyer 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Carry-On 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 Screening - Lengthy Lines 1 1 2024 7 10 1 Expedited Passenger Screening Program 4 5 1 6 Expedited Passenger Screening Program 4 5 1 6 Property - Special Handling 2 2 2 Property - Special Handling - Missing Item 1 5 5 5 Screening - Inconsistency 1 5 5 5 5 Screening - Inconsistency 1 1 1 1 | | 4 | 3 | 5 | 8 | 4 | 5 | 4 | 6 | 7 | 4 | 6 | 5 | 6 |
| Patdown - Flyer | | | | 1 | | | 1 | | | | | | | |
| Patdown - Flyer | Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | 1 | | | | | | | |
| Property - Special Handling 1 | Patdown | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Items - Checked 1 1 1 Screening | Property - Special Handling | 1 | | | 1 | | | 1 | | 1 | | | | |
| Property - Special Handling - Missing Items - Checked | | |)n | | | | | | | 1 | | | | |
| Screening | Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | Property - Special Handling - Missing Iter | ns - Checked | | | 1 | | | 1 | | | | | | |
| 2024 7 10 1 6 Expedited Passenger Screening Program 4 5 1 6 Expedited Passenger Screening Program 4 5 1 6 Property - Special Handling 2 2 Property - Special Handling - Damaged Its 1 1 Property - Special Handling - Missing Item 1 5 Screening 1 5 Screening - Inconsistency 1 1 | Screening | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program 4 5 1 6 Expedited Passenger Screening Program 4 5 1 6 Property - Special Handling 2 2 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Item 1 5 Screening 1 5 Screening - Inconsistency 1 1 | Screening - Lengthy Lines | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program 4 5 1 6 Property - Special Handling 2 Property - Special Handling - Damaged It Property - Special Handling - Missing Iten 1 Screening 1 5 Screening - Inconsistency 1 1 | 2024 | 7 | 10 | 1 | 6 | | | | | | | | | 2 |
| Property - Special Handling 2 Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening 1 5 Screening - Inconsistency 1 1 | | 4 | 5 | 1 | 6 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Inconsistency 1 5 Screening - Inconsistency 1 1 | | 4 | 5 | 1 | 6 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item 1 Screening 1 5 Screening - Inconsistency 1 1 | | | | | | | | | | | | | | |
| Screening 1 5 Screening - Inconsistency 1 1 | | | | | | | | | | | | | | |
| Screening - Inconsistency 1 1 | Property - Special Handling - Missing Iter | 1 | | | | | | | | | | | | |
| | Screening | 1 | 5 | | | | | | | | | | | |
| | Screening - Inconsistency | 1 | 1 | | | | | | | | | | | 2 |
| | | | 4 | | | | | | | | | | | 4 |

| Catagorias | 40.0 : | | TSA Contac | | | | | 05.55 | | | 00.1 | 00.0 | T |
|------------------------------------------|----------------|-----------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BIS | 14 | 10 | 9 | 11 | 5 | 8 | 7 | | | 10 | 8 | 11 | 106 |
| 2022 | 3 | 3 | 2 | 3 | 4 | 4 | 2 | 5 | 2 | 6 | 5 | 5 | 44 |
| Customer Service | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service - TSO | _ | | | | | | | | | 1 | 1 | | 2 |
| Expedited Passenger Screening Program | 3 | 2 | | 3 | 4 | 2 | 1 | 4 | 2 | 2 | 3 | 5 | 32 |
| Expedited Passenger Screening Progra | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Progra | m 3 | 2 | 1 | 3 | 4 | 2 | 1 | 4 | 2 | 1 | 3 | 5 | 31 |
| Patdown | | | | | | 1 | | 1 | | | | | 2 |
| Patdown - Flyer | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling | <u> </u> | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing It | ems - Checke | 1 | | | | | | | | | | | |
| Screening | | | 1 | | | 1 | 1 | | | 3 | 1 | | |
| Screening - Crew Member or Airline En | iployee | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | 1 | | | 2 | 1 | | |
| Screening - Retrieving Abandoned/Con | | | | | | | | | | 1 | | | |
| 2023 | 5 | 3 | 3 | 4 | 1 | 4 | 5 | 5 | 1 | 4 | 3 | 6 | 44 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Civil Rights | | | | | | 1 | | | | | | | |
| Civil Rights - National Origin | | | | | | 1 | | | | | | | |
| Customer Service | 1 | 1 | | | | | 1 | | | | 1 | 2 | |
| Customer Service - TSO | 1 | 1 | | | | | 1 | | | | 1 | 2 | |
| Expedited Passenger Screening Program | 4 | 1 | 2 | 4 | 1 | 3 | 3 | 2 | | 2 | 1 | 2 | 2 |
| Expedited Passenger Screening Progra | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Progra | m 4 | 1 | 2 | 4 | 1 | 3 | 3 | 2 | | 2 | 1 | 2 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Da | maged/Missin | ig ItemsC | arry-on Lugo | gage | | | | | | | 1 | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Property - Special Handling | | | 1 | | | | 1 | 1 | | | | | ; |
| Property - Special Handling - Damaged | | | | | | | 1 | 1 | | | | | |
| Property - Special Handling - Missing It | ems - Checked | d | 1 | | | | | | | | | | |
| Screening | | | | | | | | 1 | | 2 | | 2 | |
| Screening - Inconsistency | | | | | | | | 1 | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | 2 | ; |
| 2024 | 6 | 4 | 4 | 4 | | | | | | | | | 18 |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Ident | ty- Not Transg | ender | | 1 | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 3 | | 2 | | | | | | | | | 1 |
| Expedited Passenger Screening Progra | | 3 | 3 | 2 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Da | ım 1 | | | | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medica | Ily Necessary | 1 | | | | | | | | | | | |

| | | | TSA Contac | ct Center (| TCC) Data ⁻ | ool - FOIA | | | | | | | |
|------------------------------------------|--------------|-----------|------------|-------------|------------------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BJI | 2 | 4 | 1 | 1 | 1 | 1 | | 2 | | 1 | 1 | | 14 |
| 2022 | 1 | 2 | 1 | | 1 | 1 | | 2 | | | 1 | | 9 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | 2 | | | | | 3 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | n - TSA PreC | heck | | | | | | 2 | | | | | 2 |
| Hazardous Materials Safety | | 1 | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Bag | gage | 1 | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged II | tems - Check | ked | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2023 | 1 | 1 | | 1 | | | | | | 1 | | | 4 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | 1 | | | 2 |
| Screening | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BKW | 1 | 2 | 2 | | 1 | | 1 | | | | 1 | | 8 |
| 2022 | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| 2023 | | 2 | 1 | | 1 | | 1 | | | | 1 | | 6 |
| Expedited Passenger Screening Program | | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Expedited Passenger Screening Program | TSA PreC | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | s - Checke | d | | | | | | | | | 1 | | 1 |

| atogorios | 40.0-4 | | | act Center (| | | | OE 14 | 06 1 | 07 11 | 00 4 | 00 0 | Total |
|--------------------------------------------|------------------|----------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BLI | 5 | 7 | | 4 4 | - | | | | 4 | 7 | | | 7. |
| 2022 | | 1 | | | 2 | 2 | 3 | 4 | 4 | 6 | 7 | 5 | 34 |
| Civil Rights | | | | | | | | | | 1 | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | | | | | | | | | 1 | | | |
| Customer Service | | 1 | | | | | 1 | 2 | | 1 | | | |
| Customer Service - TSO | | 1 | | | | | 1 | 2 | | 1 | | | |
| Expedited Passenger Screening Program | TO 4 D O | | | | 2 | | | | 2 | 3 | | | 2 |
| Expedited Passenger Screening Program | | | 0.11 | | 1 | 2 | 2 | 2 | 2 | 3 | 5 | 3 | 2 |
| Expedited Passenger Screening Program | - TSA/DHS Er | nployees | s - Opt In | | 1 | | | | | | | | |
| Mishandling of Passenger Property | 100 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | laged/Missing | ItemsC | hecked B | aggage | | | | | | | | 1 | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Se | egway | | | | | | | | | 1 | | |
| Screening | | | | | | | | | 1 | 1 | 1 | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | _ | | | | | | | | 1 | | 1 | 1 | |
| 2023 | 2 | 3 | | 1 3 | 2 | 1 | - | 6 | | 1 | | 6 | 3 |
| Customer Service | | | | 1 | | | 1 | | | | 1 | | |
| Customer Service - TSO | | | | 1 | | | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | 1 | 3 | | 2 | | | 2 | 4 | | | 1 | 5 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 3 | | 2 | | | 2 | 4 | | | 1 | 5 | 1 |
| Hazardous Materials Safety | | | | | | 1 | | | | | | | |
| Hazardous Materials Safety - General | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Check | | | | | | | | | 1 | |
| No Jurisdiction | | | | 1 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Children | | | | | 1 | | | | | | | | |
| Property - Special Handling | 1 | | | | 1 | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | | n | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Checked | | | | 1 | | | | | | | | |
| Screening | | | | | | | | 1 | | 1 | | | |
| Screening - Inconsistency | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 3 | 3 | | 3 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | | 3 | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | | TSA Conta | ct Center (| TCC) Data | Tool - FOL | ١ | | | | | | |
|-------------------------------------------|-------------|--------------|-------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BLV | 2 | 3 | 2 | 3 | 1 | | 4 | 3 | 6 | 1 | 2 | 1 | 2 |
| 2022 | 1 | | | 2 | | | | 1 | 5 | | 1 | | 1 |
| Customer Service | | | | | | | | | 3 | | | | |
| Customer Service - TSO | | | | | | | | | 3 | | | | |
| Expedited Passenger Screening Program | | | | 1 | | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | gage | | | | 1 | | | | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | 1 | | 1 | | |
| Screening - Crew Member or Airline Emp | loyee | | | | | | | | | | 1 | | |
| Screening - Inconsistency | | | | | | | | | 1 | | | | |
| 2023 | | 1 | 2 | 1 | 1 | | 4 | 2 | 1 | 1 | 1 | 1 | 1 |
| Customer Service | | | | | | | 1 | | | 1 | 1 | | |
| Customer Service - TSO | | | | | | | 1 | | | 1 | 1 | | |
| Expedited Passenger Screening Program | | 1 | 1 | 1 | | | 3 | 2 | 1 | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Proç | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | 3 | 2 | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | 1 | | | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2024 | 1 | 2 | | | | | | | | | | | |
| Customer Service | 1 | 1 | | | | | | | | | | | |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |

| | | | | | (TCC) Data | Tool - FOIA | ١ | | | | | | |
|-------------------------------------------|------------|-------------|--------|--------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ВМІ | 15 | 5 | | 4 | 1 | 8 | 5 | 4 | 3 | 4 | 3 | 5 | |
| 2022 | 3 | 1 | | 2 | 1 | 3 | 2 | 3 | 1 | 2 | 2 | 1 | 2 |
| Airline | | | | | | | | | | | 1 | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | |
| Civil Rights | | | | | | 1 | 1 | | | | | | |
| Civil Rights - Race | | | | | | 1 | | | | | | | |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | |
| Customer Service | | 1 | | | | | | 1 | | | | | |
| Customer Service - TSO | | 1 | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | 1 | | | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 1 | |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | 1 | | | | 1 | | | | |
| Expedited Passenger Screening Program | | | | 2 | | 2 | 1 | 2 | | 2 | 1 | 1 | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | | | | | | | | | | | |
| 2023 | 6 | 3 | | 1 | | 5 | 3 | 1 | 2 | 2 | 1 | 4 | 2 |
| Customer Service | 1 | | | | | | | 1 | 2 | | | | |
| Customer Service - TSO | 1 | | | | | | | 1 | 2 | | | | |
| Expedited Passenger Screening Program | 5 | 3 | | 1 | | 5 | 2 | | | 1 | 1 | 4 | 2 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 4 | 3 | | | | 5 | 2 | | | | 1 | 4 | |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 6 | 1 | | 1 | | | | | | | | | |
| Customer Service | | 1 | | 1 | | | | | | | | | |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Screening | 2 | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | |

| Categories | 40.0-4 | | A Contact | | | | 04 4 | 05.14 | 00 1 | 07 11 | 00 4 | 00.0 | T-4-1 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------|---------|---------|----------|---------------------------|-------------------------|--------------|--------------------|--------------------------------|--------------------------------|------------------------------------------------------------|
| | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BNA | 268 | 283 | 246 | 192 | 157 | 181 | 199 | 230 | 215 | 173 | 183 | 228 | 2,555 |
| 2022 | 45 | 73 | 52 | 45 | 58 | 78 | 81 | 110 | 110 | 83 | 86 | | 921 |
| Additional Information Required/Insufficient In | | | | | | | | | 1 | | | 1 | 2 |
| Additional Information Required/Insufficie | nt Information | - EMAIL O | NLY | | | | | | 1 | | | 1 | 2 |
| Airline | | 1 | | | | 2 | 2 | 2 | | | 1 | | 8 |
| Airline - Lost Baggage | | | | | | 1 | | 1 | | | | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | 1 | 2 | | | | 1 | | 5 |
| Airline - Wheelchair Assistance | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 1 | 2 | | | | 1 | | 1 | | | | 1 | 6 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | 1 | | 1 | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimin | | 2 | | | | | | | | | | | 2 |
| Customer Service | 3 | 7 | 2 | 1 | 2 | 4 | 7 | 4 | 13 | 9 | 3 | 3 | 58 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 3 | 6 | 2 | 1 | 2 | 4 | 7 | 4 | 13 | 9 | 3 | 3 | 57 |
| Expedited Passenger Screening Program | 33 | 49 | 35 | 37 | 47 | 61 | 54 | 88 | 78 | 65 | 71 | 85 | 703 |
| Expedited Passenger Screening Program | | Military | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | 3 | 7 | 4 | 4 | 4 | 1 | 2 | | 7 | 2 | | | 35 |
| Expedited Passenger Screening Program | 29 | 42 | 31 | 32 | 43 | 60 | 52 | 88 | 70 | 62 | 70 | 85 | 664 |
| Hazardous Materials Safety | | | | | | | | | | 1 | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | 1 | | | 1 |
| Locks | | | 1 | | | | 2 | | 1 | | 1 | 1 | 6 |
| Locks - Missing or Damaged Lock | | | 1 | | | | 2 | | 1 | | 1 | 1 | 6 |
| Lost and Found | 2 | | | 1 | | | | 1 | 2 | | | | 6 |
| Lost and Found - Airport/TSA | 2 | | | 1 | | | | 1 | 2 | | | | 6 |
| Mishandling of Passenger Property | | 1 | 1 | | | | 3 | 1 | 4 | 6 | | 1 | 17 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCar | ry-on Lugga | ge | | | 1 | | 1 | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Dan | | | 1 | 0 | | | 1 | 1 | 3 | 4 | | | 10 |
| Mishandling of Passenger Property - Disa | | 1 | | | | | 1 | | | 1 | | | 3 |
| No Jurisdiction | ĺ | | | | 2 | | 1 | | | | | | 3 |
| No Jurisdiction - No Referral | | | | | 1 | | 1 | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | | | 1 | 1 |
| Patdown | | 1 | 1 | | 2 | 2 | 1 | | 3 | | 5 | 1 | 16 |
| Patdown - Flyer | | 1 | 1 | | 2 | 2 | 1 | | 3 | | 4 | 1 | 15 |
| Patdown - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | 3 | | | | 3 | 3 | 2 | 1 | | | 15 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | tai / morna | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | | 10 | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | 2 | | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/ | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | nd Casts | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirate | | nu Casis | | | | | | - 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 2 | 7 | 4 | 1 | 4 | 2 | 3 | 4 | 2 | | 3 | 1 | 33 |
| Property - Special Handling - Damaged It | | 2 | 1 | ' | | 1 | | 2 | | | 2 | | 9 |
| Property - Special Handling - Damaged It | | 2 | 2 | | | 1 | | 1 | | | 1 | | 8 |
| Property - Special Handling - Missing Iter | | 1 | | 1 | | | 1 | | 1 | | | | 5 |
| Property - Special Handling - Missing Iter | | 2 | 1 | ' | 4 | | 2 | 1 | 1 | | | | 11 |
| Screening | 1 | 5 | 5 | 5 | 1 | 6 | 5 | 6 | 4 | 1 | 2 | 5 | 46 |
| Screening - Inconsistency | ' | 1 | 1 | 3 | - 1 | 2 | 1 | 0 | 2 | - 1 | 1 | 3 | 11 |
| Screening - Inconsistency Screening - Lengthy Lines | | 1 | 1 | | | | | | | | 1 | 3 | 3 |
| Screening - Procedures/Process | 1 | 3 | 3 | | | 3 | 3 | 6 | 2 | 1 | - 1 | 2 | 29 |
| Screening - Procedures/Frocess Screening - Retrieving Abandoned/Confis | | 3 | 3 | 5 | 1 | 1 | 1 | 6 | 2 | - 1 | | 2 | 3 |
| 2023 | 97 | 126 | 107 | 04 | 99 | 103 | | 420 | 105 | 00 | 97 | 420 | |
| Additional Information Required/Insufficient In | | 120 | 107 | 81 | 99 | 103 | 118 | 120 | 100 | 90 | 1 | 128 | 1,271 |
| Additional Information Required/Insufficie | | | | | | | | 1 | | | 1 | 1 | 4 |
| Additional information Required/insufficie | ' | 1 | | | | | | - 1 | - 1 | | - 1 | 1 | |
| | | 1 | | | | | | | 1 | | | | 3 |
| Airline - Policy/Regulations/Service | 1 | 1 | | 1 | | 1 | 2 | 4 | 1 2 | 3 | 0 | 3 | 3 |
| Civil Rights - Civil Rights Violation (TSA I | | | | 1 | | 1 | 2 | 1 | 2 | | 2 | 3 | 16 |
| Civil Rights - Civil Rights Violation (TSA I | inproyee) | | | | | | | | | 1 | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Headwear | | | | | | 1 | | | | | | | 1 |
| Civil Rights - National Origin | The second secon | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights - Race | | | | 1 | | | 1 | | 1 | 1 | | 1 | 6 |
| | 1 | | | | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | | | | | 1 | | | 1 | 1 | 1 | |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | - Not Transge | | _ | _ | _ | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service | | nder 4 | 7 | 6 | 9 | 11 | 10 | 1 | 7 | 6 | | | 94 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others | - Not Transger | 4 | 1 | | | | 10 | 9 | | 6 | 10 | 8 | 94 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO | - Not Transger | 4 | 1 6 | 6 | 9 | 11 | 10 | 9 | 7 | 6 | 10 | 8 | 94 1 93 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program | - Not Transger | 4 | 1 | | | | 10 | 9 | | 6 6 68 | 10 10 69 | 8 | 94 1 93 988 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | - Not Transger 7 7 77 - DoD | 4 4 95 | 1 6 87 | 6 | 9 | 11 | 10 10 97 | 9 9 97 | 7 80 | 6 | 10 10 69 1 | 8 8 103 | 94 1 93 988 2 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | - Not Transger 7 7 77 - DoD | 4 4 95 8 | 1 6 87 | 6 62 | 9 77 | 11 76 | 10 10 97 | 9 9 97 | 7 80 1 | 6 6 68 1 | 10 10 69 1 | 8 8 103 | 94 1 93 988 2 29 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program | - Not Transgel | 4 4 95 8 87 | 1 6 87 9 78 | 6 | 9 | 11 | 10 10 97 | 9 9 97 | 7 80 | 6 6 68 | 10 10 69 1 | 8 103 2 100 | 94 1 93 988 2 29 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program | - Not Transgel | 4 4 95 8 87 | 1 6 87 9 78 Opt In | 6 62 | 9 77 | 11 76 | 10 10 97 | 9 9 97 | 7 80 1 | 6 6 68 1 | 10 10 69 1 | 8 8 103 | 94 1 93 988 2 29 956 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program | - Not Transger 7 7 7 - DoD 3 74 - TSA/DHS E | 4 4 95 8 87 | 1 6 87 9 78 Opt In | 6 62 | 9 77 | 11 76 | 10 10 97 | 9 9 97 | 7 80 1 | 6 6 68 1 | 10 10 69 1 | 8 103 2 100 | 94 1 93 988 2 29 956 1 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock | - Not Transgel | 4 4 95 8 87 | 1 6 87 9 78 Opt In | 6 62 | 9 77 | 11 76 | 10 10 97 | 9 9 97 2 95 | 7 80 1 | 6 68 1 67 | 10 10 69 1 1 67 | 8 103 2 100 1 | 94 1 93 988 2 29 956 1 3 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found | - Not Transger 7 7 7 - DoD 3 74 - TSA/DHS E | 4 4 95 8 87 | 1 6 87 9 78 Opt In | 6 62 | 9 77 | 11 76 | 10 10 97 | 9 9 97 2 95 | 7 80 1 | 6 68 1 67 | 10 69 1 1 67 | 8 8 103 2 100 1 | 94 1 93 988 2 29 956 1 3 3 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | - Not Transger 7 7 7 - DoD 3 74 - TSA/DHS E | 4 95 8 87 mployees - | 1 6 87 9 78 Opt In | 6 62 | 9 77 | 11 76 | 10 10 97 3 94 | 9 9 97 2 95 | 7 80 1 | 6 68 1 67 | 10 69 1 1 67 | 8 8 103 2 100 1 | 94 1 93 988 2 29 956 1 3 3 5 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found | - Not Transger 7 7 77 - DoD 3 74 - TSA/DHS E 1 1 | 4 4 95 8 87 | 1 6 87 9 78 Opt In | 6 62 | 9 77 | 11 76 | 10 10 97 | 9 9 97 2 95 | 7 80 1 | 6 68 1 67 | 10 69 1 1 67 | 8 8 103 2 100 1 | 94 1 93 988 2 29 956 1 3 3 |

| norio- | | 40.0 : | | | ct Center (| | | | 05.14 | 00 1 | 07 1 1 | 00.4 | 00.0 | - |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------|---------------|------------------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| gories | Mishandling of Days and Days at 2 | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tot |
| | Mishandling of Passenger Property - Dam | | Corru on | | | | 1 | 1 | 1 | 1 | | 1 | | |
| NI. | Mishandling of Passenger Property - Disa | irrayed Items | Carry-on | or Checke | (1 | | | | 2 | | | | | |
| No | o Jurisdiction | | 1 | | | | | | 2 | | | | | |
| | No Jurisdiction - No Referral | | 1 | | | | | | 2 | | | | | |
| On | mbudsman | | | | | | 1 | | | | | | | |
| | Ombudsman - General | | | | | | 1 | | | | | | | |
| Pa | atdown | | 3 | | 1 | 2 | 1 | 1 | 1 | | 5 | 3 | | |
| | Patdown - Children | | 1 | | | | | | | | | | | |
| | Patdown - Flyer | | 2 | | 1 | 2 | 1 | 1 | 1 | | 5 | 3 | | |
| Pe | ersons w/ Disabilities (PWD) | 2 | 5 | 1 | | 1 | | | 1 | 2 | 1 | 1 | 1 | |
| | Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Ment | al Disability | / | | | | 1 | | | | | |
| | Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | 1 | | | | |
| | Persons w/ Disabilities (PWD) - Hearing I | mpairment | | 1 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medically | / Necessary | 1 | | | | | | | 1 | | | | |
| | Persons w/ Disabilities (PWD) - Mobility [| | 2 | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Prosthesi | | | | | 1 | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Touch Av | | | | | | | | | | 1 | | | |
| | Persons w/ Disabilities (PWD) - Visual Im | | u aanna) | | | | | | | | ' | | | |
| | | | | | | | | | | | | 4 | 4 | |
| | Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | | | | | | 1 | 1 | |
| Pro | operty - Special Handling | 5 | 4 | | | | | | 1 | 4 | 1 | 2 | | |
| | Property - Special Handling - Damaged It | 1 | 2 | | | 1 | | 3 | | 1 | 1 | | 1 | |
| | Property - Special Handling - Damaged It | 1 | | 1 | | | 2 | | | | | | | |
| | Property - Special Handling - Missing Iten | 1 | 2 | 1 | 2 | | | | 1 | 1 | | 1 | | |
| | Property - Special Handling - Missing Iten | 2 | | | | | | 1 | | 2 | | 1 | | |
| Sc | creening | 1 | 6 | 3 | 2 | 8 | 10 | 2 | 3 | 5 | 5 | 5 | 6 | |
| | Screening - Crew Member or Airline Empl | loyee | 1 | | | | | | | | | | | |
| | Screening - Gate Pass | | | | | | | | | | | 1 | | |
| | Screening - Inconsistency | | | 1 | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 2 | |
| | Screening - Lengthy Lines | | | | | 1 | 1 | | | 1 | | | | |
| | Screening - Procedures/Process | 1 | 5 | 2 | 1 | 6 | | 2 | 2 | 2 | 4 | 3 | 4 | |
| 2024 | Corocining 1 1000ddico/1 100000 | 126 | 84 | | | 0 | 0 | | | | | 0 | | |
| | dvanced Imaging Technology (AIT) | 120 | 04 | 01 | - 00 | | | | | | | | | |
| Au | | | | | | | | | | | | | | |
| Λ: | Advanced Imaging Technology (AIT) - Fly | 1 | | - | | | | | | | | | | |
| Air | rline | | | 1 | | | | | | | | | | |
| | Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Ca | argo | | | 1 | | | | | | | | | | |
| | Cargo - Known Shipper | | | 1 | | | | | | | | | | |
| Civ | vil Rights | 1 | | 1 | | | | | | | | | | |
| | Civil Rights - Race | 1 | | 1 | | | | | | | | | | |
| Cu | ustomer Service | 6 | 2 | 8 | 7 | | | | | | | | | |
| | Customer Service - TSO | 6 | 2 | 8 | 7 | | | | | | | | | |
| Ex | pedited Passenger Screening Program | 106 | 62 | | | | | | | | | | | |
| | Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| | Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | |
| | | | 3 | | | | | | | | | | | |
| | Expedited Passenger Screening Program | | | | | | | | | | | | | |
| | Expedited Passenger Screening Program | 103 | 58 | 61 | 44 | | | | | | | | | |
| Lo | ocks | | 1 | | | | | | | | | | | |
| | Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Lo | ost and Found | | 1 | 2 | | | | | | | | | | |
| | Lost and Found - Airport/TSA | | 1 | 2 | | | | | | | | | | |
| Mis | ishandling of Passenger Property | 2 | 5 | 1 | 3 | | | | | | | | | |
| | Mishandling of Passenger Property - Dam | naged/Missii | 4 | 1 | 2 | | | | | | | | | |
| | Mishandling of Passenger Property - Dam | | 1 | | 1 | | | | | | | | | |
| Pa | atdown | 1 | 1 | 1 | 1 | | | | | | | | | |
| | Patdown - Flyer | 1 | 1 | 1 | | | | | | | | | | |
| Pe | ersons w/ Disabilities (PWD) | 2 | 1 | 1 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Autism S | | 1 | | 1 | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | Dereone w/ Disabilities (DM/D) Into | | ,C2 | 1 | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Internal N | | | | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medically | 1 | | | - ' | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items | 1 | 1 | | , | | | | | | | | | |
| Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avolibited & Permitted Items Prohibited & Permitted Items - General | 1 | 1 | | | | | | | | | | | |
| Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling | 1 1 | 1 | | 2 | | | | | | | | | |
| Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Items | 4 | 1 3 2 | | 2 | | | | | | | | | |
| Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling | 4 | 1 3 2 | | 2 | | | | | | | | | |
| Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Averbibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Items | 1 1 1 4 4 1 ems - Checke | 1 3 2 | 1 1 | 2 | | | | | | | | | |
| Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avolibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | 1 1 4 4 1 ems - Checker 1 | 1 3 2 | 1 1 | 2 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item | 1 1 4 4 1 ems - Checke 1 1 2 | 1 3 2 ed | 1 | 1 1 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av rohibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Preperty - Special Handling - Missing Item Preperty - Special Handling - Missing Item Preperty - Special Handling - Missing Item Property - Special Handling - Missing Item Propert | 1 1 4 4 1 ems - Checker 1 | 1 3 2 ed 1 | 1 1 | 1 1 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avoihibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Missing Items Property - Special Han | 1 1 1 4 4 1 ems - Checke 1 1 2 3 | 1 3 2 ed | 1 1 | 2 1 1 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avolibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Missing Items Property - Special Hand | 1 1 1 4 4 1 ems - Checke 1 1 2 3 | 1 3 2 ed 1 | 1 1 3 | 2 1 1 6 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Criew Member or Airline Employerening - Crew Member or Airline Employerening - Gate Pass | 1 1 4 1 1 ems - Checke 1 1 2 3 3 loyee | 1 3 2 ed 1 | 1 1 | 2 1 1 6 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Hand | 1 1 1 4 4 1 ems - Checke 1 1 2 3 | 1 3 2 ed 1 | 3 | 1 1 6 | | | | | | | | | |
| Pro Pro | Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Avrohibited & Permitted Items Prohibited & Permitted Items - General roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Criew Member or Airline Employerening - Crew Member or Airline Employerening - Gate Pass | 1 1 4 1 1 ems - Checke 1 1 2 3 3 loyee | 1 3 2 ed 1 | 3 | 2 1 1 1 6 1 | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec 0 | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------------------------------------------------|-----------------|------------|-----------------|----------|--------|--------|--------|--------|--------|----------|--------|--------|-------|
| BOI | 72 | 72 | 90 | 75 | 46 | 55 | 37 | 50 | 47 | 35 | 56 | 50 | 685 |
| 2022 | 12 | 16 | 22 | 11 | 22 | 27 | 21 | 25 | 25 | 17 | 26 | 22 | 246 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | | 1 | | | | 1 | | | 1 | 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | Not Transga | odor | | | 1 | | | | 1 | | | 1 | 1 |
| Customer Service | - Not Transger | 2 | 1 | 1 | 1 | | 1 | 2 | 1 | | | | 8 |
| Customer Service - TSO | | 2 | 1 | 1 | | | 1 | 2 | 1 | | | | 8 |
| Expedited Passenger Screening Program | 10 | 12 | 17 | 10 | 15 | 21 | 19 | 19 | 18 | 12 | 24 | 16 | 193 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | 1 | | 1 | | 1 | | 7 |
| Expedited Passenger Screening Program | 8 | 11 | 17 | 9 | 15 | 20 | 18 | 19 | 17 | 12 | 23 | 16 | 185 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | | | | | 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 - Dam | | | arry-on Lugga | ge | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | laged/Missii | 1 | | | | | | | | | 1 | | 1 |
| No Jurisdiction No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| Patdown | | | 1 | | | 1 | | 1 | 3 | 2 | - 1 | | 8 |
| Patdown - Flyer | | | 1 | | | 1 | | 1 | 3 | 1 | | | 7 |
| Patdown - Non-Flyer | | | | | | • | | • | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | 2 | | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | edication | and Medical S | Supplies | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | Wheelcha | air or Scooter) | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 1 | | 3 | | 1 | 2 | | 1 | 1 | 2 | | | 11 |
| Property - Special Handling - Damaged It | | | 2 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | d | 1 | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | | 1 | | | | 1 | | | 3 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | 0 | 1 | | 1 | 1 | <u> </u> | 1 | 2 | 4 |
| Screening Screening - Inconsistency | 1 | 1 | | | 2 | 1 | | | | 1 | I | 3 | 10 |
| Screening - Procedures/Process | ' | 1 | | | 2 | 1 | | | | 1 | 1 | 3 | 9 |
| 2023 | 33 | 30 | 39 | 38 | 24 | 28 | 16 | 25 | 22 | 18 | 30 | 28 | 331 |
| Additional Information Required/Insufficient Inf | | | | 1 | | | | 1 | | | | | 2 |
| Additional Information Required/Insufficien | | - EMAIL (| ONLY | 1 | | | | 1 | | | | | 2 |
| Civil Rights | | | 1 | | | | 1 | 1 | | | | | 3 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | nder | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | | 3 | 2 | | | | | 2 | | 1 | 1 | 10 |
| Customer Service - TSO | 1 | | 3 | 2 | | | | | 2 | | 1 | 1 | 10 |
| Expedited Passenger Screening Program | 24 | 22 | 27 | 24 | 22 | 21 | 12 | 20 | 17 | 12 | 24 | 21 | 246 |
| Expedited Passenger Screening Program | | 0 | 4 | | | | | | 1 | 4 | 4 | | 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 3 21 | 20 | 26 | 24 | 22 | 21 | 12 | 20 | 16 | 11 | 23 | 21 | 237 |
| Locks | 21 | 1 | 20 | 1 | 22 | 21 | 12 | 20 | 10 | 1 | 23 | 21 | 3 |
| Locks - General | | 1 | | ' | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | 2 | 1 | 3 | | 2 | | | 1 | 1 | 1 | | 11 |
| Mishandling of Passenger Property - Dam | naged/Missing | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | | 1 | | 3 | | 1 | | | 1 | 1 | | | 7 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | 1 | 1 | | 1 | | 1 | 2 | | 1 | | 2 | 10 |
| Patdown - Flyer | 1 | 1 | 1 | | 1 | | 1 | 2 | | 1 | | 2 | 10 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 1 | 1 | | 1 | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I | | M/baalaba | ir or Coostor) | 1 | | 1 | 1 | | | | | | 3 |
| Prohibited & Permitted Items | Jisability (Not | vvrieeicna | iii oi Scoolei) | | | 1 | | | | | - 1 | | 1 |
| Prohibited & Permitted Items - Firearm/Ar | mmunition | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 2 | | 2 | 1 | | | | ' | 1 | 10 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | 1 | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Iten | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | 1 | | 1 | | | | | | 1 | 4 |
| Screening | 4 | 3 | 4 | 4 | 1 | 2 | | 1 | 1 | 3 | 3 | 2 | 28 |
| Screening - Inconsistency | | 1 | 2 | 2 | | | | | | | | | 5 |
| Screening - International Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 2 | 2 | 2 | 1 | 1 | | 1 | 1 | 3 | 3 | 2 | 21 |
| 2024 | 27 | 26 | 29 | 26 | | | | | | | | | 108 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 4 | 2 | | | | | | | | | 8 |
| Expedited Passenger Screening Program | 21 | 1 21 | 4 22 | 2 19 | | | | | | | | | 83 |
| Exposition i assenger octeening Frogram | Z1 | 21 | | 19 | | | | | | | | | 03 |

| | | | ISA Contac | t Center (| CC) Data | 1001 - FUIA | 1 | | | | | | |
|--------------------------------------------|-------------|--------|------------|------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 20 | 21 | 20 | 18 | | | | | | | | | 79 |
| No Jurisdiction | 1 | | | 1 | | | | | | | | | 2 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | | 1 | 1 | 1 | | | | | | | | | 3 |
| Patdown - Flyer | | 1 | 1 | 1 | | | | | | | | | 3 |
| Property - Special Handling | | | 2 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Check | ked | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | d | 1 | | | | | | | | | | 1 |
| Screening | 4 | 3 | | 2 | | | | | | | | | 9 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 2 | | 1 | | | | | | | | | 5 |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | | | | | | | | 2 |

| | | TS | | | CC) Data To | | | | | | | | |
|----------------------------------------------------------|---------------|------------|-----------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BOS | 874 | 787 | 772 | 653 | 439 | 534 | 580 | 550 | 558 | 557 | 569 | 635 | 7,508 |
| 2022 | 157 | 205 | 188 | 158 | 156 | 252 | 274 | 297 | 284 | 295 | 308 | 332 | 2,906 |
| Additional Information Required/Insufficient Information | ormation | | | 1 | | | | | 2 | | | 1 | 4 |
| Additional Information Required/Insufficien | | - EMAIL OI | NLY | 1 | | | | | 2 | | | 1 | 4 |
| Airline | 1 | | 1 | | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | 3 | 4 | 2 | 4 | 1 | 3 | 5 | 4 | 7 | 4 | 4 | 3 | 44 |
| Civil Rights - Headwear | | | | | | | | 2 | | | | 1 | 3 |
| Civil Rights - National Origin | | 1 | | | | | | | | | | 1 | 2 |
| Civil Rights - Not Specified | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | 2 | 1 | 1 | 3 | 2 | 4 | 1 | 13 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 2 | 2 | 2 | 1 | | - 1 | | 3 | | 4 | 1 | 9 |
| Civil Rights - Screening of Religious Cultu | | 1 | | | - ' | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | ' | | 1 | | | 3 | 1 | 4 | | | | 10 |
| Civil Rights - Transgender Screening | ' | | | 1 | | - 1 | 1 | | 4 | 2 | | | 5 |
| Customer Service | 40 | 0 | 4.5 | | 0 | 1 | | 200 | 04 | 2 | | 20 | |
| | 18 | 9 | 15 | 9 | 9 | 11 | 17 | 26 | 21 | 27 | 21 | 22 | 205 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 18 | 9 | 14 | 9 | 9 | 10 | 17 | 26 | 21 | 27 | 21 | 22 | 203 |
| DHS TRIP | | | | | | | | | | | 1 | | 1 |
| DHS TRIP - General | | | | | | | | | | | 1 | | 1 |
| 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 | 216 | 230 | 241 | 271 | 2,225 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 10 |
| Expedited Passenger Screening Program | 2 | 16 | 16 | 8 | 6 | 3 | 8 | 8 | 5 | 11 | 8 | 2 | 93 |
| Expedited Passenger Screening Program | 87 | 132 | 119 | 101 | 119 | 201 | 206 | 226 | 210 | 218 | 232 | 267 | 2,118 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | 2 | 4 |
| Hazardous Materials Safety | | | | | | | | | 1 | 1 | | 1 | 3 |
| Hazardous Materials Safety - General | | | | | | | | | 1 | 1 | | 1 | 3 |
| Identification (ID) Requirements | 1 | 1 | 1 | 1 | | 1 | | | | | | | 5 |
| Identification (ID) Requirements - Domest | | 1 | 1 | 1 | | ' | | | | | | | 4 |
| Identification (ID) Requirements - Real ID | ' | <u> </u> | | | | 1 | | | | | | | 1 |
| Locks | | 1 | | | | - 1 | 3 | | | | | | 4 |
| | | 1 | | | | | 3 | | | | | | |
| Locks - Missing or Damaged Lock | 4 | 1 | | | 4 | | 3 | | | | | 4 | 4 |
| Lost and Found | 1 | | | 1 | 1 | 2 | | 1 | 2 | | | 1 | 9 |
| Lost and Found - Airport/TSA | 1 | | | 1_ | 1 | 2 | | 1 | 2 | | | 1 | 9 |
| Mishandling of Passenger Property | 3 | 1 | 3 | 4 | | 2 | 1 | 4 | 9 | 3 | | 5 | 43 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | 1 | | 2 | 4 | 2 | | 3 | 21 |
| Mishandling of Passenger Property - Dam | | | 3 | 3 | | | 1 | 2 | 3 | | 1 | 1 | 16 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on o | r Checked | | | 1 | | | 2 | 1 | | 1 | 6 |
| No Jurisdiction | 1 | | | 3 | 1 | 1 | 1 | 2 | | | 2 | 1 | 12 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | 1 | | | 1 | | | 2 | | 5 |
| No Jurisdiction - Refer to Other | 1 | | | 2 | | 1 | | 1 | | | | 1 | 6 |
| Patdown | 5 | 5 | 3 | 1 | 2 | 3 | 4 | 5 | 1 | 3 | 6 | 3 | 41 |
| Patdown - Children | | | | | | | | | | | 1 | 1 | 2 |
| Patdown - Flyer | 4 | 5 | 3 | 1 | 2 | 3 | 4 | 5 | 1 | 3 | 4 | 2 | 37 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 7 | 16 | 3 | 1 | | 2 | 8 | 3 | 4 | 4 | 1 | 4 | 53 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | 1 | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | arments/D | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | Jannonio, B | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | 2 | 1 | | | | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | Pody | | | | | 1 | | - 1 | | | 1 |
| | | | Бойу | | | 4 | | I | 0 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 3 | | | | 1 | 1 | | 2 | | | | 8 |
| Persons w/ Disabilities (PWD) - Metal Imp | , | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| | 4 | | | | 1 | 1 | 1 | | 1 | | 3 | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 2 | | | | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Respirato | , | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | 2 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/ | trauma) | | | | | 2 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | | | | 2 | | | | | | 4 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Alcohol and | d Tobacco | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 11 | 13 | 8 | 16 | 8 | 10 | 6 | 5 | 7 | 10 | 7 | 7 | 108 |
| Property - Special Handling - Damaged It | 7 | 8 | 3 | 9 | 2 | 6 | 5 | 1 | 4 | 5 | 3 | 4 | 57 |
| Property - Special Handling - Damaged It | | | 1 | 1 | 1 | | | | | | | 1 | 6 |
| Property - Special Handling - Missing Iten | | 4 | 4 | 4 | 2 | 2 | 1 | 4 | 1 | 3 | 1 | 2 | 30 |
| Property - Special Handling - Missing Iten | | 1 | | 2 | 3 | 2 | | | 2 | 2 | | _ | 15 |
| Screening | 13 | 5 | 14 | 8 | 8 | 12 | 14 | 12 | 14 | 13 | 17 | 13 | 143 |
| Screening - Crew Member or Airline Empl | | J | 14 | U | U | 12 | 177 | 14 | 14 | 13 | 17 | 13 | 143 |
| Screening - Grew Member of Affiline Empl | 4 | 2 | 1 | | 2 | 1 | 3 | 1 | 4 | 1 | 2 | 5 | 25 |
| | 4 | | 2 | 4 | | | 1 | 2 | 4 | 1 | | 3 | 10 |
| Screening - Lengthy Lines | _ | | | 1 | | 3 | | | 40 | | 40 | | |
| Screening - Procedures/Process | 8 | 3 | 11 | 5 | 5 | 8 | 9 | 9 | 10 | 10 | 12 | 6 | 96 |
| Screening - Retrieving Abandoned/Confis | 1 | | | 2 | 1 | | 1 | | | 1 | 2 | 2 | 10 |
| Screening - Traveling with Cash | | | 2 | | | | | | | | 1 | | 1 |
| 2023 | 359 | 337 | 340 | 263 | 283 | 282 | 306 | 253 | 274 | 262 | | 303 | 3,523 |
| Airline | | | | 1 | | | | | | 3 | 1 | | 5 |
| Airline - Baggage Requirements | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 3 | | | 4 |
| Civil Rights | 2 | 6 | 5 | 3 | 2 | 11 | 9 | 4 | 3 | 8 | 2 | | 65 |
| Civil Rights - Age | | | | | | | | | | 1 | | 1 | 2 |
| | | | | | | | | | | | | | |

| | | | A Contact C | | • | | | | | | | | |
|-----------------------------------------------------------------------------------|----------------|----------------|-------------|---------|----------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 1 | 12-Dec 0 | 1-Jan (| 02-Feb (| 03-Mar (| 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Headwear | | | | | 1 | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | 1 | | 1 | 3 |
| Civil Rights - Not Specified | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | 1 | | | | 3 | 1 | | 1 | | | | 6 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 2 | 2 | 3 | 2 | | 3 | 2 | 3 | 1 | 3 | | 5 | 26 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Trans(| 1 | 2 | | 1 | 3 | 5 | | | | 2 | 2 | 16 |
| Civil Rights - Sexual Orientation - Not Tra | ansgender | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | 2 | | 1 | | 2 | | 1 | 7 |
| Claims | | | 1 | | | | | | 1 | | | | 2 |
| Claims - General | | | 1 | | | | | | | | | | |
| Claims - Status | | | | | | | | | 1 | | | | |
| Customer Service | 9 | 15 | 16 | 15 | 16 | 22 | 13 | 8 | 27 | 26 | 24 | 32 | 223 |
| Customer Service - CSM | | | | | 1 | | | | | | | | - |
| Customer Service - Others | | | | | | 1 | | | | | | | |
| Customer Service - TCC | | | | | 1 | | | | | | | 1 | |
| Customer Service - TSO | 9 | 15 | 16 | 15 | 14 | 21 | 13 | 8 | 27 | 26 | 24 | 31 | 21 |
| DHS TRIP | - | 10 | 10 | 1 | 14 | 2.1 | 10 | 0 | 21 | 1 | 24 | 31 | 21 |
| | | | | 1 | | | | | | 1 | | | |
| DHS TRIP - General | 200 | 200 | 200 | | 220 | 222 | 054 | 407 | 407 | | 470 | 204 | |
| Expedited Passenger Screening Program | 299 | 289 | 288 | 208 | 236 | 222 | 254 | 197 | 197 | 186 | 176 | 201 | 2,75 |
| Expedited Passenger Screening Progran | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Progran | | 1 | 4 | | | 1 | | | | | 1 | | |
| Expedited Passenger Screening Progran | | 12 | 2 | 5 | 11 | 5 | 3 | 3 | 3 | 3 | 2 | 5 | 70 |
| Expedited Passenger Screening Progran | | 275 | 281 | 203 | 225 | 216 | 251 | 194 | 193 | 183 | 172 | 196 | 2,67 |
| Expedited Passenger Screening Progran | n - TSA/DHS E | mployees | 1 | | | | | | 1 | | 1 | | ; |
| Hazardous Materials Safety | | | | | 1 | | | | | | 1 | | |
| Hazardous Materials Safety - General | | | | | 1 | | | | | | 1 | | |
| Locks | | 1 | 1 | 1 | | | | | 1 | 2 | 1 | | |
| Locks - General | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | 1 | 1 | 1 | | | | | | 2 | 1 | | (|
| Lost and Found | | 1 | | | | | | | 1 | 1 | 1 | 3 | |
| Lost and Found - Airport/TSA | | 1 | | | | | | | 1 | 1 | 1 | 3 | |
| Mishandling of Passenger Property | 4 | 5 | 7 | 7 | 3 | 4 | 8 | 6 | 6 | 4 | 10 | 7 | 7 |
| Mishandling of Passenger Property - Dar | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dar | | 2 | 3 | 5 | 2 | 2 | 4 | 5 | 6 | 2 | 4 | 4 | 4 |
| Mishandling of Passenger Property - Dar | | 2 | 4 | 1 | 1 | 2 | 3 | 1 | | 2 | 6 | 3 | 2 |
| Mishandling of Passenger Property - Dis | | | | 1 | | | 1 | | | | | 0 | |
| No Jurisdiction | 1 | -Oarry-Orr Or | Officered | 2 | | 1 | - 1 | | | | 5 | | |
| No Jurisdiction - No Referral | ' | | | | | 1 | | | | | 3 | | |
| No Jurisdiction - Refer to CBP | 4 | | | 0 | | 4 | | | | | 1 | | |
| | 1 | | | 2 | | 1 | | | | | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 3 | | - |
| Patdown | 8 | 2 | 2 | 3 | 3 | 3 | 1 | 3 | 14 | 3 | 9 | 8 | 59 |
| Patdown - Children | | | | | | | | | 1 | 1 | | 1 | ; |
| Patdown - Flyer | 8 | 2 | 2 | 3 | 3 | 3 | 1 | 2 | 13 | 2 | 7 | 7 | 5 |
| Patdown - Flyer as Observer | | | | | | | | | | | 2 | | |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | 3 | 3 | 3 | 4 | 5 | 2 | 5 | 7 | 6 | 5 | 5 | 7 | 5 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | 1 | 2 | | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Breast C | ancer | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (| general) Not E | Breast Cance | r | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Cognitiv | e /Developmei | ntal /Mental [| Disability | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Hearing | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Internal | | es | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical | | | Body | 1 | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medicall | | 1 | 1 | ' | | | | 3 | 1 | 1 | 3 | 2 | 1 |
| Persons w/ Disabilities (PWD) - Metal Im | | - ' | 1 | | | | 1 | | | | 3 | | - |
| Persons w/ Disabilities (PWD) - Mobility | | 2 | 2 | 2 | 1 | | 1 | | 2 | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ | | | | | I | | I | 1 | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Prosthes | | and Coata | | | 1 | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Prostnes Persons w/ Disabilities (PWD) - Respirat | | | | | 1 | | | | | 1 | | 1 | |
| | | r Equipment | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Service | | | | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Touch A | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | Segway | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wounde | _ | | | | | | | | | 1 | | | |
| Property - Special Handling | 8 | 6 | 8 | 6 | 6 | 2 | 2 | 11 | 5 | 6 | 4 | 8 | 7: |
| Property - Special Handling - Damaged I | | 4 | 4 | 2 | 2 | 1 | 2 | 3 | 5 | 2 | 2 | 4 | 3 |
| Property - Special Handling - Damaged I | | | | 1 | 1 | | | 1 | | | 1 | 1 | |
| Property - Special Handling - Missing Ite | | 2 | 1 | 3 | 2 | | | 3 | | 1 | 1 | 3 | 1 |
| Property - Special Handling - Missing Ite | ms - Checked | | 3 | | 1 | 1 | | 4 | | 3 | | | 1: |
| Request for Assistance | | | | 1 | | | | | | 1 | | | |
| Request for Assistance - Other | | | | 1 | | | | | | 1 | | | |
| Screening | 25 | 9 | 9 | 11 | 11 | 15 | 14 | 17 | 13 | 16 | 22 | 27 | 18 |
| Screening - Crew Member or Airline Emp | | - | 1 | | 1 | | | | - | | | | |
| Screening - Inconsistency | 8 | 2 | 2 | 3 | 3 | 1 | 1 | 3 | 1 | 6 | 3 | 1 | 3 |
| Screening - Lengthy Lines | 4 | 1 | _ | 1 | 1 | • | • | 1 | 1 | | 1 | 1 | 1 |
| Screening - Procedures/Process | 13 | 6 | 6 | 6 | 6 | 13 | 12 | 13 | 10 | 9 | 18 | 25 | 13 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confi | | U | J | 1 | U | 1 | 1 | 10 | 10 | 1 | 10 | 20 | 13 |
| 2024 | 358 | 245 | 244 | 232 | | 1 | 1 | | 1 | ı | | | 1,07 |
| | | 245 | 244 | | | | | | | | | | 1,07 |
| Additional Information Required/Insufficient In | | | | 1 | | | | | | | | | |
| Additional Information Required/Insufficient | 1 | | | 1 | | | | | | | | | |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Civil Rights | 2 | 7 | 9 | 7 | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | Tool - FOIA 03-Mar | | OF Marr | 06-Jun | 07-Jul | 00 Au- | 00 Sor | Total |
|-----------------------------------------------------|--------------|-------------|--------|--------|--------|-----------------------|--------|---------|---------------------|--------|--------|--------|-------|
| | TU-UCT | 11-Nov 2 | | | u∠-reb | บง-เงเลr | 04-Apr | 05-May | υ ₀ -Jun | u/-Jui | 08-Aug | 09-Sep | |
| Civil Rights - Constitutional Rights | | 2 | | 1 | | | | | | | | | |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | |
| Civil Rights - Not Specified | | 1 | | | | | | | | | | | |
| Civil Rights - Race | 1 | 4 | | 4 | | | | | | | | | 10 |
| Civil Rights - Sex/Gender/Gender Identity | | jender | 1 | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | 3 | 1 | | | | | | | | | |
| Customer Service | 32 | 37 | | 28 | | | | | | | | | 14 |
| Customer Service - Others | | | 1 | | | | | | | | | | |
| Customer Service - TCC | | 2 | | | | | | | | | | | |
| Customer Service - TSO | 32 | 35 | 42 | 28 | | | | | | | | | 137 |
| DHS TRIP | 1 | | | | | | | | | | | | |
| DHS TRIP - General | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 259 | 173 | 140 | 146 | | | | | | | | | 718 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 2 | | 5 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 256 | 171 | 132 | 141 | | | | | | | | | 700 |
| Locks | | 1 | 1 | 2 | | | | | | | | | 4 |
| Locks - General | | | | 1 | | | | | | | | | • |
| Locks - Missing or Damaged Lock | | 1 | 1 | 1 | | | | | | | | | (|
| Lost and Found | | 1 | | 1 | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 8 | 5 | 7 | 7 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 6 | 5 | 4 | 5 | | | | | | | | | 20 |
| Mishandling of Passenger Property - Dam | 2 | | 2 | 2 | | | | | | | | | (|
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsU | 1 | | | | | | | | | | |
| No Jurisdiction | 3 | | 1 | 1 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 2 | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | 1 | | | | | | | | | |
| Patdown | 9 | 3 | 3 | 4 | | | | | | | | | 1 |
| Patdown - Flyer | 9 | 3 | 3 | 4 | | | | | | | | | 19 |
| Persons w/ Disabilities (PWD) | 5 | 2 | 1 | 6 | | | | | | | | | 14 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | 1 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | Segway | 1 | | | | | | | | | | |
| Property - Special Handling | 5 | 6 | 14 | 10 | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | | 2 | 7 | 4 | | | | | | | | | 18 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | 2 | 4 | | | | | | | | | |
| Property - Special Handling - Missing Iter | | 3 | | 2 | | | | | | | | | |
| Screening | 33 | 10 | 23 | 19 | | | | | | | | | 8 |
| Screening - Children | - 55 | 10 | 20 | 13 | | | | | | | | | |
| Screening - Inconsistency | 1 | | 1 | 1 | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 4 | 2 | | 2 | | | | | | | | | 1 |
| Screening - Procedures/Process | 28 | 6 | 19 | 14 | | | | | | | | | 67 |
| Screening - Frocedures/Frocess | 20 | O | 19 | 14 | | | | | | | | | 2 |

| | | | ISA Contac | x center (| icc) Data | 1001 - FUI <i>P</i> | ١. | | | | | | |
|-------------------------------------------|--------------|--------|------------|------------|-----------|---------------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ВРТ | | 1 | 3 | 1 | 1 | 1 | 4 | 1 | 1 | 1 | 3 | 2 | 19 |
| 2022 | | | 1 | | | | 2 | 1 | | | 1 | | 5 |
| Customer Service | | | 1 | | | | | 1 | | | | | 2 |
| Customer Service - TSO | | | 1 | | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | | | | | | | 2 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | n - TSA PreC | Check | | | | | 2 | | | | 1 | | 3 |
| 2023 | | | 2 | | 1 | 1 | 2 | | 1 | 1 | 2 | 2 | 12 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Trans | gender | | | | | | | | | 1 | | 1 |
| Customer Service | | | 2 | | | | | | | 1 | | | 3 |
| Customer Service - TSO | | | 2 | | | | | | | 1 | | | 3 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | 1 | | 1 | | 1 | 1 | 6 |
| Expedited Passenger Screening Progran | i - TSA PreC | Check | | | 1 | 1 | 1 | | 1 | | 1 | 1 | 6 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |

| | | | ISA Contac | t Center (| (CC) Data | 1001 - FUIA | | | | | | | |
|-------------------------------------------|---------------|----------|------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BQK | | | 4 | 4 | 1 | 2 | 1 | 3 | | 1 | 2 | 1 | 1 |
| 2022 | | | 1 | 3 | | 2 | | 1 | | | 1 | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | 1 | | 2 | | 1 | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | 1 | | 2 | | 1 | | | 1 | | |
| Screening | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |
| 2023 | | | 1 | | 1 | | 1 | 2 | | 1 | 1 | 1 | |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transo | gender | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | | 1 | | 1 | | 1 | | | | 1 | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | 1 | | | | 1 | 1 | |
| Expedited Passenger Screening Program | ı - TSA/DHS | Employee | s - Opt In | | 1 | | | | | | | | |
| No Jurisdiction | | | | | | | | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| 2024 | | | 2 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | 1 | | | | | | | | | |
| No Subject | | | 1 | | | | | | | | | | |
| No Subject - General | | | 1 | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | | | | (TCC) Data | | | | | | | | |
|--------------------------------------------|-------------|-----------|-----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BQN | 4 | 4 | | . : | 2 | 5 | 2 | 4 | 3 | 5 | 4 | 9 | 40 |
| 2022 | | 3 | | | | 3 | | 3 | 1 | | 1 | 4 | 10 |
| Civil Rights | | | | | | | | | | | | 2 | |
| Civil Rights - Race | | | | | | | | | | | | 2 | |
| Customer Service | | | | | | 1 | | | 1 | | | | |
| Customer Service - Others | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 1 | | | | 2 | | 1 | | | 1 | 2 | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 2 | | 1 | | | 1 | 2 | |
| No Jurisdiction | | | | | | | | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - General | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2023 | 1 | | : | 2 : | 2 | 2 | 2 | 1 | 2 | 5 | 3 | 5 | 2 |
| Customer Service | | | | | 1 | | | | | 2 | 1 | 4 | |
| Customer Service - TSO | | | | | 1 | | | | | 2 | 1 | 4 | |
| Expedited Passenger Screening Program | 1 | | - : | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | 1 |
| Expedited Passenger Screening Program | 1 | | - : | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Ba | iggage | | 1 | | | | | 1 | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Item | s - Checke | d | | | | | | | | | | 1 | |
| Screening | | | | | | | 1 | | 1 | 1 | | | |
| Screening - Inconsistency | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | | |
| 2024 | 3 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |

| | | | ISA Contac | a center (1 | CC) Data i | 001 - FUIA | ١. | | | | | | |
|------------------------------------------|--------------|-----------|------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BRD | 1 | 1 | 2 | | 1 | | | | | 1 | 1 | 1 | 1 |
| 2022 | | | 1 | | 1 | | | | | | | 1 | |
| Customer Service | | | | | 1 | | | | | | | | |
| Customer Service - TSO | | | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-or | 1 | | | | | | | | | | |
| 2023 | 1 | 1 | | | | | | | | 1 | 1 | | |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | 1 | | | |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2024 | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | | |

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

| | | | | act Center (| | | | | | | | | |
|------------------------------------------|-------------|-----------|--------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BRO | 2 | 1 | (| 6 2 | 5 | 4 | | 3 | 2 | 3 | 4 | 4 | 3 |
| 2022 | 1 | 1 | | 1 2 | 1 | 2 | | 2 | 1 | 1 | | | 1 |
| Airline | | | | | | | | 1 | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | | 1 | | | | | |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 2 | 1 | | | | 1 | 1 | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | 1 2 | 1 | | | | 1 | 1 | | | |
| No Jurisdiction | | | | | | | | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| TWIC | | | | | | 1 | | | | | | | |
| TWIC - Status | | | | | | 1 | | | | | | | |
| 2023 | | | | | 4 | 2 | | 1 | 1 | 2 | 4 | 4 | 1 |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Race | | | | | 1 | | | | | | | | |
| Customer Service | | | | | 1 | | | | | | | 1 | |
| Customer Service - TSO | | | | | 1 | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | | 1 | 2 | | 1 | 1 | 2 | 1 | 1 | |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | | 1 | 2 | | 1 | 1 | 2 | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | 1 | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | /-On | | | 1 | | | | | | | | |
| Screening | | | | | | | | | | | 2 | 2 | |
| Screening - Procedures/Process | | | | | | | | | | | 2 | 2 | |
| 2024 | 1 | | | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 3 | | | | | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | | 1 | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Chec | ked | | 1 | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BRW | | 1 | | | | | | | | 1 | 1 | | 3 |
| 2023 | | 1 | | | | | | | | 1 | 1 | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | Jram | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ry and Inha | ler Equipme | ent | | | | | | | | 1 | | 1 |

| | | | I SA CUIILA | ci Center (| ICC) Dala | 1001 - FUIA | • | | | | | | |
|-----------------------------------------------|-------------|--------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BTM | 1 | 2 | 2 | 1 | | | | | 1 | 1 | 1 | 1 | 10 |
| 2022 | 1 | 1 | | 1 | | | | | | 1 | | | 4 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wounded | Warrior | | | 1 | | | | | | | | | 1 |
| 2023 | | | | | | | | | 1 | | 1 | 1 | 3 |
| Expedited Passenger Screening Program | | | | | | | | | | | 1 | 1 | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | 1 | 1 | 2 |
| SIDA (Security Identification Display Area) | | | | | | | | | 1 | | | | 1 |
| SIDA (Security Identification Display Area |) - General | | | | | | | | 1 | | | | 1 |
| 2024 | | 1 | 2 | | | | | | | | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | | | | | | | 2 |

| | | | SA Contac | | | | | | | | | | |
|--------------------------------------------|-----------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BTR | 14 | 14 | 11 | 12 | 4 | 23 | 11 | 10 | 11 | 14 | 15 | 16 | 155 |
| 2022 | 4 | 4 | 3 | 3 | 2 | 8 | 7 | 3 | 7 | 9 | 9 | 10 | 69 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Customer Service | 1 | | | | | 1 | 1 | | 1 | | | | 4 |
| Customer Service - TSO | 1 | | | | | 1 | 1 | | 1 | | | | 4 |
| Duplicate E-mail | 1 | | | | | | | | | | | | 1 |
| Duplicate E-mail - General | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 3 | 3 | 3 | 1 | 7 | 4 | 3 | 6 | 9 | 5 | 10 | 56 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | | 1 | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | 3 | 3 | 3 | | 7 | 4 | 3 | 6 | 9 | 5 | 9 | 54 |
| Mishandling of Passenger Property | | | | | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCa | arry-on Lugo | gage | | | | | | | 2 | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry-C |)n | | | 1 | | | | | | | | 1 |
| Screening | | 1 | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | | 1 | | | | | | 2 |
| TWIC | | | | | | | | | | | 1 | | 1 |
| TWIC - Status | | | | | | | | | | | 1 | | 1 |
| 2023 | 2 | 6 | 6 | 4 | 2 | 15 | 4 | 7 | 4 | 5 | 6 | 6 | 67 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | 1 | 1 | | | 3 |
| Customer Service - TSO | | | | 1 | | | | | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | 2 | 5 | 6 | 3 | 2 | 14 | 2 | 6 | 3 | 3 | 6 | 6 | 58 |
| Expedited Passenger Screening Program | 2 | 5 | 6 | 3 | 2 | 14 | 2 | 6 | 3 | 3 | 6 | 6 | 58 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCh | necked Bag | gage | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not | Wheelcha | ir or Scoote | er) | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | 1 | | | 1 |
| 2024 | 8 | 4 | 2 | 5 | | | | | | | | | 19 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 7 | 3 | 2 | 5 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 7 | 3 | 2 | 5 | | | | | | | | | 17 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| ategories | 10-Oct | | A Contact 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------------------------------------|----------------|---------------|---------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BTV | 35 | 26 | 33 | 30 | 21 | 25 | 23 | 18 | 16 | 11 | | 29 | 291 |
| 2022 | 35 6 | 4 | 33 8 | 6 | 8 | 9 | 15 | 10 | 9 | 3 | | 12 | 104 |
| Civil Rights | | 1 | 1 | 1 | | | 10 | 10 | 3 | | 14 | 12 | 104 |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | ation | 1 | - 1 | - 1 | | | | | | | | | |
| Customer Service | 1 | 1 | 1 | 1 | | 1 | 2 | | 2 | 2 | 2 | | 13 |
| Customer Service - TSO | 1 | 1 | 1 | 1 | | 1 | 2 | | 2 | 2 | | | |
| | 5 | 1 | 5 | 3 | 0 | 7 | | 8 | 7 | 1 | 8 | 10 | 13 |
| Expedited Passenger Screening Program | | | | | 8 | - / | 12 | 1 | - / | | | 10 | 75 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | | 1 | 1 | 1 | 7 | 2 | | 7 | 1 | | 40 | 7 |
| 1 0 0 | 5 TCA/DUC F | 1 | 4 | 2 | 6 | 7 | 10 | 5 | 7 | | 8 | 10 | 65 |
| Expedited Passenger Screening Program | - 15A/DHS E | mpioyees - | Opt in | | 1 | | | 2 | | | | | 3 |
| Mishandling of Passenger Property | | 11 | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | nemsCarr | y-on Lugga | ige | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Sarments/Dres | ssings/Mask | S | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | 1 | | | | 1 | | | 1 | | 3 |
| Property - Special Handling - Missing Item | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Item | s - Checked | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | 1 | | | 1 | 1 | 1 | | | 1 | 1 | 7 |
| Screening - Inconsistency | | 1 | | | | 1 | | | | | 1 | | 3 |
| Screening - Procedures/Process | | | 1 | | | | 1 | 1 | | | | 1 | 4 |
| 2023 | 14 | 11 | 16 | 18 | 13 | 16 | 8 | 8 | 7 | 8 | 10 | 17 | 146 |
| Additional Information Required/Insufficient Inf | ormation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficier | nt Information | - EMAIL ON | ILY | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | 3 | | | 1 | | | 4 |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 2 | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 3 | | 2 | 1 | | | 2 | | | 1 | 1 | 10 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 3 | | 1 | 1 | | | 2 | | | 1 | 1 | 9 |
| Expedited Passenger Screening Program | 10 | 6 | 11 | 14 | 7 | 10 | 4 | 6 | 5 | 5 | 3 | 11 | 92 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | 6 | 11 | 14 | 7 | 10 | 4 | 6 | 4 | 5 | 3 | 10 | 90 |
| Expedited Passenger Screening Program | | | | | , | 10 | | | 1 | | | 10 | 1 |
| Mishandling of Passenger Property | 1 | | оре | | 2 | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | 2 | | | | | 1 | | | 4 |
| Patdown | | | | 1 | | 1 | | | | ' | 2 | | 4 |
| Patdown - Flyer | | | | 1 | | 1 | | | | | 1 | | 3 |
| Patdown - Flyer as Observer | | | | - 1 | | 1 | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | - ' | 1 | 2 |
| ` ' | | | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Autism Sp | | ladiaatian an | ad Madiaal | Cupplies | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary IV | ledication at | iu iviedicai | Supplies | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | _ | | | 4 | 0 | | 4 | | 4 | - 4 | | | 1 |
| Screening | 3 | 2 | 4 | 1 | 3 | 5 | 1 | | 1 | 1 | | 3 | 28 |
| Screening - Inconsistency | | | | 1 | 1 | 1 | | | | | 1 | 2 | 6 |
| Screening - Lengthy Lines | 1 | 2 | 4 | | | | | | | | 1 | | 8 |
| Screening - Procedures/Process | 2 | | | | 2 | 3 | | | 1 | 1 | 2 | 1 | 12 |
| Screening - Retrieving Abandoned/Confis | | | | | | 1 | 1 | | | | | | 2 |
| 2024 | 15 | 11 | 9 | 6 | | | | | | | | | 41 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | nder | 1 | | | | | | | | | | 1 |
| Customer Service | 3 | 1 | 1 | 1 | | | | | | | | | 6 |
| Customer Service - TSO | 3 | 1 | 1 | 1 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 8 | 7 | 5 | 5 | | | | | | | | | 25 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progra | m | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 8 | 7 | 5 | 4 | | | | | | | | | 24 |
| Patdown | 1 | 1 | 1 | | | | | | | | | | 3 |
| Patdown - Flyer | 1 | 1 | 1 | | | | | | | | | | 3 |
| Screening | 3 | 1 | 1 | | | | | | | | | | 5 |
| Corcorning | | | | | | | | | | | | | |

| ategories | 10-Oct 4 | | A Contact (| | 02-Feb | | | 05-May | مديا ١٠٠٨ | 07_ !!! | 08-4 | 00-500 | Total |
|-----------------------------------------------------------------------------------------|----------------|--------------|--------------|----------|--------|--------|--------|--------|-----------|---------|--------|--------|-------|
| | | | |)1-Jan | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BUF | 63 | 56 | 50 | 68 | 42 | 60 | 46 | 44 | 40 | 50 | 63 | 53 | 63 |
| 2022 | 13 | 13 | 18 | 14 | 16 | 33 | 29 | 21 | 31 | 29 | 29 | 30 | 270 |
| Airline | | | 1 | | | 1 | | | | | | | |
| Airline - Policy/Regulations/Service | 0 | 7 | 1 | | 4 | 1 | | | 4 | | 0 | 4 | - 2 |
| Customer Service | 2 | 7 | 1 | | 1 | 1 | 1 | | 1 | | 2 | 1 | 17 |
| Customer Service - TSO | 2 | 7 | 1 | | 1 | 1 | 1 | | 1 | | 2 | 1 | 17 |
| Expedited Passenger Screening Program | 9 | 4 | 12 | 12 | 15 | 29 | 27 | 19 | 22 | 26 | 25 | 25 | 225 |
| Expedited Passenger Screening Program | 1 | | 1 | | | 3 | 3 | 1 | | | 2 | | 11 |
| Expedited Passenger Screening Program | 8 | 4 | 11 | 12 | 15 | 26 | 24 | 18 | 22 | 26 | 23 | 25 | 214 |
| Mishandling of Passenger Property | 1 | | 2 | | | | | | 1 | | | 2 | (|
| Mishandling of Passenger Property - Damag | ged/Missing | temsCarr | y-on Lugga | ge | | | | | 1 | | | 1 | - 2 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | | | | | | | | | 1 | 4 |
| No Jurisdiction | | 1 | | | | 1 | | | 1 | 1 | | | 4 |
| No Jurisdiction - Refer to CBP | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | 1 | | | | 1 | | | |
| Patdown | | | | 1 | | | | 1 | | 1 | | | ; |
| Patdown - Flyer | | | | | | | | 1 | | 1 | | | |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Service Ani | mals | | | | | | | | 1 | | | | |
| Property - Special Handling | 1 | 1 | 2 | | | | | 1 | 1 | | 1 | 2 | |
| Property - Special Handling - Damaged Ite | 1 | • | | | | | | | | | | | |
| Property - Special Handling - Damaged Iten | | 1 | 2 | | | | | 1 | | | | 2 | |
| Property - Special Handling - Damaged Items | | | | | | | | - 1 | | | 1 | | |
| Property - Special Handling - Missing Items Property - Special Handling - Missing Items | | | | | | | | | 1 | | - 1 | | |
| | - Checked | | | 1 | | 4 | 4 | | 4 | 4 | 1 | | |
| Screening Longthy Lines | | | | 1 | | 1 | 1 | | 4 | 1 | | | 9 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | 1 | | - 2 |
| Screening - Procedures/Process | | | | 1 | | 1 | 1 | | 4 | | | | |
| 2023 | 20 | 26 | 15 | 30 | 26 | 27 | 17 | 23 | 9 | 21 | 34 | 23 | 27 |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | 1 | 2 | | | | | | 2 | 1 | 2 | | | 3 |
| Customer Service - Others | | 1 | | | | | | | | | | | |
| Customer Service - TSO | 1 | 1 | | | | | | 2 | 1 | 2 | | | |
| Expedited Passenger Screening Program | 15 | 21 | 13 | 28 | 24 | 22 | 15 | 16 | 6 | 17 | 32 | 19 | 228 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | | | | | | | 1 | 1 | 3 |
| Expedited Passenger Screening Program | 13 | 20 | 12 | 26 | 24 | 22 | 15 | 16 | 6 | 17 | 31 | 18 | 220 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | 2 | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | 2 | | | | | 4 |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | 1 | 1 | 2 | | 1 | | | | | - |
| Persons w/ Disabilities (PWD) - General | ' | | 1 | 1 | ı | | | ' | | | | | |
| ` ' | | | 1 | 4 | 4 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | 1 | 1 | | | | | | | | - 3 |
| Persons w/ Disabilities (PWD) - Medically N | lecessary Me | edication ar | nd Medical S | Supplies | | 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Mobility Dis | ability (Not V | | or Scooter) | | | 1 | | | | | | | |
| Property - Special Handling | | 1 | | | 1 | | 1 | 1 | | | 1 | | |
| Property - Special Handling - Damaged Iten | | 1 | | | 1 | | | | | | 1 | | |
| Property - Special Handling - Damaged Iten | | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Items | - Checked | | | | | | | 1 | | | | | |
| Screening | 2 | 1 | | 1 | | 3 | 1 | 1 | 2 | 2 | 1 | 3 | 17 |
| Screening - Crew Member or Airline Employ | /ee | | | | | 1 | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | 1 | 1 | | 1 | | 2 | 1 | | 2 | 2 | 1 | 3 | 14 |
| 2024 | 30 | 17 | 17 | 24 | | | | | | | | | 88 |
| Civil Rights | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | - | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 29 | 16 | 12 | 20 | | | | | | | | | 7 |
| Expedited Passenger Screening Program - | | | 14 | 20 | | | | | | | | | - 1 |
| | | 1 1 - | 40 | 20 | | | | | | | | | |
| Expedited Passenger Screening Program | 29 | 15 | 12 | 20 | | | | | | | | | 70 |
| No Jurisdiction | | | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | _ | 1 | | | | | | | | | |
| Property - Special Handling | | | 2 | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Iten | | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Items | | | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Items | - Checked | | 1 | 1 | | | | | | | | | |
| Screening | 1 | 1 | 2 | | | | | | | | | | 4 |
| Corponing Inconsistancy | | | 1 | | | | | | | | | | |
| Screening - Inconsistency | | | | | | | | | | | | | |

| Categories | 10-Oct | | SA Contact | | 02-Feb | | 04 Ans | OF Mov | OC Ium | 07 1 | 00 4 | 00 Con | Total |
|--------------------------------------------------|--------------------|--------------|---------------|--------------|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------|-------|
| BUR | 93 | 11-Nov 81 | 12-Dec 89 | 01-Jan 62 | 46 | 03-Mar 61 | 04-Apr 53 | 05-May 60 | 06-Jun 56 | 07-Jul 56 | 08-Aug 74 | 09-Sep | Total |
| 2022 | 18 | 23 | 29 | 11 | 16 | | 30 | 29 | 29 | 31 | 36 | | 806 |
| Airline | 10 | 23 | 29 | - 11 | 10 | 25 | 30 | 29 | 29 | 31 | 30 | 39 | 316 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Civil Rights | ' | 1 | 2 | | | | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | l ation | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | l little manager | | 1 | | | | | | | | | | 1 |
| Customer Service | 4 | 2 | 4 | 1 | 2 | 3 | 1 | 4 | 5 | 2 | 1 | | 29 |
| Customer Service - TSO | 4 | 2 | 4 | 1 | 2 | 3 | 1 | 4 | 5 | 2 | | | 29 |
| Expedited Passenger Screening Program | 8 | 17 | 16 | 7 | 13 | 19 | 23 | 18 | 19 | 19 | 30 | 31 | 220 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | 1 | | | | - | - | 2 |
| Expedited Passenger Screening Program | | v Member | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 4 | 1 | | 1 | | | | | 1 | 3 | | 10 |
| Expedited Passenger Screening Program | | 12 | 15 | 7 | 12 | 19 | 22 | 18 | 19 | 18 | 26 | | 207 |
| Locks | | | | | | | 1 | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | 1 | | 2 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | 1 | 1 | | | 2 | 3 | 9 |
| Mishandling of Passenger Property - Dam | ı naged/Missing | ItemsCa | irry-on Lugga | | | | | | | | 1 | 3 | 4 |
| Mishandling of Passenger Property - Dam | | 1 | , 33 | J | | | 1 | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property - Disa | | Carry-on | or Checked | 1 | | | | | | | | | 1 |
| No Jurisdiction | Ľ | - , | | | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to FAA | | | | | | | | | | 1 | | | 1 |
| Patdown | | 1 | | | | 2 | 1 | 1 | 1 | 4 | | 1 | 11 |
| Patdown - Flyer | | | | | | 2 | 1 | 1 | 1 | 4 | | 1 | 10 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | | | | 1 | 1 | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | edication | and Medical | Supplies | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | auma) | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | ognaj | | | | | | | | | | | |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | 3 | 2 | | | | | 1 | | | | 6 |
| Property - Special Handling - Damaged Ite | I ems - Carry-O | n | 1 | 1 | | | | | 1 | | | | 3 |
| Property - Special Handling - Damaged Ite | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | - | 1 | 1 | | | | | | | | | 2 |
| Screening | 3 | 1 | 3 | | | 1 | 3 | 5 | 2 | 4 | 2 | 3 | 27 |
| Screening - Inconsistency | Ŭ | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | 3 | 1 | 1 | | | | 2 | 4 | 2 | 4 | 1 | 3 | 21 |
| Screening - Retrieving Abandoned/Confise | | | 1 | | | 1 | _ | | | | 1 | | 3 |
| 2023 | 40 | 28 | 34 | 30 | 30 | 36 | 23 | 31 | 27 | 25 | 38 | 36 | 378 |
| Additional Information Required/Insufficient Inf | | | | | 1 | | | | | 1 | | 1 | 3 |
| Additional Information Required/Insufficier | | - EMAIL C | NLY | | 1 | | | | | 1 | | 1 | 3 |
| Airline | | | 2 | 1 | | | | 1 | | | | | 4 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 2 | | | | | 1 | | | | | 3 |
| Civil Rights | | 1 | | 1 | | 1 | 1 | | | | 2 | | 6 |
| Civil Rights - National Origin | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - Race | | | | 1 | | | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Claims | | | | | | | | | | | | 1 | 1 |
| Claims - Status | | | | | | | | | | | | 1 | 1 |
| Customer Service | 5 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 9 | 2 | 30 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 5 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 8 | 2 | 29 |
| Expedited Passenger Screening Program | 33 | 21 | 24 | 17 | 26 | 23 | 12 | 21 | 21 | 20 | 19 | 21 | 258 |
| Expedited Passenger Screening Program | | | 2 | | | 1 | | | | | 1 | 1 | 7 |
| Expedited Passenger Screening Program | | 21 | 22 | 17 | 26 | 22 | 11 | 21 | 21 | 20 | 18 | 19 | 249 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | - Opt In | | | | 1 | | | | | 1 | 2 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | | 1 | 2 | 2 | 2 | | 1 | 2 | 14 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | 1 | | | 1 | 4 |
| Mishandling of Passenger Property - Dam | | | 1 | 1 | | | 2 | | | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | | | | 1 | | 2 | 1 | | | | 4 |
| Patdown | | | 2 | 2 | 1 | 2 | 2 | | | | | 2 | 11 |
| Patdown - Children | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | 2 | 2 | 1 | 2 | 2 | | | | | 1 | 10 |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | 2 | 1 | | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ital /Menta | I Disability | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | ir or Scoot | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | | | | | | | 1 | | | | 1 | 2 |
| Property - Special Handling | | 3 | 1 | | 1 | 1 | 2 | 1 | 1 | 1 | | | 11 |
| Property - Special Handling - Damaged Ite | | 2 | 1 | | 1 | 1 | | 1 | 1 | | | | 7 |
| Property - Special Handling - Damaged Ite | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-C | 1 | | | | | 1 | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | 7 | ΓSA Contac | ct Center (* | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|-------------|--------|------------|--------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | | | 1 | | | | | | |
| Screening | 1 | 1 | 1 | 4 | | 6 | 2 | 2 | 1 | 1 | 7 | 5 | |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | | 1 | | |
| Screening - Inconsistency | | 1 | | 1 | | | | 1 | | | 2 | | |
| Screening - Procedures/Process | 1 | | 1 | 3 | | 6 | 2 | 1 | 1 | 1 | 3 | 5 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | 1 | | |
| 2024 | 35 | 30 | 26 | 21 | | | | | | | | | |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | 2 | 5 | 10 | 5 | | | | | | | | | |
| Customer Service - TSO | 2 | 5 | 10 | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | 23 | 21 | 14 | 12 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 23 | 20 | 14 | 10 | | | | | | | | | |
| Locks | | | | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | |
| Property - Special Handling | 4 | 1 | 1 | 3 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 3 | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checke | 1 | | 1 | | | | | | | | | |
| Screening | 3 | 2 | 1 | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | 2 | 1 | | | | | | | | | | |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------------|----------------|---------------|-------------|----------|--------|--------|---------|--------|--------|--------|--------|--------|-------|
| BWI | 364 | 318 | 316 | 303 | 181 | 208 | 244 | 261 | 256 | 262 | 257 | 261 | 3,231 |
| 2022 | 71 | 90 | 71 | 70 | 73 | 89 | 117 | 132 | 121 | 126 | 125 | 121 | 1,206 |
| Airline | | | • • | 1 | | | • • • • | | 1 | 1 | 1 | 1 | 5 |
| Airline - Lost Baggage | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | 1 | 1 | 1 | | 4 |
| Civil Rights | 2 | | 2 | | | 2 | 2 | 2 | | | | 2 | 12 |
| Civil Rights - Not Specified | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | 1 | | 1 | | | | 2 | 4 |
| Civil Rights - Racial Profiling or Discrimin | 2 | | 1 | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | 1 | | | | 1 | 1 | | | | | 3 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| Customer Service | 15 | 8 | 5 | 4 | 6 | 7 | 10 | 14 | 14 | 10 | 14 | 6 | 113 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 15 | 8 | 5 | 4 | 6 | 7 | 9 | 14 | 14 | 10 | 14 | 6 | 112 |
| Expedited Passenger Screening Program | 42 | 60 | 51 | 50 | 53 | 63 | 87 | 103 | 89 | 92 | 95 | 90 | 875 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | 1 | 1 | | | | | 1 | 3 |
| Expedited Passenger Screening Program | - DoD | 1 | 1 | 1 | | 3 | 3 | 5 | 2 | | 1 | 4 | 21 |
| Expedited Passenger Screening Program | - Over 75 | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 9 | 1 | 2 | 4 | 1 | 2 | 4 | 5 | 3 | 3 | 2 | 39 |
| Expedited Passenger Screening Program | 38 | 50 | 47 | 47 | 46 | 58 | 81 | 86 | 82 | 89 | 91 | 82 | 797 |
| Expedited Passenger Screening Program | 1 | | 2 | | 2 | | | 8 | | | | 1 | 14 |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | 1 | | | | | | | | | | | 1 |
| Locks | 1 | | 1 | 2 | 1 | | 1 | 2 | | 1 | 1 | | 10 |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | 1 | 2 | 1 | | 1 | 1 | | 1 | 1 | | 9 |
| Lost and Found | | 1 | 1 | 1 | | 2 | | 1 | 1 | 3 | | | 10 |
| Lost and Found - Airport/TSA | | 1 | 1 | 1 | | 2 | | 1 | 1 | 3 | | | 10 |
| Mishandling of Passenger Property | | 4 | | 1 | | 1 | 1 | 1 | | 2 | 5 | 6 | 21 |
| Mishandling of Passenger Property - Dam | naged/Missii | 2 | | | | | | | | | 2 | 4 | 8 |
| Mishandling of Passenger Property - Dam | naged/Missii | 2 | | | | 1 | 1 | 1 | | 2 | 2 | 2 | 11 |
| Mishandling of Passenger Property - Disa | rrayed Items- | Carry-on o | r Checked | 1 | | | | | | | 1 | | 2 |
| No Jurisdiction | | | 2 | 2 | 3 | 1 | | | 1 | | 1 | | 10 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | | | | 3 | | | | 1 | | | | 4 |
| No Jurisdiction - Refer to Other | | | 2 | 2 | | 1 | | | | | | | 5 |
| Patdown | 2 | 1 | | | | 4 | 2 | | 3 | | 1 | 1 | 14 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | 2 | 1 | | | | 4 | 1 | | 3 | | 1 | 1 | 13 |
| Persons w/ Disabilities (PWD) | 3 | 2 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 2 | | 1 | 17 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not | 2 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /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) - Medical I | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledication a | ınd Medical | Supplies | 1 | | 1 | 1 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | | | | | | | | | 1 | 2 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Medication | /Prescriptio | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 6 | 1 | 3 | 4 | 7 | 3 | 2 | 2 | 5 | 2 | | 41 |
| Property - Special Handling - Damaged It | | 1 | 1 | 2 | 1 | 2 | 1 | 1 | | 1 | | 2 | 12 |
| Property - Special Handling - Damaged It | 1 | 1 | | 1 | | | | | 1 | 2 | 1 | | 7 |
| Property - Special Handling - Missing Iten | | 4 | | | 2 | | 1 | | 1 | | 1 | | 9 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | 1 | 5 | 1 | 1 | | 2 | | 3 | 13 |
| Request for Assistance | | | | | | | | | | | 1 | | 1 |
| Request for Assistance - Other | | | | | | | | | | | 1 | | 1 |
| Screening | 5 | 6 | 7 | 4 | 5 | 1 | 8 | 6 | 9 | 10 | 4 | 9 | 74 |
| Screening - Crew Member or Airline Emp | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 16 |
| Screening - Lengthy Lines | | | 1 | | | | 2 | 2 | 4 | | 1 | 1 | 11 |
| Screening - Procedures/Process | 4 | 5 | 4 | 3 | 2 | | 4 | 3 | 2 | 8 | 2 | 7 | 44 |
| Screening - Retrieving Abandoned/Confis | | | | | 1 | | | | 1 | | | | 2 |
| 2023 | 142 | 118 | 126 | 130 | 108 | 119 | 127 | 129 | 135 | 136 | 132 | 140 | 1,542 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficie | nt Information | | | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | 3 | 1 | 1 | 2 | 2 | | 3 | 3 | 7 | 2 | | 25 |
| Civil Rights - Age | | 1 | | | | | | 1 | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Headwear | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | 2 | | | 1 | 1 | | 2 | | 5 | 2 | | 14 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | 1 | | | | | 1 | _ | | | 2 |
| Civil Rights - Transgender Screening | | | 1 | | 1 | | | | 1 | 2 | | | 5 |
| Claims | | | | | 1 | 1 | | | | | | | 2 |
| Claims - General | | | | | 1 | 1 | | | | | | | 2 |
| Customer Service | 11 | 9 | 16 | 10 | 10 | 13 | 9 | 16 | 13 | 15 | 22 | 21 | 165 |
| Customer Service - TCC | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 11 | 9 | 16 | 10 | 10 | 13 | 9 | 16 | 13 | 15 | 22 | 20 | 164 |
| Expedited Passenger Screening Program | 111 | 92 | 97 | 100 | 81 | 85 | 98 | 90 | 88 | 79 | 73 | 94 | 1,088 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 3 | 6 | 2 | 1 | 1 | 1 | 1 | | | | 1 | 16 |
| Expedited Passenger Screening Program | | 4 | 3 | 4 | 1 70 | 2 | 2 | 1 | 3 | 2 | 3 | | 32 |
| Expedited Passenger Screening Program | 107 | 85 | 87 | 94 | 78 | 81 | 95 | 88 | 85 | 77 | 70 | 90 | 1,037 |
| | | | | | | | | | | | | | |

| ries | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | Tool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------|-----------------------|--------|----------|---------|--------|--------|--------|------|
| Expedited Passenger Screening Program | | | | 01-0an | 1 | | оч-дрі | 00-iviay | 00-0011 | 07-001 | 00-Aug | оз-оср | 1010 |
| Hazardous Materials Safety | - TOA/DITO | Litipioyee | 3 - Opt III | 1 | ' | ' | | | | | | | |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | |
| Intranet/Internet Inquiries | | 1 | | ' | | | | | | | | | |
| Intranet/Internet Inquiries - General | | 1 | | | | | | | | | | | |
| Locks | 1 | - ' | | | | 2 | 2 | 1 | 2 | | | 2 | |
| | 1 | | | | | 2 | 2 | 1 | | | | | |
| Locks - Missing or Damaged Lock | I | | | | | | | | 2 | 4 | | 2 | |
| Lost and Found | | | | | | | | 1 | 1 | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | 1 | 1 | 1 | | | |
| Mishandling of Passenger Property | 5 | 3 | | 2 | 3 | 2 | 1 | 5 | 3 | 4 | | 10 | |
| Mishandling of Passenger Property - Dam | aged/Missii | 2 | | | 1 | | | 2 | 2 | 2 | 1 | 4 | |
| Mishandling of Passenger Property - Dam | 4 | 1 | 2 | 2 | 2 | | 1 | 3 | 1 | 1 | 3 | 6 | |
| Mishandling of Passenger Property - Disa | 1 | | | | | 2 | | | | 1 | | | |
| No Jurisdiction | | | | | | | 1 | 1 | | | 1 | | |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | 1 | 4 | | | - 1 | | |
| | | | | | | | | 1 | | | | | |
| Patdown | 2 | | 3 | | 1 | | 2 | 1 | 1 | 8 | | | |
| Patdown - Flyer | 2 | | 3 | 1 | 1 | 2 | 2 | 1 | 1 | 8 | 2 | | |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | 2 | . 1 | 1 | 1 | 1 | 1 | 1 | 2 | 5 | 3 | 1 | |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | | | | | | | | 1 | 1 | | |
| ` / | | ' | 1 | | | | | | | - ' | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | - 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Hearing In | mpairment | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devi | ces | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | n and Medic | al Supplies | | | | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Mobility D | | | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | • / | | | | | ' | 1 | | | |
| | | | CIII | | | | | | | | 4 | | |
| Persons w/ Disabilities (PWD) - Touch Av | - 1 | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | | | | | 1 | 1 | | |
| Property - Special Handling | 5 | | | 4 | 5 | 1 | 4 | 3 | 3 | 4 | 6 | 3 | |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | | | 1 | | 2 | 1 | 3 | 2 | |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | | | 2 | 1 | 1 | | | | |
| Property - Special Handling - Missing Item | | n | | 1 | 1 | | 1 | 2 | | 1 | 2 | 1 | |
| Property - Special Handling - Missing Item | | | | 1 | 4 | | - ' | | | 2 | | - ' | |
| | | | | | | | | | 40 | | | | |
| Screening | 5 | 8 | 6 | 10 | 4 | | 9 | 7 | 19 | 13 | | 7 | |
| Screening - Children | | | | | | 1 | | | | 1 | | | |
| Screening - Crew Member or Airline Empl | oyee | 1 | | | | | | | | | | | |
| Screening - Inconsistency | | | | | | | | | | | | | |
| Corooring - Inconsistently | | | | 5 | | 1 | 1 | 2 | 3 | 2 | 4 | 1 | |
| | 1 | | | 5 | | 1 | | 2 | 3 | 2 | | | |
| Screening - Lengthy Lines | 1 | 6 | | | 2 | | 1 | | 3 | 2 | 2 | 2 | |
| | 4 | 6 | 6 | | 3 | 8 | | 5 | | | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process | 4 cated Items 151 | | 6 | 4 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | 4 cated Items 151 cormation | 1 110 | 6 | 4 1 103 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient | 4 cated Items 151 cormation | 1 110 | 6 | 4 1 103 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Information Required/Insufficient Airline | 4 cated Items 151 cormation 1 Information | 1 110 | 6 | 4 1 103 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage | 4 cated Items 151 cormation | 1 110 | 6 119 ONLY | 4 1 103 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights | 4 cated Items 151 cormation 1 Information | 1 110 | 6 | 4 1 103 1 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Not Specified | 4 cated Items 151 cormation 1 Information | 1 110 | 6 119 ONLY | 4 1 103 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Airline Airline - Lost Baggage Civil Rights Civil Rights - Not Specified Civil Rights - Race | 4 cated Items 151 cormation 1 Information | 1 110 | 6 119 ONLY | 4 1 103 1 1 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Not Specified | 4 cated Items 151 cormation 1 Information | 1 110 | 6 119 ONLY | 4 1 103 1 1 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Airline Airline - Lost Baggage Civil Rights Civil Rights - Not Specified Civil Rights - Race | 4 cated Items 151 formation at Informatio 1 | 1 110 n - EMAIL | 6 119 ONLY | 4 1 103 1 1 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TCC | 4 cated Items 151 ormation It Informatio 1 23 | 1 110 n - EMAIL | 6 119 ONLY 1 | 4 1 103 1 1 1 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Civil Rights - Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TCC Customer Service - TSO | 4 cated Items 151 ormation at Information 1 1 23 1 22 | 1 110 n - EMAIL | 6 119 ONLY 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 4 1 103 1 1 1 1 1 12 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
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| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss 1024 Additional Information Required/Insufficient Information Required/Insufficient Information Information Required/Insufficient Information In | 4 cated Items 151 ormation nt Information 1 1 1 23 1 22 105 1 - DoD 1 103 - TSA/DHS 1 1 aged/Missin rrayed Item 2 1 4 4 2 2 mpairment Devices - At Necessary Disability (No | 1100 n - EMAIL 1120 67 11 65 Employee 2 2 2 1 1 1 1 2 2 2 6 6 1 1 1 1 1 1 1 1 | 119 ONLY 1 16 16 84 1 2 81 8 - Opt In 2 Juspecified I 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 4 1 103 1 1 1 1 12 75 1 1 1,72 1 1 3 1 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss 1024 Additional Information Required/Insufficient Information In | 4 cated Items 151 ormation at Information 1 1 1 23 1 22 105 1 - DoD 1 103 - TSA/DHS 1 1 aged/Missin 1 aged/Missin 1 aged/Missin 1 4 4 4 2 1 1 mpairment Devices - At Necessary bisability (No 1 3 3 151 151 151 151 151 151 151 151 1 | 1 110 n - EMAIL 12 12 67 1 1 165 Employee 2 2 2 1 1 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 | 119 ONLY 1 16 16 84 1 2 81 8 - Opt In 2 Juspecified I 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 4 1 103 1 1 1 1 12 75 1 1 1,72 1 1 5 1 1 3 1 | | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss 1024 Additional Information Required/Insufficient Information Required/Insufficient Information Information Required/Insufficient Information In | 4 cated Items 151 ormation nt Information 1 1 1 23 1 22 105 1 - DoD 1 103 - TSA/DHS 1 1 aged/Missin rrayed Item 2 1 4 4 2 2 mpairment Devices - At Necessary Disability (No | 1100 n - EMAIL 1120 67 11 65 Employee 2 2 2 1 1 1 1 2 2 2 6 6 1 1 1 1 1 1 1 1 | 119 ONLY 1 16 16 84 12 81 8-Opt In 2 2 Juspecified 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 4 1 103 1 1 1 1 12 75 1 1 1,72 1 1 3 1 1 | 1 | 8 | 1 | | 3 | 2 | 2 | 2 | |
| Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss 1024 Additional Information Required/Insufficient Information In | 4 cated Items 151 ormation at Information 1 1 1 2 3 1 2 2 105 1 - DoD 1 103 - TSA/DHS 1 1 aged/Missin 1 aged/Missin 1 aged/Missin 1 4 4 4 2 1 1 mpairment Devices - At Necessary Disability (No 1 3 2 2 2 2 3 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 | 1100 n - EMAIL 120 12 67 110 65 Employee 2 2 2 1 1 1 1 2 2 2 6 6 1 1 1 1 1 1 2 2 2 1 2 2 2 2 | 119 ONLY 1 16 16 84 12 81 8-Opt In 2 2 3 11 2 Juspecified 1 1 1 1 1 1 1 1 1 1 1 1 | 4 1 103 1 1 1 1 12 75 1 1 1,72 1 1 3 1 1 | 1 | 8 | 1 | | 3 | 2 | 2 | 2 | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening | 9 | 13 | 6 | 6 | | | | | | | | | 34 |
| Screening - Inconsistency | | 2 | 2 | | | | | | | | | | 4 |
| Screening - Lengthy Lines | 1 | 3 | | 1 | | | | | | | | | 5 |
| Screening - Procedures/Process | 8 | 8 | 3 | 5 | | | | | | | | | 24 |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | 1 |

| egories | 10-Oct | | | | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------|---------------------|---------------|-------------|----------|--------------|----------------------|--------------|--------|--------|--------|--------------|--------------|-------|
| ZN | 39 | 28 | 2-Dec C | 32 | 02-reb 28 | 30 | 04-Apr 21 | 26 | 24 | 29 | 00-Aug 45 | оэ-зер 20 | 10tai |
| 2022 | 5 | 6 | 7 | 6 | 6 | 17 | 10 | 15 | 11 | 13 | 18 | 11 | 12 |
| Civil Rights | 3 | | 1 | 1 | | - 17 | 10 | 10 | - '' | 13 | 10 | 1 | - 1 |
| Civil Rights - Racial Profiling or Discrimina | ation | | 1 | - 1 | | | | | | | | - 1 | |
| | | oto | - 1 | 1 | | | | | | | | | |
| Civil Rights - Screening of Religious or Cu | ıltural Garmei İ | าเร | | 1 | | | | | | | | 4 | |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | |
| Customer Service | 1 | | | | 2 | | | 1 | | 2 | 1 | 1 | |
| Customer Service - TSO | 1 | | | | 2 | | | 1 | | 2 | 1 | 1 | |
| Expedited Passenger Screening Program | | 5 | 5 | 4 | 3 | 15 | 9 | 12 | 8 | 11 | 12 | 7 | ! |
| Expedited Passenger Screening Program | - TSA Applica | ation Progran | 1 | 1 | | 1 | | 1 | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 5 | 5 | 3 | 3 | 14 | 9 | 11 | 7 | 11 | 12 | 7 | 8 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCarry | on Lugga | ge | | | | | 1 | | | | |
| Notice of Violation/Civil Penalties | 1 | | | | | | | | | | | | |
| Notice of Violation/Civil Penalties - Gener | 1 | | | | | | | | | | | | |
| Patdown | 2 | 1 | 1 | | | | | 1 | 1 | | | | |
| Patdown - Flyer | 2 | 1 | 1 | | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) | | ı | - 1 | | 1 | 1 | | 1 | ı | | | | |
| · , , , | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | | | | | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Ite | ems - Carry-C | n | | | | | | | | | | 1 | |
| Screening | 1 | | | 1 | | 1 | 1 | 1 | 1 | | 5 | 1 | |
| Screening - Children | | | | | | 1 | | | | | 1 | | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | 1 | | | 1 | | | 1 | 1 | 1 | | 3 | 1 | |
| 2023 | 19 | 14 | 11 | 16 | 22 | 13 | 11 | 11 | 13 | 16 | 27 | 9 | 18 |
| Airline | | | | | | | | | | 1 | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | |
| Civil Rights | | | | | 2 | | | | | 1 | | | |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | - ' | | | |
| | | | | | | | | | | | | | |
| Civil Rights - Race | | | | | 1 | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | | | | | | | | | 1 | | | |
| Customer Service | | 4 | | 2 | | 1 | | 4 | 2 | 2 | 4 | 1 | 2 |
| Customer Service - TSO | | 4 | | 2 | | 1 | | 4 | 2 | 2 | 4 | 1 | 2 |
| Expedited Passenger Screening Program | 15 | 9 | 7 | 14 | 17 | 8 | 11 | 4 | 9 | 10 | 17 | 7 | 12 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progran | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 15 | 9 | 7 | 13 | 17 | 8 | 11 | 4 | 9 | 10 | 17 | 7 | 12 |
| Locks | | | | | | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | 1 | | 1 | | |
| Mishandling of Passenger Property - Dam | ogod/Missing | | on Luggo | 70 | | | | 1 | - ' | | | | |
| | | nemscarry | -on Lugga | ye | | | | | 4 | | | | |
| Mishandling of Passenger Property - Dam | | 1 | 21 1 1 | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on or | | | | | | | | | 1 | | |
| Patdown | | | 3 | | 1 | 1 | | | | | | | |
| Patdown - Children | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 2 | | 1 | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | | | | 1 | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | ledication an | d Medical 9 | Sunnlies | | | | 1 | | | | 1 | |
| | | .ou.ou.on all | . mouloal c | Sabbilgo | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 4 | | 4 | 0 | | | | 0 | _ | | |
| Screening | 2 | | 1 | | 1 | 2 | | 1 | 1 | 2 | | | |
| Screening - Inconsistency | | | 1 | | | | | 1 | | | 2 | | |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | 2 | | | | 1 | 1 | | | 1 | 2 | 3 | | 1 |
| 2024 | 15 | 8 | 14 | 10 | | | | | | | | | 4 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | |
| Customer Service | 3 | | 3 | 1 | | | | | | | | | |
| Customer Service - CSM | | | 1 | ' | | | | | | | | | |
| Customer Service - CSW Customer Service - TSO | 3 | | 2 | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 9 | 6 | 8 | 7 | | | | | | | | | |
| Expedited Passenger Screening Program | | 6 | 8 | 7 | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | · | | 2 | 1 | | | | | | | | | |
| Patdown - Flyer | | | 2 | 1 | | | | | | | | | |
| • | | | | | | | | | | | | | |
| Screening | 1 | 2 | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 1 | 2 | | 1 | | | | | | | | | |

| | | | SA Contact | | | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------|-----------------------|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------------------------------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CAE | 31 | 20 | 32 | 26 | 23 | 19 | 17 | 21 | 21 | 19 | 20 | 19 | 268 |
| 2022 | 5 | 1 | 8 | 8 | 14 | 8 | 7 | 12 | 14 | 6 | 10 | 14 | 107 |
| Civil Rights | 1 | | 2 | | 1 | 1 | | | 1 | | | | 6 |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | 1 | | 1 | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | 1 | | | | | | | | | | |
| Customer Service | 1 | | 1 | 2 | 2 | 2 | 2 | | 5 | 1 | | 2 | 18 |
| Customer Service - Others | | | | | | | | | 1 | | | | |
| Customer Service - TSO | 1 | | 1 | 2 | 2 | 2 | 2 | | 4 | 1 | | 2 | 17 |
| Expedited Passenger Screening Program | 2 | 1 | 5 | 3 | 7 | 3 | 3 | 8 | 5 | 2 | 6 | 10 | 55 |
| Expedited Passenger Screening Program | | | | 1 | - 1 | | | 0 | J | | 0 | 10 | |
| Expedited Passenger Screening Program | | iviiiitai y | | ı | | | 4 | | | 4 | | | |
| , , , , , , , , , , , , , , , , , , , , | | D | | | | | 1 | | | 1 | | | |
| Expedited Passenger Screening Program | | | | 1 | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 5 | 1 | 7 | 3 | 2 | 8 | 4 | 1 | 6 | 10 | 50 |
| Locks | | | | | | | | | | 1 | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsCh | ecked Bago | age | | | | | | | | 1 | |
| No Jurisdiction | 1 | , | 30 | 1 | 1 | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | - 1 | 1 | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Patdown | | | | 1 | 1 | | 1 | 2 | | | 2 | 1 | |
| Patdown - Children | | | | | | | 1 | | | | 1 | | |
| Patdown - Flyer | | | | 1 | | | | 2 | | | 1 | 1 | |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | | 1 | | | | | ; |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | I Disability (Not | Wheelcha | ir or Scoote | | | | | 1 | | | | | |
| Property - Special Handling | | VVIICCICIE | III 01 0000tC | ') | 1 | | | ' | | 1 | | | |
| | | | | | | | | | | ı | | | |
| Property - Special Handling - Damaged It | | | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-On | | | | | | | | | 1 | | | |
| Screening | 1 | | | | 1 | 1 | 1 | 1 | 3 | 1 | 2 | | 11 |
| Screening - Inconsistency | | | | | | | | | 1 | 1 | 1 | | 3 |
| Screening - Procedures/Process | 1 | | | | 1 | 1 | | 1 | 2 | | 1 | | 7 |
| Screening - Retrieving Abandoned/Confis | scated Items | | | | | | 1 | | | | | | 1 |
| 2023 | 17 | 7 | 11 | 6 | 9 | 11 | 10 | 9 | 7 | 13 | 10 | 5 | 115 |
| Civil Rights | | | 2 | • | 2 | | 1 | • | • | | | • | 5 |
| Civil Rights - Civil Rights Violation (TSA I | I Employee) | | 1 | | | | - ' | | | | | | 1 |
| | Imployee) | | | | 4 | | 4 | | | | | | |
| Civil Rights - Race | N | | 1 | | 1 | | 1 | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transge | ender | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | | | | | | 3 | 2 | | | | | 6 |
| Customer Service - TSO | 1 | | | | | | 3 | 2 | | | | | 6 |
| Expedited Passenger Screening Program | 14 | 4 | 6 | 6 | 6 | 10 | 6 | 5 | 6 | 10 | 9 | 4 | 86 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | | | | 1 | | | | 1 | | | 5 |
| Expedited Passenger Screening Program | | 4 | 5 | 6 | 6 | 9 | 6 | 5 | 6 | 9 | 9 | 4 | 80 |
| | 11 | 4 | 3 | 0 | 0 | | 0 | 3 | 0 | | 1 | 4 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | 1 | 1 | | 3 |
| Mishandling of Passenger Property - Dan | | | | | | 1 | | | | 1 | | | |
| Mishandling of Passenger Property - Dan | naged/Missino | g ItemsCh | necked Bago | gage | | | | | | | 1 | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | 1 | 1 | | | 1 | | | | | | | | 3 |
| Patdown - Flyer | 1 | 1 | | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | <u> </u> | - 1 | | | | | | | | 1 | | 1 | 2 |
| | Landa (laint) | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Im | | | | , | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | | | r) | | | | | | | | 1 | |
| Screening | 1 | 2 | 2 | | | | | 2 | 1 | 1 | | | 9 |
| Screening - Inconsistency | | 1 | | | | | | 1 | | 1 | | | |
| | 4 | 1 | 1 | | | | | 1 | 1 | | | | 5 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | 46 |
| | cated Items | 12 | | 12 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis 2024 | | 12 | 13 | 12 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis 2024 Airline | cated Items | 12 | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service | cated Items | 12 | 13 | 1 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service | cated Items | 12 | 13 | 1 1 7 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO | scated Items 9 | | 4 4 | 1 1 7 7 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program | 9 | 12 | 4 4 7 | 1 1 7 | | | | | | | | | 1 1 3 |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO | 9 | 12 | 4 4 | 1 1 7 7 | | | | | | | | | 1: 1: 3: |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program | 9 9 1 - TSA Applic | 12 | 4 4 7 | 1 1 7 7 | | | | | | | | | 1 11 11 31 |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 9 9 1 - TSA Applic | 12 ation Proç | 4 4 7 1 | 1 1 7 7 3 | | | | | | | | | 1 11 11 31 |
| Screening - Retrieving Abandoned/Confise 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property | 9 9 - TSA Applic | 12 ation Proç 12 | 4 4 7 1 6 | 1 1 7 7 3 | | | | | | | | | 11 11 31 30 |
| Screening - Retrieving Abandoned/Confis 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Disa | 9 9 - TSA Applic | 12 ation Proç 12 | 4 4 7 1 6 | 1 1 7 7 3 | | | | | | | | | 1 11 11 31 30 1 |
| Screening - Retrieving Abandoned/Confise 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property | 9 9 - TSA Applic | 12 ation Proç 12 | 4 4 7 1 6 | 1 1 7 7 3 | | | | | | | | | 1 11 11 31 1 30 |

| Categories | 10-Oct | | A Contact C | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------------|--------------------|---------------|--------------|-------|--------|--------|--------|----------|--------|--------|--------|--------|-------|
| CAK | 10-001 | 10 | 17 | 10 | 5 5 | 9 | 04-Api | 05-iviay | 4 | 7 | | 7 | 10(a) |
| 2022 | 3 | 2 | 3 | 10 | 2 | 5 | 4 | 6 | 4 | , | 6 | 3 | 39 |
| Civil Rights | J | | | • | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | l - Not Transge | nder | | | | | | | 1 | | | | 1 |
| Customer Service | 1 | ildoi | | 1 | | | | | ' | | | | |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 2 | 2 | - ' | 2 | 5 | 2 | 4 | 3 | | 5 | 3 | 30 |
| Expedited Passenger Screening Program | | 2 | | | | 1 | | | 0 | | 0 | | 3 |
| Expedited Passenger Screening Program | | | 2 | | 2 | 4 | 2 | 4 | 3 | | 5 | 3 | 27 |
| HAZMAT Endorsement | | | 1 | | | | | | 0 | | 0 | | |
| HAZMAT Endorsement - Status | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | rraved Items | Carry-on or | Checked | | | | 1 | | | | | | |
| Patdown | l ayeu nems- | -Oarry-Orr Or | Officered | | | | 1 | 1 | | | | | |
| Patdown - Flyer | | | | | | | 1 | 1 | | | | | |
| Screening | | | | | | | - 1 | 1 | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | |
| 2023 | 6 | 4 | • | 4 | 3 | 4 | 4 | 3 | | 7 | | 4 | |
| | - | 4 | 3 | 4 | 3 | 4 | 4 | 3 | | | 4 | 4 | 4 |
| Additional Information Required/Insufficient In | | ENANU | | | | | | | | | | | |
| Additional Information Required/Insufficie | nt information | - EMAIL | 1 | | | | | 4 | | | | | |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | _ | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 5 | 4 | 1 | 4 | 3 | 3 | 2 | 2 | | 4 | 2 | 4 | 3 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | 4 | 1 | 4 | 3 | 3 | 2 | 2 | | 4 | | 3 | 3 |
| Mishandling of Passenger Property | 1 | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | | ItemsCar | ry-on Luggaç | ge | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Children | | | | | | | 1 | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Checke | d | 1 | | | | | | | | | | |
| Screening | | | | | | 1 | 1 | | | 1 | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | 1 | 1 | | |
| 2024 | 1 | 4 | 11 | 5 | | | | | | | | | 2 |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 9 | 4 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | ation Proç | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 8 | 4 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | | | | | | | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |

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

| | | | SA Conta | ct Center (| ICC) Data | Tool - FOIA | | | | | | | |
|------------------------------------------|--------------|-------------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CDC | 2 | 1 | 1 | 1 | | 5 | 2 | | | 1 | 1 | | 14 |
| 2022 | | | 1 | 1 | | 3 | 2 | | | 1 | | | 8 |
| Expedited Passenger Screening Program | | | | 1 | | 3 | 1 | | | 1 | | | 6 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 3 | 1 | | | 1 | | | 5 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2023 | | 1 | | | | 2 | | | | | 1 | | 4 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | g ItemsC | hecked Bag | gage | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| 2024 | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

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

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------|------------|-------------------------------------|--------|----------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| | 1 | 1 | | 1 | | | | | | | 1 | 4 |
| | | | | 1 | | | | | | | 1 | 2 |
| | | | | 1 | | | | | | | | 1 |
| - TSA PreC | heck | | | 1 | | | | | | | | 1 |
| | | | | | | | | | | | 1 | 1 |
| ns - Checke | d | | | | | | | | | | 1 | 1 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | - TSA PreC | - TSA PreCheck ns - Checked 1 1 1 1 | 1 1 | - TSA PreCheck | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| | | | I SA CUIILA | i center (| ICC) Dala | 1001 - FOIA | | | | | | | |
|--------------------------------------------|---------------|--------|-------------|------------|-----------|-------------|--------|--------|--------|--------|-------------------------------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CEC | | 3 | 1 | | | 1 | 1 | | | 1 | | | 7 |
| 2022 | | 3 | 1 | | | | 1 | | | 1 | | | 6 |
| Civil Rights | | 1 | | | | | | | | 1 | | | 2 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (N | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | 1 | | | | | | 1 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 1 | | | | | al 08-Aug 09-5 1 1 1 | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | | | ot 00to. (| . cc, Data | 1001 - 1 015 | • | | | | | | |
|--------------------------------------------|------------|--------|--------|------------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CEZ | 1 | 1 | | | | | | | | | 1 | | 3 |
| 2022 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | 1 | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | 1 |

| | | | I SA CUIILA | or center (| i cc) Data | 1001-1014 | | | | | | | |
|---------------------------------------|------------|--------|-------------|-------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CGI | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| 2022 | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | | | | | | 1 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2024 | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |

| | | | SA Contac | | | | | | | | | | |
|----------------------------------------------|--------------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CHA | 17 | 18 | 26 | 12 | 14 | 4 | 16 | 7 | 12 | 11 | 12 | 12 | 161 |
| 2022 | 6 | 5 | 9 | 5 | 4 | 3 | 10 | 5 | 6 | 7 | 6 | 7 | 73 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | | | | | 1 | 1 | | 1 | 1 | 8 |
| Customer Service - TSO | 1 | 1 | 2 | | | | | 1 | 1 | | 1 | 1 | 8 |
| Expedited Passenger Screening Program | 2 | 4 | 6 | 3 | 4 | 2 | 7 | 4 | 4 | 6 | 5 | 6 | 53 |
| Expedited Passenger Screening Program | - DoD | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | | cation Proc | ram | | | | | 1 | | | 1 | | 2 |
| Expedited Passenger Screening Program | | 4 | 6 | 3 | 3 | 2 | 7 | 3 | 4 | 6 | 4 | 6 | 50 |
| Mishandling of Passenger Property | _ | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | ı ıaged/Missin | a ItemsC | hecked Bag | gage | | | | | 1 | | | | 1 |
| Patdown | | 3 | | 33- | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | ' | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | | | | | | 1 |
| Property - Special Handling | ' | | | 2 | | | | | | 1 | | | 3 |
| | Corne | On | | 1 | | | | | | - 1 | | | 1 |
| Property - Special Handling - Damaged It | | | | 1 | | | | | | 4 | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Iten | | n | | 1 | | | | | | | | | 1 |
| Screening | 2 | | 1 | | | | 2 | | | | | | 5 |
| Screening - Inconsistency | 1 | | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Shoe Screening | | | | | | | 1 | | | | | | 1 |
| 2023 | 6 | 5 | 9 | 4 | 10 | 1 | 6 | 2 | 6 | 4 | 6 | 5 | 64 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 1 | 1 | | 2 | | 1 | | | | | 1 | 6 |
| Customer Service - TSO | | 1 | 1 | | 2 | | 1 | | | | | 1 | 6 |
| DHS TRIP | | | | | | | | | | 1 | | | 1 |
| DHS TRIP - General | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 6 | 3 | 5 | 3 | 6 | 1 | 5 | 1 | 6 | 2 | 6 | 2 | 46 |
| Expedited Passenger Screening Program | 6 | 3 | 5 | 3 | 6 | 1 | 5 | 1 | 6 | 2 | 6 | 2 | 46 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | ı ıaqed/Missin | g ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| l Devices - Att | ached to th | e Body | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | l | 1 | and modio | ' | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | l ems - Carry | 1 | | | | | | | | | | | 1 |
| Screening | l Carry | - ' | 1 | | 1 | | | 1 | | | | 2 | 5 |
| Screening - Crew Member or Airline Empl | 01/00 | | 1 | | - 1 | | | - ' | | | | | 1 |
| Screening - Crew Member of Affilia Employees | l | | 1 | | 1 | | | 1 | | | | 2 | 4 |
| - | 5 | 8 | 8 | 3 | - 1 | | | - 1 | | | | | 24 |
| 2024 | 5 | | • | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | |
| Advanced Imaging Technology (AIT) - Fly | er | 1 | | - | | | | | | | | | 1 |
| Customer Service | | | 2 | 1 | | | | | | | | | 3 |
| Customer Service - TSO | _ | _ | 2 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 5 | 6 | 4 | 2 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 5 | 6 | 4 | 2 | | | | | | | | | 17 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | 10-Oct 1 | 1-Nov 1 | | | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|---------------------------------------------------|---------------------------------|--------------|-------------|----------|--------|----------------------|--------|--------|--------|--------|--------|--------|------|
| gories IO | 14 | 12 | 19 | 17 | 14 | 12 | 18 | 15 | 9 | 14 | | | 1012 |
| | 6 | 3 | | | | | | | 4 | 7 | | | |
| 2022 | | 3 | 2 | 5 | 6 | 9 | 8 | 7 | 4 | | 4 | 2 | |
| Additional Information Required/Insufficient Info | | ENAME ON | LV | | | | | | | 1 | | | |
| Additional Information Required/Insufficien | it information - | | LY | | | | | | | 1 | | | |
| Civil Rights | | 1 | | | | 2 | | | | | | | |
| Civil Rights - Age | | 1 | | | | | | | | | | | |
| Civil Rights - Hair Patdowns | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | 1 | | | | | | | |
| Customer Service | | 1 | | 1 | | 1 | 1 | 1 | | 1 | | | |
| Customer Service - Others | | | | | | | 1 | | | | | | |
| Customer Service - TSO | | 1 | | 1 | | 1 | | 1 | | 1 | | | |
| Expedited Passenger Screening Program | 4 | 1 | 1 | 3 | 6 | 4 | 7 | 6 | 3 | 3 | 4 | 2 | |
| Expedited Passenger Screening Program | - DoD | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 3 | 6 | 4 | 7 | 6 | 3 | 2 | 4 | 2 | |
| Locks | | | | | | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disar | raved Items0 | Carry-on or | Checked | | | | | | | 1 | | | |
| Patdown | 1 | ourly or or | 1 | | | | | | | | | | |
| Patdown - Flyer | 1 | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | - ' | | - ' | | | 1 | | | | | | | |
| ` ' | Naccoon M | adiaction on | d Madiaal C | unnline | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary IVI | edication an | d Medical S | supplies | | - 1 | | | | | | | |
| Property - Special Handling | 0 0 | | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | | 1 | | | | | | | 1 | | | | |
| Screening | 1 | | | 1 | | | | | | 1 | | | |
| Screening - Inconsistency | | | | 1 | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |
| 2023 | 4 | 5 | 5 | 7 | 8 | 3 | 10 | 8 | 5 | 7 | 4 | 7 | |
| Civil Rights | | | | | 1 | | 4 | | | | | | |
| Civil Rights - Constitutional Rights | | | | | 1 | | | | | | | | |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgen | der | | | | | 1 | | | | | | |
| Customer Service | | | | | 1 | | | | 1 | | 1 | | |
| Customer Service - TSO | | | | | 1 | | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | 4 | 4 | 4 | 7 | 5 | 3 | 6 | 6 | 3 | 5 | 3 | 6 | |
| Expedited Passenger Screening Program | 4 | 4 | 4 | 7 | 5 | 3 | 6 | 6 | 3 | 5 | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dama | aged/Missing | temsChec | ked Bagga | ne | | | | | 1 | | | | |
| Patdown | agoa, moonig | 1 | mou Duggu | 90 | 1 | | | | | | | 1 | |
| Patdown - Flyer | | 1 | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | 1 | | | | - 1 | |
| Persons w/ Disabilities (PWD) - Prosthesis | o/Amoutoco == | nd Costs | | | | | | 1 | | | | | |
| . , | Minputees ar | iu Casis | 4 | | | | | 1 | | | | | |
| Screening | | | 1 | | | | | 1 | | 2 | | | |
| Screening - Procedures/Process | | | 1 | | | | | 1 | | 2 | | | |
| 2024 | 4 | 4 | 12 | 5 | | | | | | | | | |
| Customer Service | | 1 | 1 | | | | | | | | | | |
| Customer Service - TSO | | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 3 | 10 | 4 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | TSA Applica | tion Prος | 1 | | | | | | | | | | |
| E :: 1D 0 : D | 3 | 3 | 8 | 4 | | | | | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| | | | 1 | | | | | | | | | | |
| No Jurisdiction | 1 | | | 1 | | | | | | | | | |

| Categories | 40.0=4 | | ISA Contact | | 02-Feb | | 04 4 | 05 Mar. | 00 1 | 07 1 | 00 4 | 00.0 | Tatal |
|-----------------------------------------------------|-----------------|-------------|---------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| | 10-Oct | 11-Nov | | 01-Jan | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CHS | 150 | 117 | 97 | 91 | 52 | 82 | 91 | 99 | 99 | 64 | 88 | | 1,113 |
| 2022 Civil Rights | 28 | 23 | 18 | 23 | 22 | 42 | 46 | 45 | 56 | 32 | 57 | | 432 |
| | | | | | | 2 | | | 1 | 1 | | 1 | 5 |
| Civil Rights - National Origin Civil Rights - Race | | | | | | 2 | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transa | ander | | | | | | | | | | 1 | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | siluei | | | | | | | 1 | | | - ' | 1 |
| Customer Service | 3 | 3 | 1 | 1 | 1 | | 3 | 5 | 6 | 2 | 1 | 1 | 27 |
| Customer Service - TSO | 3 | 3 | | 1 | 1 | | 3 | 5 | 6 | 2 | | 1 | 27 |
| Expedited Passenger Screening Program | 21 | 17 | 13 | 15 | 20 | 28 | 35 | 35 | 44 | 27 | 49 | | 333 |
| Expedited Passenger Screening Program | | 1 | 10 | 10 | 20 | 20 | 33 | 33 | 44 | 21 | 43 | 23 | 1 |
| Expedited Passenger Screening Program | | | | 1 | | 1 | | 1 | | | | | 4 |
| Expedited Passenger Screening Program | | 2 | 2 | | 1 | ' | 1 | 1 | 1 | | 4 | 2 | 14 |
| Expedited Passenger Screening Program | | 14 | | 14 | 19 | 27 | 34 | 33 | 43 | 27 | 45 | | 314 |
| Locks | 20 | 17 | 1 | 17 | 10 | 1 | 07 | 00 | 70 | 21 | 40 | 2 | 4 |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | | | | | 2 | 4 |
| Lost and Found | | | | | | 1 | 1 | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property | | 2 | | | | 2 | 1 | 2 | | | 1 | 2 | 10 |
| Mishandling of Passenger Property - Dam | l aned/Missi | 1 | | | | 1 | 1 | 1 | | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Dam | | 1 | | | | 1 | ' | ' | | | ' | ' | 2 |
| Mishandling of Passenger Property - Disa | | | or Checked | | | ' | | 1 | | | | 1 | 2 |
| No Jurisdiction | nayou nomo | ourly on | or oriconou | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | 1 | 1 | | 1 | | 1 | 1 | 5 |
| Patdown - Flyer | | | | | | 1 | 1 | | 1 | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 1 | 3 | 1 | | ' | | ' | ' | 7 |
| Persons w/ Disabilities (PWD) - Breast Ca | | 1 | | | 1 | 3 | ' | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | ' | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | ocgway | 1 | | | ' | | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ar | nmunition | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | 1 | | - ' | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 5 | | 2 | 2 | 3 | 1 | 1 | 1 | 1 | 18 |
| Property - Special Handling - Damaged Ite | | | - ' | 3 | | 2 | 1 | 1 | | 1 | 1 | 1 | 11 |
| Property - Special Handling - Damaged Ite | | he | 1 | 2 | | | | 1 | | | 1 | | 4 |
| Property - Special Handling - Missing Item | | | - ' | | | | 1 | 1 | | | | | 2 |
| Property - Special Handling - Missing Item | | | | | | | | | 1 | | | | 1 |
| Screening | 1 | | 1 | 2 | | 2 | 2 | | 2 | 1 | 4 | 3 | 18 |
| Screening - Inconsistency | ' | | - ' | 1 | | | 1 | | 1 | | 2 | | 5 |
| Screening - Inconsistency Screening - Lengthy Lines | | | | · · | | | 1 | | - ' | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | 1 | | 2 | ' | | | 1 | 1 | 3 | 10 |
| Screening - Retrieving Abandoned/Confise | | | • | | | | | | 1 | | 1 | | 2 |
| 2023 | 52 | 54 | 42 | 44 | 30 | 40 | 45 | 54 | 43 | 32 | 31 | 43 | 510 |
| Additional Information Required/Insufficient Info | | | | | | | | | | | 1 | 1 | 2 |
| Additional Information Required/Insufficier | | n - EMAIL (| ONLY | | | | | | | | 1 | 1 | 2 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | 3 | | 1 | 1 | 1 | 1 | 1 | | | 1 | 1 | 10 |
| Civil Rights - Race | | 2 | | 1 | | | | | | | 1 | 1 | 5 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | 1 | 1 | 1 | 1 | | | | | 4 |
| Civil Rights - Sexual Orientation - Not Tra | | 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | 6 | 1 | | 3 | 3 | | 5 | 2 | 4 | 4 | 4 | 34 |
| Customer Service - TSO | 2 | 6 | 1 | | 3 | 3 | | 5 | 2 | 4 | 4 | | 34 |
| Expedited Passenger Screening Program | 38 | 40 | 38 | 37 | 20 | 30 | 38 | 39 | 34 | 20 | 20 | 30 | 384 |
| Expedited Passenger Screening Program | - DoD | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 3 | 2 | 2 | | | | | 1 | 3 | | 1 | 13 |
| Expedited Passenger Screening Program | 37 | 37 | 36 | 35 | 20 | 30 | 38 | 37 | 33 | 17 | 20 | 29 | 369 |
| Expedited Passenger Screening Program | | | s - Opt In | | | | | 1 | | | | | 1 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 3 | | 1 | 12 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | 1 | | 1 | | 1 | 1 | | 1 | 7 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | 1 | | | | | 1 | | 2 | | | 5 |
| Patdown | 2 | | 1 | | 3 | | | | | 2 | | 2 | 10 |
| Patdown - Children | | | | | 2 | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | 1 | | | | | 2 | | 2 | 7 |
| Patdown - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | 1 | 2 | 1 | 6 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devic | es | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Atta | ached to th | e Body | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | t Wheelcha | air or Scoote | r) | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 1 | 3 | | 1 | | 2 | 2 | 2 | 2 | | 1 | | 14 |
| Property - Special Handling - Damaged Ite | ems - Carry | 3 | | 1 | | | 1 | | 2 | | 1 | | 8 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | | | | 2 | | 1 | | | | | 3 |
| Property - Special Handling - Missing Item | | | | | | | 1 | 1 | | | | | 2 |
| Property - Special Handling - Missing Item | | | | | | | | | | | | | 1 |
| Screening | 7 | | 1 | 4 | 2 | 4 | 3 | 5 | 3 | 2 | 2 | 3 | 36 |
| Screening - Crew Member or Airline Empl | oyee | | 1 | | | | | | | | | | 1 |
| · | | | | | | | | | | | | | |

| | | 1 | SA Contac | t Center (1 | CC) Data | ΓοοΙ - FΟΙΑ | | | | | | | |
|---------------------------------------------------|---------------|-----------|------------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Inconsistency | | | | | | | | | | 1 | | 1 | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | 1 | 1 | | | | 3 |
| Screening - Procedures/Process | 6 | | | 4 | 2 | 3 | 3 | 4 | 2 | 1 | 2 | 2 | 29 |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | 1 | | | | | | | 1 |
| 2024 | 70 | 40 | 37 | 24 | | | | | | | | | 171 |
| Additional Information Required/Insufficient Info | ormation | 1 | | | | | | | | | | | 1 |
| Additional Information Required/Insufficien | nt Informatic | 1 | | | | | | | | | | | 1 |
| Customer Service | 6 | 1 | 5 | 4 | | | | | | | | | 16 |
| Customer Service - TSO | 6 | 1 | 5 | 4 | | | | | | | | | 16 |
| Expedited Passenger Screening Program | 58 | 35 | 28 | 14 | | | | | | | | | 135 |
| Expedited Passenger Screening Program | 2 | | 3 | 1 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 56 | 35 | 25 | 13 | | | | | | | | | 129 |
| Mishandling of Passenger Property | 2 | 1 | 2 | 1 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disar | rrayed Items | sCarry-on | or Checked | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 2 | 2 | | | | | | | | | 6 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | is - Checked | t | 1 | | | | | | | | | | 1 |
| Screening | 1 | 1 | | 2 | | | | | | | | | 4 |
| Screening - Crew Member or Airline Emplo | oyee | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | | | 1 | | | | | | | | | 2 |

| | | | | t Center (T | | | | | | | | | |
|--------------------------------------------|--------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CID | 21 | 34 | 20 | 26 | 14 | 30 | 21 | 15 | 22 | 15 | 21 | 23 | 262 |
| 2022 | 3 | 8 | 5 | 4 | 4 | 19 | 11 | 7 | 6 | 8 | 6 | 13 | 94 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 7 | 5 | 4 | 4 | 16 | 10 | 5 | 4 | 7 | 6 | 12 | 83 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | 1 | 1 | | 1 | | | | | 1 | | 5 |
| Expedited Passenger Screening Program | 3 | 6 | 4 | 3 | 4 | 15 | 10 | 5 | 4 | 7 | 5 | 12 | 78 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | i | | | | | | | | 1 | | | 1 |
| Screening | | 1 | | | | 2 | 1 | 2 | 1 | | | | 7 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | 1 | 1 | 1 | 1 | | | | 5 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | 1 |
| 2023 | 3 | 17 | 7 | 14 | 10 | 11 | 10 | 8 | 16 | 7 | 15 | 10 | 128 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Headwear | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | 3 | 15 | 7 | 14 | 9 | 11 | 10 | 7 | 13 | 6 | 13 | 8 | 116 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | 3 | 15 | 7 | 13 | 9 | 11 | 10 | 7 | 12 | 6 | 13 | 8 | 114 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | - Opt In | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCa | arry-on Lug | gage | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCh | necked Bag | gage | | | | | 1 | 1 | | 1 | |
| Screening | | 2 | | | | | | 1 | 1 | | 2 | 1 | 7 |
| Screening - Crew Member or Airline Empl | oyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | 2 | 1 | |
| 2024 | 15 | 9 | 8 | 8 | | | | | | | | | 40 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 12 | 8 | 7 | 7 | | | | | | | | | 34 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 12 | 8 | 5 | 6 | | | | | | | | | 31 |
| Expedited Passenger Screening Program | | Employees | - Opt In | 1 | | | | | | | | | - |
| Screening | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | | | | | | | | | | 3 |
| J | | - ' | | | | | | | | | | | |

| | | | I SA CUIILA | ci center (| i CC) Dala | 1001-1014 | • | | | | | | |
|--------------------------------------------|------------|-------------|-------------|-------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CIU | 2 | | | | 1 | | | 1 | | 1 | | 1 | 6 |
| 2022 | | | | | 1 | | | 1 | | | | 1 | 3 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | 1 | 2 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Chec | ked | | | 1 | | | | | | | | 1 |
| 2023 | 1 | | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | | 2 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | | OA OOMU | ci center (| oo, bata | 1001 - 1 015 | | | | | | | |
|-------------------------------------------|--------------|-----------|-----------|-------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| СКВ | | 2 | | 1 | 1 | | | 1 | 1 | 3 | | | 9 |
| 2022 | | 1 | | | 1 | | | 1 | 1 | 1 | | | 5 |
| Expedited Passenger Screening Program | | 1 | | | 1 | | | | 1 | 1 | | | 4 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | | | | 1 | 1 | | | 4 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checke | d | | | | 1 | | | | | 1 |
| 2023 | | 1 | | | | | | | | 2 | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | | | 1 | | | 1 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------------------------------------------------|---------------------|-----------------------------------------|----------------|--------|--------|---------|--------|--------|--------|--------|--------|--------|----------|
| CLE | 227 | 206 | 221 | 236 | 177 | 197 | 202 | 173 | 184 | 138 | 148 | 140 | 2,249 |
| 2022 | 50 | 47 | 63 | 56 | 85 | 106 | 102 | 78 | 86 | 74 | 70 | 81 | 898 |
| Airline | | | 1 | 1 | | | | | 1 | 1 | | | 4 |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | | | | 1 | 1 | | | 4 |
| Civil Rights | | 1 | 2 | | | 1 | | | | 1 | | 3 | 8 |
| Civil Rights - National Origin | | | 1 | | | | | | | 4 | | 4 | 1 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimin | ation | 1 | 1 | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | | | | | 1 | 2 |
| Civil Rights - Sexual Orientation - Not Tra | | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | | | | | | | | | 1 | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | 4 | 4 | 4 | 2 | 2 | 4 | 5 | 3 | 2 | 1 | 2 | 3 | 36 |
| Customer Service - TSO | 4 | 4 | 4 | 2 | 2 | 4 | 5 | 3 | 2 | 1 | 2 | 3 | 36 |
| Expedited Passenger Screening Program | 34 | 36 | 51 | 47 | 77 | 93 | 88 | 67 | 76 | 65 | 62 | 66 | 762 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | w Mamhar | | | | 1 | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 7 | 3 | 4 | 2 | 2 | 2 | 3 | 1 | 3 | 4 | 1 | 33 |
| Expedited Passenger Screening Program | | 29 | 47 | 43 | 75 | 90 | 86 | 64 | 74 | 62 | 58 | 65 | 726 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements | 1 | . , | | | | 1 | | | | | | | 2 |
| Identification (ID) Requirements - Domest | tic | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - ID Mato | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | 1 | | | | 2 | | | 2 | | 6 |
| Mishandling of Passenger Property - Dam | | | ry-on Lugg | jage | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | | | r Chooks: | 1 | | | | 2 | | | 1 | | 4 |
| Mishandling of Passenger Property - Disa No Jurisdiction | mayeu nems- | Carry-ON O | Checker | 1 | | 1 | 1 | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | 1 | 1 | | | | | | |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | 1 |
| Patdown | 2 | 1 | 1 | | | 1 | 2 | 1 | 1 | 2 | 3 | 3 | 17 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 2 | 1 | 1 | | | | 2 | 1 | 1 | 2 | 2 | 3 | 15 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | 1 | 2 | | 1 | | 1 | 2 | 2 | | 1 | 12 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | KS | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | es | | 1 | | | | | 4 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | | | | 1 | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| , | Wheelchair | or Scoote | | | | | 1 | | 2 | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | TTTTCCTCTICIT | 01 000010 | 11) | | | | ' | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 2 | 3 | 1 | | 2 | 3 | 1 | 3 | 1 | 1 | | | 17 |
| Property - Special Handling - Damaged It | | 1 | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Iten | | | | | | | | 2 | 1 | 1 | | | 5 |
| Property - Special Handling - Missing Iten | | 2 | 1 | | 2 | 2 | 1 | 1 | | | | | 9 |
| Screening Screening - Inconsistency | 4 | 2 | 1 | 2 | 4 | 1 | 5 | 1 | 3 | 1 | 1 | 5 | 30 |
| Screening - Inconsistency Screening - Lengthy Lines | | 1 | | 1 | 1 | | 1 | 1 | | | - 1 | | 3 |
| Screening - Military | | | | | ' | | ' | | | | | 1 | 1 |
| Screening - Procedures/Process | 3 | 1 | | | 2 | 1 | 4 | | 3 | | | 4 | 18 |
| Screening - Retrieving Abandoned/Confis | | | 1 | 1 | 1 | | | | | 1 | | | 5 |
| 2023 | 82 | 98 | 80 | 110 | 92 | 91 | 100 | 95 | 98 | 64 | 78 | 59 | 1,047 |
| Additional Information Required/Insufficient In | | | | | 2 | | | | | | | | 2 |
| Additional Information Required/Insufficie | nt Information | - EMAIL OI | NLY | | 2 | | | | | | | | 2 |
| Airline | | 1 | | | | | | | 1 | | | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights Civil Rights - Headwear | | 1 | 2 | 1 | | 1 | 1 | 1 | | | 2 | 1 | 11 |
| Civil Rights - National Origin | | | | | | 1 | | | | | 1 | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | <u>.</u> |
| Civil Rights - Race | | 1 | 1 | 1 | | | | 1 | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | 1 | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 8 | 6 | | 5 | 3 | 5 | 5 | 3 | 6 | 5 | 8 | 4 | 58 |
| Customer Service - Others | _ | _ | | | | | | _ | | | 1 | | 1 |
| Customer Service - TSO | 8 | 6 | 70 | 5 | 3 | 5 | 5 | 3 | 6 | 5 | 7 | 4 | 57 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | - DoD | 75 | 73 | 96 | 76 | 76 1 | 76 | 80 | 76 | 47 | 54 | 50 | 841 |
| Expedited Passenger Screening Program | | 2 | 2 | 4 | 2 | 1 | | 1 | 1 | | | | 15 |
| Expedited Passenger Screening Program | | 73 | 71 | 90 | 74 | 74 | 76 | 79 | 75 | 47 | 54 | 50 | 823 |
| Locks | | | 1 | | 2 | | 1 | 1 | 1 | | | | 6 |
| Locks - Missing or Damaged Lock | | | 1 | | 2 | | 1 | 1 | 1 | | | | 6 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 2 | 2 | 1 | | 2 | 2 | 2 | 3 | 1 | 1 | 19 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | | 2 | 2 | | 2 | | 1 | 9 |
| Mishandling of Passenger Property - Dam | | Corn, on o | 1 r Chaokad | 2 | 1 | | | | 1 | 1 | 1 | | 9 |
| Mishandling of Passenger Property - Disa | irrayed Items- I | Carry-on o | necked | | | | | | 1 | | | | 1 |
| No Jurisdiction No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| 140 Gallouiction - 140 Meterral | I | | | | | | | | 1 | | | | |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tot |
|-----------------------------------------------------|---------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| Patdown | 4 | 1 | | 1 | | 2 | 2 | | 1 | | | | |
| Patdown - Flyer | 4 | 1 | | 1 | | 2 | 2 | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) | 4 | 3 | | | | | 1 | 1 | | 1 | 2 | | |
| Persons w/ Disabilities (PWD) - Autism Sp | | 0 | | | | | ' | | 1 | ' | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | - ' | | 1 | | |
| Persons w/ Disabilities (PWD) - Diapers/G | | 1 | | | | | | | 1 | | - ' | | |
| | arments/D | 1 | | | | | | | 1 | | 4 | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | 1 | | | | | |
| Property - Special Handling | 1 | | | 1 | 3 | 2 | 2 | | 2 | 1 | 3 | 2 | |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | | | | 1 | 1 | | 1 | | 1 | 1 | |
| Property - Special Handling - Damaged Ite | ms - Check | ed | | | 1 | 1 | | | | 1 | | 1 | |
| Property - Special Handling - Missing Item | s - Carry-Or | n | | | 1 | | | | | | 1 | | |
| Property - Special Handling - Missing Item | 1 | | | 1 | 1 | | 1 | | 1 | | 1 | | |
| Screening | 2 | 9 | 2 | 4 | 5 | 4 | 10 | 6 | 5 | 7 | 8 | 1 | |
| Screening - Inconsistency | | 3 | 1 | 1 | 2 | | 10 | | 1 | 2 | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | 2 | | 1 | | 1 | 4 | 2 | | 1 | | | |
| Screening - Procedures/Process | 1 | 4 | 1 | 2 | 3 | 2 | 5 | 4 | | 3 | | | |
| ŭ . | | 4 | 1 | | 3 | | 5 | 4 | | 3 | 4 | I | |
| Screening - Retrieving Abandoned/Confisc | cated items | | | | | 1 | | | 1 | | | | |
| Screening - Traveling with Cash | | | | | | | | | | 1 | | | |
| 2024 | 95 | 61 | 78 | 70 | | | | | | | | | |
| Additional Information Required/Insufficient Inf | 1 | 1 | | | | | | | | | | | |
| Additional Information Required/Insufficier | 1 | 1 | | | | | | | | | | | |
| Civil Rights | | 2 | | | | | | | | | | | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | | | | | |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | |
| Customer Service | 6 | 2 | 6 | 6 | | | | | | | | | |
| Customer Service - CSM | | | | 1 | | | | | | | | | |
| Customer Service - TSO | 6 | 2 | 6 | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | 73 | 50 | 61 | 58 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 3 | 6 | | | | | | | | | |
| Expedited Passenger Screening Program | 71 | 49 | 58 | 52 | | | | | | | | | |
| Locks | 2 | 43 | 30 | 52 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Locks - General | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | 1 | 3 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | • | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | 2 | | | | | | | | | | |
| No Jurisdiction | 1 | | 2 | | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | | | | 2 | | | | | | | | | |
| Patdown - Flyer | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isahility (No | t Wheelch | 1 | | | | | | | | | | |
| · · · · · · · · · · · · · · · · · · · | - | 7 | - 1 | 3 | | | | | | | | | |
| Property Special Handling Demograd It | 1 | | | 3 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | 1 | | 1 | | | | | | | | | |
| Screening | 6 | 3 | 5 | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | 2 | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | 2 | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 3 | 1 | 2 | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confisc | | | 1 | | | | | | | | | | |

| | | 1 | ΓSA Conta | act Center (| TCC) Data | Fool - FOL | ١ | | | | | | |
|--------------------------------------------|---------------|------------|-----------|--------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CLL | 3 | 4 | | 5 3 | 2 | 2 | 4 | 1 | 1 | 1 | 3 | 1 | 30 |
| 2022 | 1 | 2 | | 1 | | | | | 1 | 1 | 2 | 1 | 9 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | 2 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devic | es | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | ols/Razors/S | 1 | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | 1 |
| 2023 | 1 | | | 1 2 | 2 | 2 | 4 | 1 | | | 1 | | 17 |
| Customer Service | | | | 1 | 2 | | | | | | | | 3 |
| Customer Service - TSO | | | | 1 | 2 | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 4 | 1 1 | | 1 | 2 | 1 | | | | | 10 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | Jram | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 4 | 1 1 | | 1 | 1 | 1 | | | | | 9 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checke | ed | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry-0 | On | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | 1 | | 2 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | 1 | 2 | | l | | | | | | | | | 4 |
| Customer Service | | 2 | | | | | | | | | | | 2 |
| Customer Service - TSO | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreCh | neck | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | TSA | A Contact Ce | nter (TCC | C) Data Too | I - FOIA | | | | | | | |
|-----------------------------------------------|-----------------|-------------|------------------|-----------|-------------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct ' | 11-Nov 1 | 12-Dec 01- | Jan 0 | 2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CLT | 431 | 388 | 412 | 308 | 191 | 257 | 286 | 294 | 321 | 315 | 268 | 316 | 3,787 |
| 2022 | 78 | 83 | 85 | 64 | 84 | 104 | 117 | 137 | 144 | 136 | 123 | 147 | 1,302 |
| Airline | | | | | 1 | | | | 2 | 1 | 2 | | 6 |
| Airline - Lost Baggage | | | | | | | | | | 1 | 1 | | 2 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | 2 | | 1 | | 4 |
| Civil Rights | 2 | 1 | 2 | | 1 | | | 1 | 1 | 1 | 2 | | 11 |
| Civil Rights - Race | | ' | | | | | | 1 | 1 | 1 | 2 | | 5 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | 2 | | | | | ' | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | 1 | | | | | | | | |
| Claims | - Not Transger | iluei | | | ' | | | 1 | | | | | 1 |
| | | | | | | | | | | | | | |
| Claims - General | | | | | | | | 1 | | | | | 1 |
| Customer Service | 9 | 12 | 15 | 4 | 3 | 8 | 9 | 10 | 10 | 10 | 15 | 12 | 117 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 9 | 12 | 14 | 4 | 3 | 8 | 9 | 10 | 10 | 10 | 14 | 12 | 115 |
| Duplicate E-mail | | | 1 | | | | | | | | | | 1 |
| Duplicate E-mail - General | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 44 | 58 | 48 | 49 | 68 | 84 | 80 | 107 | 110 | 101 | 82 | 111 | 942 |
| Expedited Passenger Screening Program | - Active Duty | Military | | 1 | | | | | | 1 | | 1 | 3 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | 1 | 1 | | 3 |
| Expedited Passenger Screening Program | | 10 | 2 | 4 | 5 | 1 | 4 | 5 | 3 | 4 | 4 | 4 | 48 |
| Expedited Passenger Screening Program | | 47 | 46 | 44 | 63 | 83 | 76 | 102 | 106 | 95 | 77 | 106 | 887 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Identification (ID) Requirements | 2 | 1 | | 1 | | 2 | | | | | | | 6 |
| Identification (ID) Requirements - Domest | | 1 | | 1 | | 1 | | | | | | | 5 |
| Identification (ID) Requirements - Real ID | | ı | | - 1 | | 1 | | | | | | | 1 |
| | 1 | | 1 | | | 1 | 4 | | | | 1 | | 4 |
| Locks Missing or Demograd Lock | | | | | | | 1 | | | | 1 | | |
| Locks - Missing or Damaged Lock | 1 | | 1 | | | | 1 | | | | 1 | | 4 |
| Lost and Found | | | | | | | | 1 | 1 | | 1 | | 3 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | 1 | | 1 | | 3 |
| Mishandling of Passenger Property | 2 | | | | | | 3 | 3 | 1 | 2 | 3 | 3 | 17 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | 3 | 1 | 1 | 2 | 2 | 11 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | | | 1 | 1 | 1 | 5 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | | 1 | | | | | | 1 |
| No Jurisdiction | 2 | 2 | | | | 1 | | 2 | | 1 | 2 | | 10 |
| No Jurisdiction - No Referral | 1 | 1 | | | | | | 1 | | | | | 3 |
| No Jurisdiction - Refer to CBP | | 1 | | | | 1 | | 1 | | 1 | 1 | | 5 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | 1 | | 2 |
| Patdown | 1 | 1 | | | 1 | 1 | 2 | 3 | 1 | 3 | 1 | 4 | 18 |
| Patdown - Children | - | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | 1 | | | | 1 | 1 | 2 | 3 | 1 | 3 | 1 | 3 | 16 |
| Patdown - Flyer as Observer | · | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 5 | 4 | 1 | 1 | | 3 | | 2 | 7 | 2 | 5 | 35 |
| Persons w/ Disabilities (PWD) - Breast Ca | | 1 | 4 | - 1 | - '- | | 3 | | | - 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | Disability | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | 1 | | | ļ. | | | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | | | | | | | | ! | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | 1 | .5 | | | | | | | 1 | | 1 | 3 |
| | | 1 | 1 | | | | | | | 1 | | ' | 2 |
| Persons w/ Disabilities (PWD) - Internal M | | :5 | ı | | | | | | | I | | | |
| Persons w/ Disabilities (PWD) - Medical [| | | I Marilla di Com | | 4 | | 0 | | 4 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | na Medicai Suj | opiles | 1 | | 2 | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility [| | 1 | | | | | | | | 2 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | 1 | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tr | auma) | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | | | | | | 1 | 1 | | 1 | 5 |
| Prohibited & Permitted Items | 2 | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Food/Beve | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 5 | 5 | 2 | 3 | 5 | 7 | 2 | 3 | 6 | 40 |
| Property - Special Handling - Damaged Ite | ems - Carry-O | n | | 1 | 1 | | | 1 | 2 | 2 | | | 7 |
| Property - Special Handling - Damaged Ite | | | | 1 | 1 | | 2 | | 4 | | | 3 | 11 |
| Property - Special Handling - Missing Item | | | 1 | | 3 | 1 | | 1 | 1 | | 1 | 2 | 10 |
| Property - Special Handling - Missing Item | | | | 3 | | 1 | 1 | 3 | | | 2 | 1 | 12 |
| Screening | 7 | 3 | 13 | 4 | 4 | 6 | 16 | 4 | 9 | 8 | 9 | 6 | 89 |
| Screening - Crew Member or Airline Empl | | J | 1 | 7 | + | U | 10 | 4 | 3 | O | 9 | U | 1 |
| Screening - Grew Member of Affiliae Empl | Oyee | 1 | 4 | 1 | | 1 | E | 2 | 1 | 1 | | | |
| | | 1 | 4 | - 1 | 4 | - 1 | 5 | 2 | 1 | | | | 16 |
| Screening - International Screening | | | | | 1 | | | | | | | _ | 1 |
| Screening - Lengthy Lines | 1 | | | | | 1 | 4 | | 1 | _ | | 3 | 10 |
| Screening - Procedures/Process | 6 | 2 | 8 | 2 | 2 | 4 | 6 | 2 | 7 | 7 | 9 | 3 | 58 |
| Screening - Retrieving Abandoned/Confis | | | 40. | 1 | 1 | | 1 | | | , | | , | 3 |
| 2023 | 171 | 154 | 184 | 121 | 107 | 153 | 169 | 157 | 177 | 179 | 145 | 169 | 1,886 |
| Airline | 2 | 1 | 4 | | | | | | 1 | 1 | 1 | | 10 |
| Airline - Lost Baggage | _ | | 3 | | | | | | | | | | 3 |
| Airline - Policy/Regulations/Service | 2 | 1 | 1 | | | | | | | 1 | 1 | | 6 |
| Airline - Wheelchair Assistance | | | | | | | | | 1 | | | | 1 |
| Civil Rights | 1 | 2 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 4 | 2 | 1 | 26 |
| Civil Rights - Age | | | | | | | 1 | 1 | | 1 | | | 3 |
| Civil Rights - Constitutional Rights | | | 1 | | | 1 | | | | | | | 2 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | 2 | 1 | 2 | | | 1 | 1 | | | | 1 | 9 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | nder | | | 1 | | 2 | | | 1 | 2 | | 6 |
| Civil Rights - Sexual Orientation - Not Tra | | | | 1 | | 1 | | | | 1 | | | 3 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | 1 | | | 2 |
| | 17 | 10 | 17 | 8 | 11 | 13 | 12 | 11 | 15 | 16 | 13 | 16 | 159 |
| Customer Service | | | | | | | | | | | | | |

| | | | TS | A Contact (| Center (TC | C) Data Too | I - FOIA | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------|----------------------------------------------|-------------|----------|--------|--------|--------|--------|--------|--------|----------------------------------------------------|
| Categories | | 10-Oct | 11-Nov | 12-Dec (| 01-Jan (|)2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service - Others | | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 17 | 10 | 16 | 7 | 11 | 13 | 12 | 11 | 15 | 16 | 13 | 16 | 157 |
| DHS TRIP | | | | | 1 | | | | | | | | | 1 |
| DHS TRIP - General | | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening F | Program | 126 | 123 | 127 | 89 | 83 | 116 | 134 | 119 | 129 | 123 | 102 | 133 | 1,404 |
| Expedited Passenger Screeni | - | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screeni | | 5 | 3 | 5 | 4 | 1 | 5 | | 4 | 2 | 3 | 2 | 3 | 37 |
| Expedited Passenger Screeni | | | 119 | 122 | 85 | 82 | 111 | 134 | 114 | 127 | 120 | 100 | 130 | 1,364 |
| | | | | 122 | 00 | 02 | 1111 | 134 | | 121 | 120 | 100 | 130 | |
| Expedited Passenger Screeni | | - 15A/DH5 | 1 | | | | | | 1 | | | | | 2 |
| Freedom of Information Act (FOIA | | | | | | | | | | | | 1 | | 1 |
| Freedom of Information Act (F | FOIA) - Gene | eral | | | | | | | | | | 1 | | 1 |
| Hazardous Materials Safety | | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - | General | | | | | | | | | | | | 1 | 1 |
| Locks | | 2 | 1 | | | | 1 | 2 | | 2 | | | | 8 |
| Locks - Missing or Damaged | Lock | 2 | 1 | | | | 1 | 2 | | 2 | | | | 8 |
| Lost and Found | LOOK | | | | | | 1 | | | | | | | |
| | | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Propert | | 4 | 2 | 3 | 3 | | 3 | 4 | 6 | 3 | 5 | | | 39 |
| Mishandling of Passenger Pro | operty - Dam | aged/Missii | 1 | 2 | 1 | | 1 | 3 | 4 | 2 | 3 | 4 | | 21 |
| Mishandling of Passenger Pro | perty - Dam | 4 | 1 | 1 | 2 | | 2 | 1 | 2 | 1 | 2 | 2 | | 18 |
| No Jurisdiction | . , | 2 | 1 | | | | 1 | 1 | | 2 | 2 | | 2 | 11 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | 1 | | | 1 | 3 |
| | 2 | 1 | 1 | | | | | 1 | | 1 | 4 | | ' | 5 |
| No Jurisdiction - Refer to CBF | | ' | - 1 | | | | | - 1 | | - 1 | 1 | | | |
| No Jurisdiction - Refer to Othe | er | | | | | | 1 | | | | 1 | | 1 | 3 |
| Patdown | | 1 | | 2 | | | 1 | 1 | 2 | 5 | 5 | | | 18 |
| Patdown - Flyer | | 1 | | 1 | | | 1 | 1 | 2 | 4 | 5 | 1 | | 16 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | 2 | 3 | 2 | | 2 | 1 | 3 | 2 | 2 | 20 |
| . , | N Dielecti | <u> </u> | | | | | | | | I | 3 | | | |
| Persons w/ Disabilities (PWD | , | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD | | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD |) - Internal N | ledical Devic | es | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD |) - Medical [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD |) - Medically | Necessary N | /ledication a | nd Medic | 1 | 1 | 1 | | | | 1 | | 1 | 5 |
| Persons w/ Disabilities (PWD | | | | 1 | | | | | | | 1 | | | 2 |
| | | | | - ' | | 1 | | | | 1 | - ' | 1 | | |
| Persons w/ Disabilities (PWD | | | | | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD | | | er Equipment | Ī | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD |)) - Visual Im | pairment | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD |) - Wheelcha | air/ Scooter/ S | Segway | | 1 | | 1 | | 1 | | | | | 3 |
| Property - Special Handling | | 2 | 4 | 6 | 3 | 4 | 2 | 2 | 4 | 6 | 3 | 3 | 2 | 41 |
| Property - Special Handling - | Damaged It | 2 | | 1 | | 3 | 1 | 1 | | 1 | | 3 | | 12 |
| Property - Special Handling - | | | ad | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - | | | 2 | ' | 2 | 1 | | 1 | 4 | 4 | 2 | | 2 | 18 |
| | | | | | | 1 | | - 1 | 4 | | | | | |
| Property - Special Handling - | Missing Item | is - Checke | 2 | 4 | | | 1 | | | 1 | 1 | | | 9 |
| Request for Assistance | | | | | | | | | | 1 | | | | 1 |
| Request for Assistance - Wou | unded Warric | or (MSIJSOC) |) | | | | | | | 1 | | | | 1 |
| Screening | | 13 | 10 | 20 | 12 | 5 | 11 | 9 | 11 | 11 | 17 | 14 | 12 | 145 |
| Screening - Children | | 1 | | | | | | | | | | | | |
| Screening - Crew Member or | Airline Empl | OVEE | | 9 | 1 | | 2 | 1 | | | 1 | 1 | | 15 |
| Screening - Inconsistency | 7 tilling 2p. | 2 | 2 | 6 | 3 | 1 | | 1 | | 1 | 1 | | | 19 |
| | | | | 0 | | ' | 4 | ' | | | | | 4 | |
| Screening - Lengthy Lines | | 1 | 1 | | 2 | | 1 | _ | | 2 | 1 | 1 | 1 | 10 |
| Screening - Procedures/Proce | | 8 | 6 | 5 | 5 | 4 | 7 | 7 | 11 | 8 | 13 | 10 | 11 | 95 |
| Screening - Retrieving Aband | oned/Confis | 1 | 1 | | 1 | | 1 | | | | 1 | | | 5 |
| 2024 | | 182 | 151 | 143 | 123 | | | | | | | | | 599 |
| Additional Information Required/In | nsufficient Inf | ormation | | 1 | | | | | | | | | | |
| Additional Information Require | | | - FMAII | 1 | | | | | | | | | | |
| Airline | ,ouiiioioi | 4 | 1 | 1 | | | | | | | | | | 3 |
| | | 1 | 1 | | | | | | | | | | | |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Se | | 1 | | | | | | | | | | | | |
| Airline - Wheelchair Assistand | ce | | 1 | | | | | | | | | | | |
| Civil Rights | | | 2 | 2 | 2 | | | | | | | | | (|
| Civil Rights - Headwear | | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | | 1 | 1 | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Ger | | | | 1 | 1 | | | | | | | | | |
| | nder Identity | Not Iranear | | 1 | 1 | | | | | | | | | |
| Claims | nder Identity- | - Not Transge | | 4 | | | | | | | | | | 1 |
| Claims - General | nder Identity- | - Not Transge | | 1 | | | | | | | | | | 1 |
| | nder Identity- | | | 1 | | | | | | | | | | |
| Customer Service | nder Identity- | - Not Transge | 15 | | 19 | | | | | | | | | 63 |
| Customer Service - CSM | nder Identity- | | | 1 | 19 | | | | | | | | | 63 |
| Customer Service - CSM | nder Identity- | | | 1 15 | 19 | | | | | | | | | 63 |
| Customer Service - CSM Customer Service - Others | nder Identity- | 14 | 15 | 1 15 1 | | | | | | | | | | 60 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO | · | 14 | 15 1 14 | 1 15 1 | 19 | | | | | | | | | 6 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F | Program | 14 14 146 | 15 1 14 112 | 1 15 1 1 14 117 | | | | | | | | | | 6 45 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni | Program ing Program | 14 14 146 1 | 15 1 14 112 1 | 1 15 1 1 14 117 | 19 80 | | | | | | | | | 6 45 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni | Program ing Program ing Program | 14 14 146 1 4 | 15 1 14 112 1 5 | 1 15 1 1 14 117 1 5 | 19 80 | | | | | | | | | 6: 6: 45: |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni | Program ing Program ing Program | 14 14 146 1 | 15 1 14 112 1 | 1 15 1 1 14 117 | 19 80 | | | | | | | | | 6: 6: 45: |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni | Program ing Program ing Program | 14 14 146 1 4 | 15 1 14 112 1 5 | 1 15 1 1 14 117 1 5 | 19 80 | | | | | | | | | 6: 45: 11: 43: |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found | Program ing Program ing Program ing Program | 14 14 146 1 4 141 2 | 15 1 14 112 1 5 | 1 15 1 1 14 117 1 5 | 19 80 3 77 1 | | | | | | | | | 6: 45: 1: 43: |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA | Program ing Program ing Program ing Program | 14 146 146 1 4 141 2 | 15 1 14 112 1 5 106 | 1 15 1 14 117 1 5 | 19 80 3 77 1 | | | | | | | | | 6 45 1 1 43 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert | Program ing Program ing Program ing Program ty | 14 146 1 4 141 2 2 | 15 1 14 112 1 5 106 | 1 15 1 1 14 117 1 5 111 | 19 80 3 77 1 1 | | | | | | | | | 6; 66 45; 11 43; |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro | Program ing Program ing Program ing Program ty pperty - Dam | 14 146 1 4 141 2 2 3 aged/Missii | 15 1 14 112 1 5 106 | 1 15 1 14 117 1 5 | 19 80 3 77 1 1 4 2 | | | | | | | | | 6 45 1 43 1 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro | Program ing Program ing Program ing Program ty pperty - Dam operty - Dam | 14 146 146 141 2 2 3 aged/Missii | 15 1 14 112 1 5 106 | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 | | | | | | | | | 6 45: |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro | Program ing Program ing Program ing Program ty pperty - Dam operty - Dam | 14 146 146 141 2 2 3 aged/Missii | 15 1 14 112 1 5 106 | 1 15 1 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 | | | | | | | | | 66 66 458 3 17 438 3 3 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro | Program ing Program ing Program ing Program ty pperty - Dam operty - Dam | 14 146 146 141 2 2 3 aged/Missii | 15 1 14 112 1 5 106 | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 | | | | | | | | | 66 66 455 3 17 438 3 3 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro No Jurisdiction | Program ing Program ing Program ing Program ty pperty - Dam operty - Dam | 14 146 146 141 22 3 aged/Missin | 15 1 14 112 1 5 106 2 2 g ItemsU 1 | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 | | | | | | | | | 66 66 458 17 438 11 5 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro No Jurisdiction - No Referral | Program ing Program ing Program ing Program ty pperty - Dam pperty - Dam pperty - Dam | 14 146 146 141 22 3 aged/Missin | 15 1 14 112 1 5 106 2 2 g ItemsU | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 2 | | | | | | | | | 66 458 3 117 438 3 117 5 5 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro Mishandling of Passenger Pro Mishandling of Passenger Pro No Jurisdiction - No Referral No Jurisdiction - Refer to CBF | Program ing Program ing Program ing Program ty operty - Dam operty - Dam operty - Dam | 14 146 1 4 141 2 2 3 aged/Missii 3 aged/Missing | 15 1 14 112 1 5 106 2 2 g ItemsU 1 | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 | | | | | | | | | 66 458 3 11 438 3 11 5 8 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro Mo Jurisdiction - No Referral No Jurisdiction - Refer to CBF No Jurisdiction - Refer to Other | Program ing Program ing Program ing Program ty operty - Dam operty - Dam operty - Dam | 14 146 146 141 22 3 aged/Missin | 15 1 14 112 1 5 106 2 2 2 ltemsU 1 1 | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 2 | | | | | | | | | 66 458 3 433 433 433 5 6 8 |
| Customer Service - CSM Customer Service - Others Customer Service - TSO Expedited Passenger Screening F Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Expedited Passenger Screeni Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Propert Mishandling of Passenger Pro Mishandling of Passenger Pro Mishandling of Passenger Pro No Jurisdiction - No Referral No Jurisdiction - Refer to CBF | Program ing Program ing Program ing Program ty operty - Dam operty - Dam operty - Dam | 14 146 1 4 141 2 2 3 aged/Missii 3 aged/Missing | 15 1 14 112 1 5 106 2 2 g ItemsU 1 | 1 15 1 14 117 1 5 111 | 19 80 3 77 1 1 4 2 2 | | | | | | | | | 66 458 3 117 438 3 117 5 5 |

| | | 7 | ΓSA Contac | ct Center (| TCC) Data | Tool - FOIA | A . | | | | | | |
|--------------------------------------------|----------------|------------|--------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) | 2 | 2 | | 4 | | | | | | | | | - 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | ot Wheelch | air or Scoot | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | nimals | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | 1 | | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Alcohol and | d Tobacco | 1 | | | | | | | | | | | |
| Property - Special Handling | 2 | 5 | 2 | 5 | | | | | | | | | 14 |
| Property - Special Handling - Damaged Ite | ems - Carry | 2 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Checl | 3 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | 3 | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | 2 | 1 | | | | | | | | | |
| Screening | 10 | 9 | 2 | 6 | | | | | | | | | 2 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | | | 1 | 2 | | | | | | | | | |
| Screening - Lengthy Lines | 2 | 1 | | 1 | | | | | | | | | |
| Screening - Opposite Gender | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | 7 | 7 | | 2 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | |
| Screening - Security Breach | | | 1 | | | | | | | | | | |

| Categories | 10 0=+ | | A Contact | | | | 04 4 | OE Me | 06 1 | 07 11 | 00 A | 00 80- | Total |
|------------------------------------------------------------------------------|----------------|--------------|--------------|----------|---------|---------|---------|--------|--------|--------|---------|--------|-------|
| <u> </u> | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CMH | 175 | 151 | 151 | 139 | 104 | 121 | 130 | 104 | 105 | 130 | 116 | | 1,530 |
| 2022 | 28 | 38 | 39 | 35 | 27 | 61 | 62 | 50 | 46 | 60 | 54 | | 550 |
| Civil Rights Civil Rights - Race | | 1 | | 1 | | | | | 1 | | | 2 | 5 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimina | ation | | | 1 | | | | | | | | 1 | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | | - 1 | | | | | 1 | | | 1 | 2 |
| Civil Rights - Transgender Screening | - Not Transge | 1 | | | | | | | - 1 | | | 1 | 1 |
| Customer Service | 6 | 9 | 7 | 4 | 5 | 8 | 5 | 2 | 3 | 4 | 5 | 4 | 62 |
| Customer Service - CSM | 0 | 1 | - 1 | 4 | 5 | 0 | 5 | | 3 | 4 | 5 | 4 | 1 |
| Customer Service - CSM Customer Service - TSO | 6 | 8 | 7 | 4 | | 0 | | 2 | 2 | 4 | | 4 | |
| Expedited Passenger Screening Program | 6 16 | 8 18 | 7 23 | 23 | 5 17 | 8 45 | 5 46 | 44 | 34 | 41 | 5 39 | | 61 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 10 | 1 | 23 | 17 | 45 | 2 | 44 | 34 | 41 | 2 | | 381 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 2 | 2 | 7 | 1 | 1 | | 1 | 16 |
| Expedited Passenger Screening Program | | 18 | 21 | 23 | 16 | 43 | | 37 | 33 | 40 | 27 | 34 | |
| Expedited Passenger Screening Program | | | | 23 | 10 | 43 | 41 | 31 | 33 | 40 | 37 | 34 | 358 |
| Locks | - 13A/DH3 E | ilipioyees - | Оргіп | | | 1 | 1 | | | | | | 1 |
| | | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock Lost and Found | 4 | | | | | 1 | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | 4 | | | | 0 | 4 | | 4 | 0 | 4 | | 1 |
| Mishandling of Passenger Property | | 1 | | | | 2 | 4 | | 1 | 2 | | 5 | 16 |
| Mishandling of Passenger Property - Dam | | 1 | ata di Dania | | | 1 | 2 | | 4 | 1 | 1 | 3 | 9 |
| Mishandling of Passenger Property - Dam | | | | age | | 4 | 2 | | 1 | 1 | | 2 | 6 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on o | | | | 1 | | | | | _ | | 1 |
| Patdown | | 1 | 2 | 3 | 1 | | 2 | 1 | 2 | | 7 | 1 | 20 |
| Patdown - Flyer | | 1 | 2 | 3 | 1 | | 2 | 1 | 2 | | 7 | 1 | 20 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | 1 | 1 | 1 | | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Internal N | | es | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| | Wheelch | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 2 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Beauty & C | Prooming Item | IS | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 4 | | 1 | 2 | 3 | 3 | | 2 | 6 | | | 23 |
| Property - Special Handling - Damaged It | | 2 | | | 1 | 1 | | | 1 | 4 | | | 9 |
| Property - Special Handling - Damaged It | | | | 1 | | 1 | | | | 2 | | | 6 |
| Property - Special Handling - Missing Iten | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Checke | 1 | | | 1 | | 3 | | 1 | | | | 6 |
| Screening | 2 | 4 | 4 | 2 | 1 | 1 | 2 | 3 | 3 | 7 | 1 | 3 | 33 |
| Screening - Children | | | | 1 | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | 1 | | | | 1 |
| Screening - Inconsistency | 1 | 1 | | | | | 1 | | | 2 | | | 5 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 3 | 3 | 1 | 1 | 1 | 1 | 3 | 2 | 5 | 1 | 3 | 24 |
| Screening - Retrieving Abandoned/Confis | | | 1 | | | | | | | | | | 1 |
| 2023 | 75 | 57 | 60 | 61 | 77 | 60 | 68 | 54 | 59 | 70 | 62 | 54 | 757 |
| Additional Information Required/Insufficient In | | | | | | | 1 | | | | | | 1 |
| Additional Information Required/Insufficient | nt Information | - EMAIL OI | NLY | | | | 1 | | | | | | 1 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 1 | 1 | | 3 | 2 | 1 | 2 | 1 | | 3 | | | 14 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | 1 | | | | | 2 |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | 1 | | 1 | | | 1 | | | | | | 3 |
| Civil Rights - Race | 1 | | | | 2 | 1 | 1 | | | 2 | | | 7 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | | | 1 | | | | | | | | | 1 |
| Customer Service | 4 | 3 | 6 | 9 | 9 | 2 | 7 | 2 | 9 | 10 | 4 | | 75 |
| Customer Service - TSO | 4 | 3 | 6 | 9 | 9 | 2 | 7 | 2 | 9 | 10 | 4 | | 75 |
| Expedited Passenger Screening Program | 59 | 46 | 43 | 37 | 54 | 43 | 47 | 34 | 42 | 34 | 45 | 34 | 518 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | 1 | 4 | | | | | | | | 9 |
| Expedited Passenger Screening Program | | 45 | 41 | 36 | 50 | 43 | 47 | 34 | 42 | 34 | 45 | | 507 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - | Opt In | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 2 | 2 | 2 | | 1 | 1 | 3 | | 4 | 18 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | 1 | | 2 | | | 1 | 1 | | 3 | 9 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | 2 | | | 1 | | 2 | | 1 | 9 |
| No Jurisdiction | | | | | | | | | | 1 | | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | 2 | 3 | 3 | 5 | 2 | 2 | 5 | 1 | 3 | 2 | 2 | 31 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | 1 | 2 | 3 | 3 | 5 | 2 | 2 | 5 | 1 | 2 | 2 | 2 | 30 |
| Persons w/ Disabilities (PWD) | 4 | | 1 | | 1 | 1 | 1 | 3 | 2 | 2 | 4 | | 19 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ched to th | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | ledication a | nd Medical | Supplies | | | | | 1 | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| . , | Wheelchair | r or Scooter | .) | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | 1 | | | | | 1 |
| | | | | | | | | | | | | | |

| ories | 10-Oct 1 | 1-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------------------------------|---------------|-----------|-----------|--------|--------|----------|--------|----------|---------|--------|--------|--------|-------|
| | 2 | 1-NOV | 12-Dec | UI-Jan | uz-reb | U3-IVIAI | 04-Арг | U5-IVIAY | 06-Juli | 07-Jui | uo-Aug | оэ-эер | TOtal |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 2 | | | 2 | | 1 | | 1 | 2 | 2 | | |
| Property - Special Handling | | 1 | | | | | - 1 | | - 1 | | | | |
| Property - Special Handling - Damaged Ite | | | | | 4 | | | | - | | | | |
| Property - Special Handling - Damaged Ite | | 1 | | | 1 | | | | 1 | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Item | 1 | 1 | | | 1 | | 1 | | | 2 | 1 | | |
| Request for Assistance | | | | | | | | | | 1 | | | |
| Request for Assistance - Other | | | | | | | | | | 1 | | | |
| Screening | 4 | 2 | 6 | 7 | 2 | 8 | 7 | 8 | 2 | 11 | 5 | 3 | |
| Screening - Crew Member or Airline Emplo | oyee | | | 1 | | | | | | | | 1 | |
| Screening - Inconsistency | | 1 | 2 | 2 | 1 | 2 | 1 | | | 1 | 1 | | |
| Screening - Lengthy Lines | 1 | | | 1 | | | 1 | | | | 1 | | |
| Screening - Procedures/Process | 2 | 1 | 4 | 3 | 1 | 6 | 5 | 7 | 2 | 10 | 3 | 2 | |
| Screening - Shoe Screening | 1 | | | | | | | | | | | | |
| 2024 | 72 | 56 | 52 | 43 | | | | | | | | | : |
| Airline | | | | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | |
| Civil Rights | 2 | 2 | | 2 | | | | | | | | | |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | |
| Civil Rights - Race | 1 | 1 | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tran | sgender | 1 | | | | | | | | | | | |
| Customer Service | 12 | 19 | 5 | 10 | | | | | | | | | |
| Customer Service - CSM | | | | 1 | | | | | | | | | |
| Customer Service - TSO | 12 | 19 | 5 | 9 | | | | | | | | | |
| Expedited Passenger Screening Program | 47 | 28 | 40 | 26 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Applica | tion Proc | 4 | | | | | | | | | | |
| Expedited Passenger Screening Program | 47 | 28 | 36 | 26 | | | | | | | | | |
| Lost and Found | 1 | 20 | - 00 | 20 | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | ' | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dama | aned/Missing | ItemsC | 1 | | | | | | | | | | |
| Patdown | 4 | 1 | 1 | | | | | | | | | | |
| Patdown - Flyer | 4 | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | - 1 | 2 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | adical Davisa | • | | 1 | | | | | | | | | |
| · , , | | | and Madia | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 0 , | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | 2 | 2 | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | |
| Screening | 4 | 4 | 1 | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | | | | | | | | | |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 3 | 2 | | 1 | | | | | | | | | |

| | | | | | | Tool - FOIA | ı | | | | | | |
|-------------------------------------------|-------------|------------|----------|--------------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CMI | 2 | 4 | 5 | | 3 | 2 | 4 | 3 | 3 | 2 | 2 | 2 | 32 |
| 2022 | | 1 | 1 | | | 1 | 2 | 2 | 1 | 1 | | 1 | 10 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | 1 | 2 | | 1 | | 1 | 6 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | 1 | 2 | | 1 | | 1 | 6 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medi | cal Supplies | 3 | 1 | | | | | | | 1 |
| 2023 | 1 | 1 | 1 | | | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 13 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | 1 | | | | 2 |
| Customer Service - TSO | | | | | | | | 1 | 1 | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | 1 | 2 | | 1 | 1 | 1 | | 8 |
| Expedited Passenger Screening Program | 1 | | 1 | | | 1 | 2 | | 1 | 1 | 1 | | 8 |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2024 | 1 | 2 | 3 | 3 | 3 | | | | | | | | 9 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Race | | | 2 | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | 3 | 3 | | | | | | | | 4 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 3 | 3 | | | | | | | | 4 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | 1 |

| | | | OA COIILA | , comer (| i oo, bata | 1001 - 1 014 | | | | | | | |
|-------------------------------------------|-------------|--------|-----------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CMX | | 1 | 3 | | | 1 | 2 | | | 1 | 1 | | 9 |
| 2022 | | | 1 | | | 1 | 1 | | | 1 | | | 4 |
| Expedited Passenger Screening Program | | | | | | 1 | 1 | | | 1 | | | ; |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | 1 | | | 1 | | | ; |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2023 | | 1 | 1 | | | | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | | 1 | 1 | | | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | 1 | | | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ems - Check | ced | | | | | | | | | 1 | | |
| 2024 | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | | |

| | | | ISA Conta | ict Center (| (ICC) Data | 1001 - FOIA | 4 | | | | | | |
|--------------------------------------------|-------------|-----------|-----------|--------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CNY | 1 | 3 | | | | | 1 | 2 | 2 | 1 | | | 10 |
| 2022 | | 1 | | | | | 1 | 2 | 1 | 1 | | | 6 |
| Expedited Passenger Screening Program | | | | | | | | 2 | 1 | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | 2 | 1 | | | | 3 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | hecked Ba | iggage | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| 2023 | | 2 | | | | | | | 1 | | | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | 1 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| | | | TSA Conta | ct Center (| TCC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|-------------|------------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| COD | 4 | 4 | | | | 3 | 1 | 2 | 2 | 1 | 2 | 3 | 2 |
| 2022 | | | | | | 2 | 1 | 2 | 2 | 1 | 2 | | 1 |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | | | | | 1 | | 2 | 1 | 1 | | | |
| Expedited Passenger Screening Program | - TSA Appli | cation Pro | gram | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | 2 | | 1 | | | |
| Locks | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | | | | | 1 | | | | | | |
| Screening | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2023 | 2 | 1 | | | | 1 | | | | | | 3 | |
| Customer Service | | | | | | | | | | | | 3 | |
| Customer Service - TSO | | | | | | | | | | | | 3 | |
| Expedited Passenger Screening Program | 2 | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 2 | | | | | 1 | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| 2024 | 2 | 3 | | | | | | | | | | | |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |

| Catagorica | 40.0-4 | | A Contact | | | | 04.4 | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | T-4-1 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------|--------|--------|-----------|--------|--------|----------------------------------------|------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Categories | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| cos | 48 | 49 | 51 | 43 | 21 | 37 | 29 | 45 | 31 | 39 | 37 | 52 | 482 |
| 2022 | 7 | 18 | 14 | 12 | 14 | 21 | 19 | 24 | 11 | 17 | 17 | 27 | 201 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Business, Suggestions, and Ideas | L | 1 | | | | | | | | | | | 1 |
| Business, Suggestions, and Ideas - Gene | ral | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | | | | | 2 | | 2 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | | | | 1 | | 1 |
| Customer Service | 1 | 2 | 2 | | | 1 | 1 | 5 | 1 | 1 | | 2 | 16 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | | 2 | 2 | | | 1 | 1 | 5 | 1 | 1 | | 2 | 15 |
| Expedited Passenger Screening Program | 4 | 11 | 8 | 9 | 8 | 20 | 17 | 17 | 8 | 12 | 12 | 18 | 144 |
| Expedited Passenger Screening Program | - DoD | 1 | | | 1 | 2 | | | 1 | | 1 | | 6 |
| Expedited Passenger Screening Program | - TSA Appl | 2 | | | | | | 3 | 1 | 2 | | | 8 |
| Expedited Passenger Screening Program | 4 | 8 | 7 | 9 | 7 | 18 | 17 | 14 | 6 | 10 | 11 | 18 | 129 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements | | 1 | | 1 | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | ic | 1 | | 1 | | | | | | | | | 2 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | l naged/Missing | ItemsCa | rry-on Lug | 1 | | | | | | • | | | 1 |
| Mishandling of Passenger Property - Dam | | 1 | ry-on Lug | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | Corry on c | r Chackad | | | | | | | 1 | | | 1 |
| | irrayed items | Carry-on C | Criecked | | 1 | | | | | Į. | | | |
| No Jurisdiction | | | | | 1 | | | | | | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | | |
| Patdown | | 1 | | | 1 | | | 1 | | | | 1 | 4 |
| Patdown - Flyer | | 1 | | | 1 | | | 1 | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary M | edication a | and Medical | Supplies | | | | | | | 1 | | 1 |
| Property - Special Handling | 1 | | 1 | | 2 | | | | | 1 | | | 5 |
| Property - Special Handling - Damaged It | | d | 1 | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | 1 | | | 2 |
| Screening | 1 | 1 | 2 | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | 6 | 18 |
| Screening - Inconsistency | 1 | | | | | | | | | | | 3 | 4 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | 1 | 2 | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | 2 | 13 |
| TWIC | | | | | | | | | 1 | | | | 1 |
| TWIC - Status | | | | | | | | | 1 | | | | 1 |
| 2023 | 20 | 15 | 19 | 12 | 7 | 16 | 10 | 21 | 20 | 22 | 20 | 25 | 207 |
| Civil Rights | | | 1 | | | | 1 | | | 1 | | | 3 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service | 1 | | 1 | | | 1 | 1 | 1 | | 4 | 1 | 2 | 12 |
| | - | | | | | 1 | 1 | 1 | | 4 | 1 | 2 | 12 |
| | 1 1 | | | | 5 | 14 | 5 | | 14 | | | | 12 |
| Customer Service - TSO Expedited Passanger Screening Program | 1 | 15 | 1 13 | a | | 17 | | | | 11 | 16 | 18 | 155 |
| Expedited Passenger Screening Program | 16 | 15 | 13 | 9 | | | | 19 | 14 | 11 | 16 | 18 | 155 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 16 - TSA Appl | 2 | 13 | | 5 | 1/ | 5 | | | | | 1 | 3 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 16 - TSA Appl 16 | 2 13 | 13 | 9 | 5 | 14 | 5 | 19 | 14 | 11 | 15 | | 3 151 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 16 - TSA Appl 16 | 2 13 | 13 13 Opt In | | 5 | 14 | 5 | | | | | 1 | 3 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement | 16 - TSA Appl 16 | 2 13 | 13 13 Opt In | | 5 | 14 | 5 | | | | 15 | 1 | 3 151 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status | 16 - TSA Appl 16 | 2 13 | 13 13 Opt In | | 5 | 14 | 5 | | | | 15 | 1 | 3 151 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks | 16 - TSA Appl 16 | 2 13 | 13 13 Opt In | | 5 | 14 | 5 | | 14 | | 15 | 1 | 3 151 1 1 1 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock | 16 - TSA Appl 16 | 2 13 | 13 13 Opt In | | 5 | 14 | 5 | 19 | | 11 | 15 1 | 1 | 3 151 1 1 1 1 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 Opt In 1 | 9 | 5 | 14 | 5 | | 14 | | 15 1 | 1 17 | 3 151 1 1 1 1 1 1 4 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 Opt In 1 1 17 17 17 17 17 17 17 17 17 17 17 | 9 age | 5 | 14 | 5 | 19 | 14 | 11 | 15 1 | 1 | 3 151 1 1 1 1 1 1 4 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 Opt In 1 1 17 17 17 17 17 17 17 17 17 17 17 | 9 age | 5 | 14 | 5 | 19 | 14 | 2 2 | 15 1 | 1 17 | 3 151 1 1 1 1 1 1 4 1 3 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 Opt In 1 1 17 17 17 17 17 17 17 17 17 17 17 | 9 age | 5 | 14 | 5 | 19 | 14 | 2 2 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 16 - TSA Appl 16 - TSA/DHS E agged/Missing | 2 13 mployees | 13 13 Opt In 1 1 1 rry-on Lugga | g age age | 5 | 14 | | 19 | 14 | 2 2 | 15 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 Opt In 1 1 17 17 17 17 17 17 17 17 17 17 17 | 9 age | 5 | 14 | 5 | 19 | 14 | 2 2 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 13 13 13 10 11 1 1 1 1 1 1 1 1 1 1 | 9 sige age | 5 | 14 | | 19 | 14 | 2 2 1 | 15 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer | 16 - TSA Appl 16 - TSA/DHS E agged/Missing | 2 13 mployees | 13 13 Opt In 1 1 1 rry-on Lugga | g age age | 5 | 14 | | 19 | 14 | 2 2 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction Patdown Patdown - Children Patdown - Flyer Patdown - Flyer | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 13 13 13 10 11 1 1 1 1 1 1 1 1 1 1 | 9 sige age | 5 | 14 | | 19 | 14 | 2 2 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 13 13 13 10 11 1 1 1 1 1 1 1 1 1 1 | 9 sige age | 5 | 14 | | 19 | 14 | 2 2 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction Patdown Patdown - Children Patdown - Flyer Patdown - Flyer | 16 - TSA Appl 16 - TSA/DHS E | 2 13 mployees | 13 13 13 13 13 10 11 1 1 1 1 1 1 1 1 1 1 | 9 sige age | 5 | 14 | 1 | 19 | 14 | 2 2 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 1 4 1 3 1 1 9 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 17 1 1 1 17 17 17 1 1 1 | 9 ange age 1 | 5 | 14 | 1 | 19 | 14 | 2 2 1 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 9 1 6 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 17 1 1 1 17 17 17 1 1 1 | 9 ange age 1 | 5 | 14 | 1 1 1 | 19 | 14 | 2 2 1 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 1 6 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 17 1 1 1 17 17 17 1 1 1 | 9 gige age 1 1 | 5 | 14 | 1 1 1 | 19 | 14 | 2 2 1 1 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 1 1 6 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checker | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 17 1 1 1 17 17 17 1 1 1 | 9 gige age 1 1 | 5 | 14 | 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 | 1 17 | 3 151 1 1 1 1 1 1 4 1 3 1 1 9 1 6 1 1 2 2 3 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Property - Special Handling | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checker | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 17 1 1 1 17 17 17 1 1 1 | 9 gige age 1 Supplies 2 | 2 | 14 | 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 | 1 1 1 | 3 151 1 1 1 1 1 4 1 3 1 1 1 9 1 6 1 1 2 2 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling - Missing Iten Screening | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checked | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 13 10 10 11 11 11 11 11 11 11 11 11 11 11 | 9 gige age 1 Supplies 2 | | | 1 1 1 1 | 19 | 14 | 11 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 | 1 1 1 | 3 151 1 1 1 1 1 1 3 1 1 9 1 6 1 1 2 2 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checked | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 Opt In 1 1 1 1 rry-on Luggaecked Bagga 1 1 1 | 9 gige age 1 Supplies 2 | | 1 | 1 1 1 1 | 19 | 14 | 11 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 1 | 1 1 1 | 3 151 1 1 1 1 1 4 1 3 1 1 9 1 6 1 1 2 2 3 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checked | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 Opt In 1 1 1 1 rry-on Luggaecked Bagga 1 1 1 | 9 gige age 1 Supplies 2 | 2 | 1 | 1 1 1 1 | 19 | 14 | 11 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 1 | 1 1 1 | 3 151 1 1 1 1 1 1 4 1 3 1 1 1 6 1 1 2 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checked 2 2 | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 Opt In 1 1 1 1 rry-on Luggaecked Bagga 1 1 1 | 9 gige age 1 Supplies 2 | 2 | 1 | 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 3 3 1 1 1 6 1 1 2 2 3 3 1 1 2 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines | 16 - TSA Appl 16 - TSA/DHS E agged/Missing agged/Missing 1 1 Necessary M ems - Checked 2 cated Items | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 Opt In 1 1 1 1 rry-on Luggaecked Bagga 1 1 1 | 9 age 1 Supplies 2 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 4 1 3 1 1 9 1 6 1 1 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Sereening - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checked 2 2 | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 gige age 1 Supplies 2 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 1 3 1 1 9 1 6 1 1 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 16 - TSA Appl 16 - TSA/DHS E agged/Missing agged/Missing 1 1 Necessary M ems - Checked 2 cated Items | 2 13 mployees ItemsCa ItemsCh dedication a d | 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 age 1 Supplies 2 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 1 3 1 1 9 1 1 6 1 1 2 2 3 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Secreening - Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - National Origin | 16 - TSA Appl 16 - TSA/DHS E agged/Missing agged/Missing 1 1 Necessary M ems - Checked 2 cated Items | 2 13 mployees ItemsCa ItemsCh | 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 aige age 1 1 1 Supplies 2 2 19 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 3 3 1 1 1 9 1 6 1 1 2 2 3 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights - National Origin Customer Service | 16 - TSA Appl 16 - TSA/DHS E agged/Missing agged/Missing 1 1 Necessary M ems - Checked 2 cated Items | 2 13 mployees ItemsCa ItemsCh dedication a d | 13 13 13 13 10 Opt In 1 1 1 1 17ry-on Luggaecked Bagga 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 lige age 1 1 Supplies 2 2 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 1 3 1 1 1 6 1 1 2 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 / Necessary M ems - Checked 2 cated Items 21 | 2 13 mployees - ItemsCa ItemsCh | 13 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 age 1 1 Supplies 2 2 19 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 1 3 1 1 1 9 1 1 6 1 1 2 2 2 3 3 1 1 2 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 Necessary M ems - Checked 2 cated Items 21 | 2 13 mployees ltemsCa ltemsCh | 13 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 age 1 1 Supplies 2 2 19 4 4 12 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 1 3 1 1 9 1 1 6 1 1 2 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 Necessary M ems - Checked 2 cated Items 21 | 2 13 mployees - ItemsCa ItemsCh | 13 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 age age 1 1 Supplies 2 2 19 4 4 12 12 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 1 3 1 1 9 1 1 6 1 1 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights Civil Rights - National Origin Customer Service Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 Necessary M ems - Checked 2 cated Items 21 | 2 13 mployees ltemsCa ltemsCh | 13 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 9 age age 1 1 1 Supplies 2 2 1 1 9 4 4 4 1 2 1 2 1 1 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 1 4 1 1 3 1 1 9 1 6 1 1 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program HAZMAT Endorsement HAZMAT Endorsement - Status Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 16 - TSA Appl 16 - TSA/DHS E aged/Missing aged/Missing 1 1 Necessary M ems - Checked 2 cated Items 21 | 2 13 mployees ltemsCa ltemsCh | 13 13 13 13 13 10 Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 age age 1 1 Supplies 2 2 19 4 4 12 12 | 2 | 1 | 1 1 1 1 1 | 19 | 14 | 11 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 15 1 1 1 1 | 1 1 1 1 1 3 | 3 151 1 1 1 1 1 1 4 1 1 3 1 1 9 1 1 6 1 1 2 2 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | 3 | | | | | | | | | | 4 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | | | 3 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-O | n | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| ategories COU 2022 Civil Rights Civil Rights - Racial Profiling or Discrimi Customer Service Customer Service - TSO | 10-Oct 7 | 11-Nov 3 | 12-Dec 7 | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | |
|-------------------------------------------------------------------------------------------------------------------------|---------------|-------------|-------------|--------|--------|--------|--------|---------|---------|--------|--------|--------|-------|
| 2022 Civil Rights Civil Rights - Racial Profiling or Discrimi Customer Service | 7 | ~ | 7 | | | | | 00-inay | 00-Juli | | | บซ-อep | Total |
| Civil Rights Civil Rights - Racial Profiling or Discrimi Customer Service | | _ | , | 11 | 1 | 7 | 5 | 5 | 3 | 3 | 2 | 1 | 55 |
| Civil Rights - Racial Profiling or Discrimi Customer Service | | 3 | 3 | 7 | | 5 | 3 | 2 | 2 | | 1 | 1 | 27 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| | nation | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 2 | 1 | 6 | | 5 | 2 | 2 | 2 | | 1 | 1 | 22 |
| Expedited Passenger Screening Program | n - TSA Appl | 1 | | | | 1 | | | | | 1 | | 3 |
| Expedited Passenger Screening Program | n - TSA PreC | 1 | 1 | 6 | | 4 | 2 | 2 | 2 | | | 1 | 19 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged | tems - Carry- | On | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2023 | 5 | | 3 | 4 | 1 | 2 | 2 | 3 | 1 | 3 | 1 | | 25 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | | 3 | 1 | | 2 | 2 | 1 | | 1 | | | 15 |
| Expedited Passenger Screening Program | n 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | n 4 | | 3 | 1 | | 2 | 2 | 1 | | 1 | | | 14 |
| No Jurisdiction | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | 1 |
| Ombudsman | | | | | 1 | | | | | | | | 1 |
| Ombudsman - General | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | 1 | 1 | | 3 |
| Patdown - Flyer | | | | | | | | 1 | | 1 | 1 | | 3 |
| Property - Special Handling | | | | 1 | | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged | tems - Check | ed | | 1 | | | | | 1 | | | | 2 |
| Screening | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | 2 | | 1 | | | | | | | | | | 3 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | n 2 | | | | | | | | | | | | 2 |

| | | • | TSA Contac | ct Center (1 | 「CC) Data 1 | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------|-------------|------------|--------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CPR | 4 | 4 | 2 | 5 | 3 | 3 | 1 | 3 | 2 | 2 | | 2 | 3 |
| 2022 | | 1 | | | 1 | 2 | 1 | 1 | 1 | 1 | | | |
| Expedited Passenger Screening Program | | 1 | | | | 2 | | 1 | | 1 | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 2 | | 1 | | 1 | | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devi | ces | | | | | 1 | | | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2023 | 1 | 2 | 1 | 3 | 2 | 1 | | 2 | 1 | 1 | | 2 | 1 |
| Expedited Passenger Screening Program | | 2 | 1 | 2 | 2 | 1 | | 2 | | 1 | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram 💮 💮 | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 1 | 2 | 2 | | | 2 | | 1 | | 1 | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | iaged/Missin | g ItemsC | hecked Bag | gage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checked | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | 3 | 1 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 1 | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Checked | d | | 1 | | | | | | | | | |

| | | | A Contact (| | | | | | | | | | |
|---------------------------------------------|-----------------|-------------------|-------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CRP | 11 | 14 | 8 | 18 | 8 | 11 | 9 | 10 | 8 | 12 | 10 | 13 | 132 |
| 2022 | 2 | 1 | 2 | 6 | 4 | 9 | 7 | 2 | 5 | 6 | 5 | 7 | 56 |
| Civil Rights | | | 1 | | | | | | | | 1 | | 2 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | 2 | 2 | | | | | 5 |
| Customer Service - TSO | | 1 | | | | | 2 | 2 | | | | | 5 |
| Expedited Passenger Screening Program | 1 | | 1 | 4 | 1 | 5 | 4 | | 5 | 3 | 3 | 6 | 33 |
| Expedited Passenger Screening Program | - TSA Applica | ation Prograr | m | 1 | 1 | 1 | 1 | | | | | | 4 |
| Expedited Passenger Screening Program | 1 | | 1 | 3 | | 4 | 3 | | 5 | 3 | 3 | 6 | 29 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCarry | y-on Lugga | ge | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | 1 | 1 | | | | | | | 2 |
| Patdown | J | | - 33 | J | 1 | 2 | | | | | 1 | | 4 |
| Patdown - Flyer | | | | | 1 | 2 | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | • | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | l Develonmer | ntal /Mental F | Disability | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | itai /iviciitai L | Disability | | | | | | | 2 | | | 3 |
| Property - Special Handling - Damaged It | ome Carry C | \n | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | | /11 | | | | | | | | 1 | | | 1 |
| | | | | | | | | | | 4 | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | 0 | | | 1 | | | 1 | | | |
| Screening | | | | 2 | | | | | | | | | 3 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | _ | | | 11 | | | | | | | | | 1 |
| 2023 | 4 | 7 | 4 | 5 | 4 | 2 | 2 | 8 | 3 | 6 | 5 | 6 | 56 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 3 | | | | | | 1 | 2 | | | | 6 |
| Customer Service - TSO | | 3 | | | | | | 1 | 2 | | | | 6 |
| Expedited Passenger Screening Program | 3 | 4 | 3 | 4 | 2 | | 2 | 7 | 1 | 6 | 4 | 6 | 42 |
| Expedited Passenger Screening Program | - TSA Applica | ation Prograr | m | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | 3 | 4 | 3 | 4 | 2 | | 2 | 7 | 1 | 6 | 4 | 5 | 41 |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not | Wheelchair | or Scooter) | | | 1 | | | | | | | 1 |
| Screening | | | | 1 | | 1 | | | | | 1 | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | 1 |
| 2024 | 5 | 6 | 2 | 7 | | | | | | | | | 20 |
| Expedited Passenger Screening Program | 3 | 4 | 2 | 6 | | | | | | | | | 15 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 4 | 2 | 5 | | | | | | | | | 14 |
| Persons w/ Disabilities (PWD) | J | 7 | | 1 | | | | | | | | | 14 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| | 1 | | | I | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | 2 | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 2 | | | | | | | | | | | 3 |

| | | 1 | ΓSA Conta | ct Center (| TCC) Data 1 | ool - FOIA | ١ | | | | | | |
|-------------------------------------------|-------------|--------------|-----------|-------------|-------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CRW | 4 | 7 | 10 | 1 | 6 | 5 | 2 | 7 | 5 | 5 | 6 | 2 | 60 |
| 2022 | 1 | | 2 | | 4 | 1 | | 2 | 4 | 2 | 2 | 1 | 19 |
| Expedited Passenger Screening Program | 1 | | 1 | | 4 | 1 | | 2 | 3 | 2 | 2 | 1 | 17 |
| Expedited Passenger Screening Program | 1 | | 1 | | 4 | 1 | | 2 | 3 | 2 | 2 | 1 | 17 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | | | | 1 | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |
| 2023 | 1 | 3 | 5 | | 2 | 4 | 2 | 5 | 1 | 3 | 4 | 1 | 31 |
| Customer Service | | | 2 | | | 1 | | 1 | | | | | 4 |
| Customer Service - TSO | | | 2 | | | 1 | | 1 | | | | | 4 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | | 2 | 1 | 2 | 1 | 1 | 1 | | 1 | 15 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | | 2 | 1 | 2 | 1 | 1 | 1 | | 1 | 15 |
| Mishandling of Passenger Property | | | | | | | | 2 | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | d | | | | 1 | | 1 | | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | 1 | | | 1 | | 2 |
| Screening | | 1 | | | | 2 | | | | 1 | 3 | | 7 |
| Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | 1 | 2 | | 4 |
| 2024 | 2 | 4 | 3 | 1 | | | | | | | | | 10 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | 1 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | ıram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | | | | | | | | | | 6 |
| Screening | | 2 | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | | ISA Contac | it Center (| (CC) Data | 001 - FUIA | | | | | | | |
|-----------------------------------------|------------------|-------------|--------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CSG | 8 | 4 | 6 | 9 | 5 | 5 | 3 | 3 | 4 | 4 | 5 | 3 | 59 |
| 2022 | 3 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 3 | | 2 | 18 |
| Expedited Passenger Screening Program | 3 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 3 | | 1 | 17 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 3 | | 1 | 16 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2023 | 2 | 2 | 3 | 4 | 3 | 3 | 1 | 2 | 3 | 1 | 5 | 1 | 30 |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 2 | 3 | 2 | 3 | 3 | | 2 | 2 | 1 | 4 | 1 | 25 |
| Expedited Passenger Screening Program | - DoD | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 2 | 3 | 1 | 3 | 3 | | 1 | 2 | 1 | 4 | 1 | 23 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | i aged/Missir | ng ItemsC | hecked Bag | gage | | | | | | | 1 | | |
| Screening | | | | 2 | | | | | 1 | | | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | | | | 2 |
| 2024 | 3 | 1 | 3 | 4 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | 3 | 1 | 3 | 3 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 3 | 1 | 3 | 3 | | | | | | | | | 10 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | laged/Missir | g ItemsU | nspecified I | 1 | | | | | | | | | 1 |

| Coto movino | 10.0.1 | | SA Contact | | | | • • • | | | | | | |
|--------------------------------------------------|-------------------|-------------|--------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CVG | 200 | 141 | 170 | 141 | 96 | 131 | 97 | 150 | 131 | 142 | | | 1,616 |
| 2022 | 45 | 33 | 47 | 43 | 34 | 56 | 50 | 73 | 70 | 75 | 62 | 68 | 656 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | er | | | 1 | | | | | | | | | 1 |
| Airline | | | | 1 | | | 1 | | 1 | | | | 3 |
| Airline - Lost Baggage | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights | | | | 1 | | 1 | | | 1 | | | | 3 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | l ation | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | I | | | - ' | | | | | 1 | | | | 1 |
| Customer Service | _ | 4 | | 0 | | | 4 | | | | 4 | - | |
| | 7 | 1 | 2 | 2 | 1 | 3 | 1 | 5 | 1 | 3 | 4 | 2 | 32 |
| Customer Service - Others | 3 | | | | | | | | | | | | 3 |
| Customer Service - TSO | 4 | 1 | 2 | 2 | | 3 | 1 | 5 | 1 | 3 | 4 | | 29 |
| Expedited Passenger Screening Program | 33 | 31 | 43 | 35 | 28 | 44 | 45 | 55 | 57 | 65 | 54 | 60 | 550 |
| Expedited Passenger Screening Program | - Active Du | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | 2 | 3 | 5 | 1 | 1 | 1 | | 5 | 8 | 2 | 4 | 4 | 36 |
| Expedited Passenger Screening Program | | 26 | 37 | 34 | 27 | 43 | 45 | 50 | 49 | 63 | 50 | | 510 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Locks | - 10/0110 | - ' | | | | | | 1 | | | | | 1 |
| | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 2 | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lugg | age | | | 1 | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | 1 | 1 | | 1 | 1 | 5 |
| No Jurisdiction | J | | | | | | | 2 | 1 | | | | 3 |
| No Jurisdiction - No Referral | | | | | | | | 2 | 1 | | | | 3 |
| Patdown | | | | | | | | | 1 | | | 1 | 2 |
| | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | _ | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | 1 | | 1 | 2 | | 2 | | | 8 |
| Persons w/ Disabilities (PWD) - Cancer (g | | Breast Can | icer | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Devic | es | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Atta | ched to the | e Body | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | I Supplies | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | . , | | | | | | 1 | | | - ' | | | 1 |
| | l | | 1 | | | | 1 | | | | | | - 1 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | IS/Aerosois | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 3 | | | | 2 | 3 | | | 2 | 2 | 1 | 2 | 15 |
| Property - Special Handling - Damaged Ite | ems - Carry-0 | On | | | | | | | 1 | 1 | | 1 | 3 |
| Property - Special Handling - Damaged Ite | 2 | | | | 1 | | | | 1 | | | 1 | 5 |
| Property - Special Handling - Missing Item | ns - Carry-On | | | | | 2 | | | | 1 | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | 1 | 1 | | | | | 1 | | 4 |
| Screening | 2 | 1 | | 1 | 2 | 5 | 1 | 6 | 4 | 3 | 2 | 2 | 29 |
| Screening - Inconsistency | | | | | | 1 | | | | | | 2 | 3 |
| Screening - Lengthy Lines | | | | 1 | | 1 | | 3 | 1 | | 1 | | 7 |
| | 2 | 1 | | ' | | 3 | 1 | 3 | 3 | 3 | | | 17 |
| Screening - Procedures/Process | | ı | | | | 3 | 1 | 3 | 3 | 3 | - 1 | | 17 |
| Screening - Retrieving Abandoned/Confis | | | | | 2 | | | | | | | | 2 |
| 2023 | 73 | 59 | 71 | 63 | 62 | 75 | 47 | 77 | 61 | 67 | 46 | 41 | 742 |
| Additional Information Required/Insufficient Inf | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| Airline | | | | | 1 | | | | | 1 | 1 | | 3 |
| Airline - Lost Baggage | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | 1 | | 2 |
| Business, Suggestions, and Ideas | | | | | | | | 1 | | | | | 1 |
| Business, Suggestions, and Ideas - General | ral | | | | | | | 1 | | | | | 1 |
| Civil Rights | lai | | | | | | 1 | 1 | | | | | |
| • | | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 6 | | 5 | 2 | 1 | 1 | 4 | 2 | 6 | 3 | 2 | 34 |
| Customer Service - Others | | 2 | | 1 | | | | | | | | | 3 |
| Customer Service - TCC | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 2 | 4 | | 4 | 1 | 1 | 1 | 4 | 2 | 6 | 3 | 2 | 30 |
| Expedited Passenger Screening Program | 64 | 46 | 60 | 53 | 50 | 66 | 40 | 64 | 49 | 49 | 35 | | 606 |
| Expedited Passenger Screening Program | | | 00 | 55 | 50 | 00 | 40 | 04 | 1 | 43 | 55 | 30 | 1 |
| | | iviiiitai y | | | | | | | ļ | | | | 4 |
| Expedited Passenger Screening Program | | _ | 1 | | _ | | | | | | 2 | | |
| Expedited Passenger Screening Program | | 5 | 1 | 1 | 3 | | | 1 | 1 | | 1 | 1 | 15 |
| Expedited Passenger Screening Program | | 41 | 56 | 51 | 47 | 66 | 40 | 63 | 47 | 49 | 32 | 29 | 583 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | 2 | 1 | | | | | | | | | 3 |
| Locks | | | | 1 | 2 | 1 | 1 | | | | | 1 | 6 |
| Locks - Missing or Damaged Lock | | | | 1 | 2 | 1 | 1 | | | | | 1 | 6 |
| Mishandling of Passenger Property | 1 | 1 | 2 | 1 | | 1 | 1 | 1 | 1 | | | 1 | 10 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | | | | 1 | | | | | 1 | 6 |
| Mishandling of Passenger Property - Dam | | | | 1 | | 1 | | 1 | 1 | | | - ' | 4 |
| No Jurisdiction | iagoariviissiili(| , nonioOl | iooneu Dat | 1 | | 1 | | I | I | | | | |
| | | | | | | | | | | 1 | | | 2 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | | 1 | | | | | | 1 | | 3 | | 1 | 6 |
| Patdown - Flyer | | 1 | | | | | | 1 | | 3 | | 1 | 6 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | 1 | 5 | 2 | 1 | 2 | 13 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | 1 | | ' | | 1 |
| Disabilition (1 17D) Collotal | l | | | | | | | | - ' | | | | |

| orios | 40.0-4 | | Contact Center | | | | OF Mass | 00 1 | 07 1 | 00 4 | 00 0 | T-4- |
|---------------------------------------------|--------------|--------------|-------------------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| ories | | | 2-Dec 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | | edication an | d Medical Supplie | S | | | 1 | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | ipairment | | | | | | | 1 | | | | |
| Property - Special Handling | | 1 | | | 1 | | 1 | 1 | | | | |
| Property - Special Handling - Damaged It | | n | | | 1 | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | 1 | 1 | | | | |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | | | | |
| Screening | 3 | 4 | | 2 7 | 5 | 3 | | 3 | 5 | 6 | 4 | |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | 1 | | | | | |
| Screening - Inconsistency | | 1 | 1 | 1 | | 1 | 1 | | 1 | | | |
| Screening - Lengthy Lines | 1 | | 1 | | 1 | | 1 | 2 | | | 2 | |
| Screening - Procedures/Process | 2 | 3 | 6 | 1 6 | 3 | 2 | 1 | 1 | 4 | | 2 | |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | 1 | | |
| 2024 | 82 | 49 | 52 3 | | | | | | | | | |
| Civil Rights | l | | | ' | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | |
| Customer Service | 5 | 3 | | ' | | | | | | | | |
| Customer Service - CSM | | | | 1 | | | | | | | | |
| Customer Service - TSO | 5 | 3 | | | | | | | | | | |
| Expedited Passenger Screening Program | 71 | 36 | 47 28 | 3 | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 3 | | | | | | | | |
| Expedited Passenger Screening Program | 70 | 33 | 42 2 | 5 | | | | | | | | |
| Locks | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | 3 | | 2 | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missii | 2 | | 1 | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | |
| Patdown | 1 | | 1 | 1 | | | | | | | | |
| Patdown - Flyer | 1 | | 1 | 1 | | | | | | | | |
| Property - Special Handling | | 2 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-C | 1 | | | | | | | | | | |
| Screening | 4 | 5 | 3 | 1 | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | 2 | 2 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | 2 | 3 | 1 | | | | | | | | |
| SIDA (Security Identification Display Area) | | | | 1 | | | | | | | | |
| SIDA (Security Identification Display Area |) - General | | | 1 | | | | | | | | |

| | | | I SA COMILA | ci center (| ICC) Data | 1001 - FUIA | | | | | | | |
|-------------------------------------------|-------------|--------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CVN | 1 | 1 | 1 | 1 | | 1 | | | | 1 | | | 6 |
| 2022 | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | | | 1 | | | |
| 2023 | 1 | 1 | | | | | | | | | | | - 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| 2024 | | | 1 | 1 | | | | | | | | | : |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |

| | | 1 | ΓSA Contac | t Center (1 | ΓCC) Data ⅂ | Tool - FOIA | | | | | | | |
|-------------------------------------------|-------------|--------------|------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CWA | 5 | 7 | 2 | 3 | 5 | 3 | 1 | 3 | 4 | 1 | | 2 | 3 |
| 2022 | 2 | 3 | 1 | 2 | 2 | 1 | 1 | 2 | 3 | 1 | | 1 | 1 |
| Customer Service | | | | | | | | 2 | | | | | |
| Customer Service - TSO | | | | | | | | 2 | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | 2 | 1 | 1 | | 2 | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA Appli | ication Prog | ıram | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | 2 | 1 | 1 | | 1 | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | | | | | | 1 | | | | |
| Screening | | 2 | | | | | | | | | | 1 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2023 | 1 | 3 | 1 | | 3 | 2 | | 1 | 1 | | | 1 | 1 |
| Expedited Passenger Screening Program | | 2 | | | 3 | 1 | | 1 | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | 3 | 1 | | 1 | 1 | | | | |
| Locks | | | | | | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | | | 1 | |
| Screening | 1 | 1 | 1 | | | | | | | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | |
| 2024 | 2 | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |

| | | | SA Contac | x Center (| TCC) Data | 1001 - FUIA | ١. | | | | | | |
|-----------------------------------------|------------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CYS | 3 | 2 | 1 | | 1 | | | 2 | | 1 | | 2 | 1 |
| 2022 | | | | | | | | 2 | | 1 | | 1 | |
| Customer Service | | | | | | | | 1 | | | | | |
| Customer Service - TSO | | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | | | | | | | 1 | | 1 | | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | 1 | | 1 | | 1 | |
| 2023 | 3 | 1 | 1 | | 1 | | | | | | | 1 | |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | 1 | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2024 | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |

| gories | 10-Oct 1 | 1-Nov | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|-----------------------------------------------|------------------|------------|-------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| NB | 14 | 15 | 7 | 12 | 10 | 9 | 10 | 16 | 18 | 11 | 8 | 7 | • |
| 2022 | 4 | 8 | 3 | 2 | 6 | 3 | 3 | 6 | 7 | 3 | 5 | 5 | |
| Civil Rights | | | | | 1 | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Civil Rights - Racial Profiling or Discrimina | ation | | | | 1 | | | | | | | | |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 2 | 6 | 3 | 1 | 5 | 3 | 3 | 4 | 6 | 2 | 3 | 4 | |
| Expedited Passenger Screening Program | | | | ' | | | - 0 | | 1 | | 1 | | |
| Expedited Passenger Screening Program | | 2 | | | 1 | | | | | | ' | | |
| Expedited Passenger Screening Program | 2 | 4 | 3 | 1 | 4 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | |
| Mishandling of Passenger Property | | 4 | 3 | 1 | 4 | 3 | 3 | 4 | 5 | | 1 | 4 | |
| | | | de de | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | temsCne | скео вадда | je | | | | | | | 1 | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tra | auma) | | | | | | | 1 | | | | |
| Property - Special Handling | 1 | 1 | | 1 | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ems - Checked | | | 1 | | | | | | | 1 | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | | | | | | | | | | | |
| Screening | | | | | | | | 2 | | | | | |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | |
| 2023 | 4 | 3 | 2 | 7 | 4 | 6 | 7 | 10 | 11 | 8 | 3 | 2 | |
| Civil Rights | • | | _ | • | | 1 | 1 | 1 | | | • | _ | |
| Civil Rights - Headwear | | | | | | 1 | | ! | | | | | |
| Civil Rights - Race | | | | | | | 1 | 1 | | | | | |
| Customer Service | 4 | | | | | | - 1 | 1 | 4 | | | | |
| | 1 1 | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | • | 1 | 1 | _ | | | |
| Expedited Passenger Screening Program | 2 | 2 | 2 | 6 | 1 | 3 | 6 | 7 | 8 | 7 | 2 | 1 | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | 2 | 6 | 1 | 3 | 6 | 7 | 8 | 7 | 2 | 1 | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Items0 | Carry-on o | Checked | | | | | | | | | 1 | |
| Patdown | | | | | | 1 | | | | 1 | 1 | | |
| Patdown - Flyer | | | | | | 1 | | | | 1 | | | |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (Not V | Vheelchair | or Scooter) | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | 1 | | | | |
| Property - Special Handling | 1 | giraj | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| | · · | 1 | | 1 | 2 | 1 | | 1 | 1 | | | | |
| Screening | | - 1 | | - 1 | | | | I I | 1 | | | | |
| Screening - Inconsistency | | | | - | | 1 | | | | | | | |
| Screening - Lengthy Lines | | 4 | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | 2 | | | 1 | 1 | | | | |
| 2024 | 6 | 4 | 2 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 4 | 2 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 4 | 2 | 1 | | | | | | | | | |
| Locks | | | | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | |
| Screening | | | | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------------------------------------------------------------------------|-------------------|---------------|-------------|--------|-----------|--------|--------|----------|--------|--------|--------|--------|------------|
| DAL | 185 | 177 | 142 | 128 | 90 | 93 | 112 | 141 | 116 | 120 | 117 | 133 | 1,554 |
| 2022 | 25 | 53 | 36 | 28 | 34 | 37 | 58 | 60 | 46 | 49 | 58 | 65 | 549 |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | er I | 2 | | 4 | | 4 | 1 | | | | | | 1 |
| Airline Airline - Lost Baggage | | 3 1 | | 1 | | 1 | | | | | | | 5 |
| Airline - Policy/Regulations/Service | | 2 | | 1 | | 1 | | | | | | | 4 |
| Civil Rights | | | | | | | 1 | 2 | 3 | | | 1 | 7 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | 1 | | | | 1 | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening Claims | | | | | | | | | 1 | | | 1 | 1 |
| Claims - Status | | | | | | | | | | | | 1 | 1 |
| Customer Service | 3 | 10 | 3 | 2 | 3 | 3 | 6 | 3 | 3 | 5 | 3 | 7 | 51 |
| Customer Service - TSO | 3 | 10 | 3 | 2 | 3 | 3 | 6 | 3 | 3 | 5 | 3 | 7 | 51 |
| Expedited Passenger Screening Program | 17 | 33 | 28 | 19 | 27 | 28 | 40 | 43 | 28 | 36 | 45 | 46 | 390 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | | | 1 | 1 | 3 | 3 | 1 | 1 | 3 | 2 | 1 | 2 | 19 |
| Expedited Passenger Screening Program | | 33 | 26 | 18 | 24 | 24 | 39 | 42 | 25 | 34 | 44 | 43 | 367 |
| Expedited Passenger Screening Program Hazardous Materials Safety | 1 | | | | | | | | | | 1 | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | 1 | | 1 |
| Locks | 1 | | | | | 1 | | | 1 | | ' | | 3 |
| Locks - Missing or Damaged Lock | 1 | | | | | 1 | | | 1 | | | | 3 |
| Lost and Found | | | | | 1 | | | 2 | 1 | | | 1 | 5 |
| Lost and Found - Airport/TSA | | | | | 1 | | | 2 | 1 | | | 1 | 5 |
| Mishandling of Passenger Property | | 2 | | | | | | 2 | 1 | 2 | | 4 | 11 |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | 1 | 1 | 2 | | 2 | 7 |
| Mishandling of Passenger Property - Dam No Jurisdiction | naged/Missii I | 1 1 | | | | | | 1 | | | | 2 | <u>4</u> |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | ' | | | | | | | 1 | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | 1 | | | | 1 |
| Patdown | | 1 | 1 | 1 | | | | | 2 | 1 | 1 | 1 | 8 |
| Patdown - Flyer | | 1 | 1 | | | | | | 2 | 1 | 1 | 1 | 7 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | 1 | 4 | 1 | 1 | 1 | | 1 | 12 |
| Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically | | icned to the | Body | | | | 1 | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medicary | | Wheelchair | or Scoote | r) | | | 2 | I | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | vviicoloriali | 1 | 1) | | | | | | ' | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | Segway | | | | | | | 1 | | | 1 | 2 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Alcohol an | | 1 | 0 | 4 | 4 | 4 | | 4 | 0 | 4 | 2 | 2 | 1 |
| Property - Special Handling Property - Special Handling - Damaged It | 3 | 1 1 | 2 | 1 | 1 1 | 1 1 | | <u>4</u> | 2 | 1 1 | 2 | 3 | 11 |
| Property - Special Handling - Damaged It | ا ems - Checke | | | | 1 | ı | | · · | 1 | ' | | | 1 |
| Property - Special Handling - Missing Iten | | , , | | 1 | | | | 1 | | | 1 | | 4 |
| Property - Special Handling - Missing Iten | | | | | | | | 2 | | | | 3 | 6 |
| Screening | | 1 | | 4 | 2 | 2 | 6 | 3 | 3 | 3 | 5 | | 29 |
| Screening - Inconsistency | | | | | | | 3 | | 1 | | 1 | | 5 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | | 21 |
| Screening - Retrieving Abandoned/Confis 2023 | 66 | 68 | 59 | 44 | EC | 56 | 54 | 04 | 70 | 71 | 59 | 68 | 752 |
| Additional Information Required/Insufficient In | | 00 | อฮ | 44 | 56 | 56 | 34 | 81 | 1 | /1 | อฮ | 00 | 752 |
| Additional Information Required/Insufficie | | - EMAIL OI | NLY | | 1 | | | | 1 | | | | 2 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 4 | 1 | 2 | 14 |
| Civil Rights - Race | | 1 | | 1 | | 1 | | 1 | 1 | 2 | | 1 | 8 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | 1 | | | | 1 | | | 2 | | 1 | 5 |
| Claims - General | 1 | | | | | | | | | | | | 1 |
| Customer Service | 4 | 10 | 4 | 2 | | 4 | 4 | 1 | 4 | 2 | 2 | 4 | 41 |
| Customer Service - TSO | 4 | 10 | 4 | 2 | | 4 | 4 | 1 | 4 | 2 | 2 | 4 | 41 |
| Expedited Passenger Screening Program | 46 | 49 | 43 | 33 | 42 | 42 | 40 | 58 | 44 | 48 | 37 | 47 | 529 |
| Expedited Passenger Screening Program | - DoD | | | | | | | 1 | | 1 | | 1 | 3 |
| Expedited Passenger Screening Program | | 2 | | 1 | 4 | | | 2 | 3 | 2 | | 1 | 17 |
| Expedited Passenger Screening Program | | 47 | 43 | 32 | 38 | 42 | 40 | 55 | 41 | 44 | 37 | 45 | 508 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees - | Opt In | | | | | | | 1 | | | 1 |
| Locks Missing or Demograd Lock | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock Lost and Found | 1 | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 2 | 4 | 2 | 3 | 1 | 3 | 6 | 3 | 2 | 3 | | 29 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | 1 | 2 | 2 | 1 | | 3 | | 2 | 2 | | 14 |
| Mishandling of Passenger Property - Dam | naged/Missing | | 3 | | 1 | | 3 | 2 | 3 | | | | 12 |
| Mishandling of Passenger Property - Dam | | | pecified Lu | ıggage | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | 1 | | | | | 2 |
| No Jurisdiction | | | | | | 1 | 1 | | | 1 | | | 3 |

| No Justidiction - Refer to GPP No Justidiction - Refer to CPP No Justidiction - Refer to Other No Justidiction - Refer to Other Notice of Violation/CVIP Premitties - General 1 Notice of Violation/CVIP Premitties - General 1 Notice of Violation/CVIP Premitties - General 1 Pattown - Children Pattown - Flyer 3 2 1 1 1 3 6 6 1 1 2 Pattown - Flyer a Stosewer 1 Pettown - Flyer a Stosewer 2 1 1 2 1 4 2 2 1 4 2 2 Pattown - Flyer a Stosewer Pettown - Stosewer Pettown - Stosewer Pettown - Stosewer Pettown - William Spectum 1 Pettown W Disabilities (PWD) - General 1 1 2 1 2 3 2 1 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 2 2 1 4 | ories | 10-Oct | 11-Nov | TSA Contac | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------|---------|------------|-----------|---------|----------|--------|----------|---------|--------|--------|--------|--------|
| No Justialicidion - Refer to Other Notice of Violation/Child Permitties Pations - Filter as Observer Permitties Notice of Violation - Filter as Observer Notice of Violation - Filter as Observer Permitties Notice of Violation - Filter as Observer Notice of Violation - Filter as Observer Permitties Notice of Violation - Filter as Observer Notice of Violation - Filter as Observer Permitties Notice of Violation - Filter as Observer Notice of Violation - Filter as Observer Permitties Notice of Violation - Filter as Observer Notice of Violation - Filter - Fil | | 10-001 | 11-1404 | 12-056 | v i -Jaii | 04-1 CD | UU-IVIAI | oAþi | UU-IVIAY | vo-vuii | | | 00-0eh | i Otal |
| No. Jurisdiction. Feder to Other Notice of Voiciano Civil Penaltities - General Notice of Voiciano Civil Penaltities - General 1 | | | | | | | | 1 | | | | | | |
| Notice of ViolationCivil Penalties - General | | | | | | | 1 | | | | | | | |
| Notice of Violation/Civil Penalties - General 4 | | | | 1 | | | | | | | | | | |
| Patdown - Children | | al | | | | | | | | | | | | |
| Patdown - Children | | | 2 | | 1 | | 1 | 3 | 6 | 6 | 1 | 1 | 2 | |
| Patdown - Flyer 3 2 1 1 3 6 6 1 2 | | | | ' | ' | | ' | | - | 0 | ' | ' | | |
| Persons of Disabilities (PWD) - Autism Spectrum | | | 2 | 1 | 1 | | | 3 | 6 | 6 | 1 | 1 | 2 | |
| Persons w Disabilities (PWD) - Autism Spectrum | • | 9 | | ' | ' | | 1 | | - | 0 | ' | ' | | |
| Persons w Diaabilities (PWD) - Admiral Section 1 | | 2 | 1 | 1 | 2 | 3 | | 1 | | 2 | 1 | 4 | 2 | |
| Persons w Diaabilities (PWD) - Ceneral 1 | , , | | | | | | | | | | | | | |
| Persons W Disabilities (PWD) - Medically Mecessary 1 | | 1 | | | | | | | | | 1 | | 1 | |
| Persons w Disabilities (PWD) - Medically Necessary 1 | , , | mpairment | | | | 1 | | | | | | | | |
| Persons w Diaabilities (PWD) - Metal Imit | | | 1 | | 1 | | | | | 1 | | 2 | 1 | |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | ' | | | | | | | | | |
| Property - Special Handling - Damaged It | | | Segway | 1 | | | | 1 | | 1 | | | | |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | 2 | | | 5 | | | | | |
| Property - Special Handling - Missing Items - Cerebod | | | | | | | • | | | | | 1 | | |
| Property - Special Handling - Missing Item 1 | | | ed | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Ren 1 | | | | | 1 | | | | 1 | • | | | 2 | |
| Screening - Inconsistency | | | | | | • | | | 1 | 1 | | | | |
| Screening - Inconsistency 2 1 2 1 2 1 3 3 1 2 | | | | | 2 | 5 | | 1 | | | 12 | 10 | 9 | |
| Screening - Lengthy Lines | | | | | | | | | | | | | | |
| Screening - Military | • • • | 1 | | | | | | | • | • | | | | |
| Screening - Procedures/Process 5 2 1 3 3 1 3 4 7 7 6 | | | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confiscated Items | | 5 | 2 | 1 | | 3 | 3 | 1 | 3 | 4 | 7 | 7 | | |
| Second Second Property | • | | | | 1 | | | | | | | | | |
| Civil Rights - Race 1 1 Civil Rights - Sexual Orientation - Not Tra 1 Customer Service 6 5 2 7 Customer Service - TSO 6 5 2 7 Expedited Passenger Screening Program 71 40 41 38 Expedited Passenger Screening Program 3 2 2 Expedited Passenger Screening Program 68 40 38 36 Expedited Passenger Screening Program 68 40 38 36 Expedited Passenger Screening Program 8 40 38 36 Expedited Passenger Screening Program 1 1 1 Locks 1 1 1 1 Lost and Found 1 1 1 1 | | | 56 | 47 | 56 | | | | | | | | | |
| Civil Rights - Race 1 Civil Rights - Sexual Orientation - Not Tra 1 Customer Service 6 5 2 7 Customer Service - TSO 6 5 2 7 Expedited Passenger Screening Program 71 40 41 38 Expedited Passenger Screening Program 3 2 2 2 Expedited Passenger Screening Program 18 May 1 40 41 38 36 Expedited Passenger Screening Program 75A/DHS Employee: 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 3 3 3 4 4 3 3 3 3 4 4 4 <td></td> | | | | | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra 1 Customer Service - TSO 6 5 2 7 Customer Service - TSO 6 5 2 7 Expedited Passenger Screening Program 71 40 41 38 Expedited Passenger Screening Program 68 40 38 36 Expedited Passenger Screening Program - TSA/DHS Employee: 1 1 Locks 1 1 1 Locks - Missing or Damaged Lock 1 1 1 Lost and Found 1 1 1 Lost and Found - Airport/TSA 1 1 1 Mishandling of Passenger Property - Dam 1 1 1 Mishandling of Passenger Property - Dam 3 1 1 Mishandling of Passenger Property - Dam 3 1 1 No Jurisdiction 1 1 1 No Jurisdiction - No Referral 1 1 1 Patdown - Flyer 3 2 2 2 P | | - | | | | | | | | | | | | |
| Customer Service 6 5 2 7 Customer Service - TSO 6 5 2 7 Expedited Passenger Screening Program 71 40 41 38 Expedited Passenger Screening Program 68 40 38 36 Expedited Passenger Screening Program TSA/DHS Employee: 1 Locks 1 1 1 Locks Missing or Damaged Lock 1 1 1 Lost and Found - Airport/TSA 1 1 1 Lost and Found - Airport/TSA 1 1 1 Mishandling of Passenger Property - Dam 1 1 1 Mishandling of Passenger Property - Dam 3 3 1 Mishandling of Passenger Property - Dam 3 1 1 Mishandling of Passenger Property - Dam 3 3 3 Patdown - Special Handling - No Referral 1 1 1 Patdown - Flyer as Observer 1 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At | <u> </u> | 1 | | | | | | | | | | | | |
| Customer Service - TSO 6 5 2 7 Expedited Passenger Screening Program 3 2 2 Expedited Passenger Screening Program 68 40 38 36 Expedited Passenger Screening Program 68 40 38 36 Expedited Passenger Screening Program - TSA/DHS Employee: 1 1 Locks - Missing or Damaged Lock 1 1 Lost and Found - Airport/TSA 1 1 Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property 4 1 Mishandling of Passenger Property - Dam 3 1 Mishandling of Passenger Property - Dam 3 1 No Jurisdiction 1 1 No Jurisdiction - No Referral 1 1 Patdown - Children 1 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 1 1 Person | | | 5 | 2 | 7 | | | | | | | | | |
| Expedited Passenger Screening Program 71 40 41 38 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 3 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 68 40 38 36 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program - TSA/DHS Employee: Locks | | | 40 | | | | | | | | | | | |
| Locks 1 Lost and Found 1 Lost and Found - Airport/TSA 1 Mishandling of Passenger Property 4 1 Mishandling of Passenger Property - Dam 1 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 1 No Jurisdiction - No Referral 1 1 Patdown - Children 1 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 Property - Special Handling 2 1 1 1 Property - Special Handling - Damaged It 1 1 1 1 Property - Special Handling - Damaged It 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 | | | | | | | | | | | | | | |
| Losk and Found | | | - ' ' | | | | | | | | | | | |
| Lost and Found | | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | - | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property 4 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 1 No Jurisdiction - No Referral 1 Patdown 4 3 3 Patdown - Children 1 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 Property - Special Handling 2 1 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 5 5 3 3 | | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam 1 1 Mishandling of Passenger Property - Dam 3 No Jurisdiction 1 No Jurisdiction - No Referral 1 Patdown 4 3 3 Patdown - Children 1 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 5 5 3 3 | • | 4 | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam 3 No Jurisdiction 1 No Jurisdiction - No Referral 1 Patdown 4 3 3 Patdown - Children 1 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 5 5 3 3 | | 1 | | | 1 | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | | | | |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | | |
| Patdown 4 3 3 Patdown - Children 1 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 Property - Special Handling 2 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 5 5 3 3 | | | | | | | | | | | | | | |
| Patdown - Children 1 Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 2 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | 4 | 3 | | | | | | | | | | | |
| Patdown - Flyer 3 2 2 Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 - Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 - Property - Special Handling 2 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 - Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | | | | | | | | | | | | | |
| Patdown - Flyer as Observer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 - Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 - Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 - Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | 3 | 2 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Medical Devices - At 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 2 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | 1 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical Devices - At 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 2 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | • | | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 2 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | Devices - At | | | | | | | | | | | | |
| Property - Special Handling 2 1 1 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 5 5 3 3 | | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | | | | | | | | | | | | | |
| Property - Special Handling - Missing Items - Carry-On 1 Screening 5 5 3 3 | | | ı | | | | | | | | | | | |
| Screening 5 5 3 3 | 1 7 1 | | n | | - 1 | | | | | | | | | |
| · | | | | 2 | | | | | | | | | | |
| | Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process 4 4 2 2 | | | | | | | | | | | | | | |

| gories | 10-Oct 1 | 1-Nov 1 | 2-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tot |
|---------------------------------------------------|----------------|------------|------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| Y | 31 | 19 | 16 | 21 | 16 | 13 | 13 | 19 | 16 | 15 | | | |
| 2022 | 9 | 8 | 4 | 6 | 7 | 7 | 9 | 10 | 9 | 5 | | | |
| Civil Rights | | • | 1 | • | • | | • | | • | • | | • | |
| Civil Rights - Civil Rights Violation (TSA E | mnlovee) | | 1 | | | | | | | | | | |
| Customer Service | inployee) | 2 | - ' | | 1 | | 2 | | 1 | | | | |
| Customer Service - TSO | | 2 | | | 1 | | 2 | | 1 | | | | |
| | | | | | | | | | | | 4.4 | | |
| Expedited Passenger Screening Program | 5 | 4 | 2 | 5 | 5 | 6 | 5 | 9 | 8 | 5 | 11 | 5 | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | | | 1 | 2 | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 3 | 2 | 4 | 3 | 6 | 5 | 9 | 8 | 5 | 11 | 5 | |
| Identification (ID) Requirements | | | 1 | | | 1 | | | | | | | |
| Identification (ID) Requirements - Domesti | С | | 1 | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsChed | ked Baggag | je | | | | | | | | 1 | |
| Patdown | 1 | | | | | | 1 | | | | 1 | | |
| Patdown - Flyer | 1 | | | | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) | ' | 1 | | | | | ' | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing II | mnairmant | 1 | | | | | | | | | | | |
| | | 1 | | | | | | | | | | | |
| Property - Special Handling | 3 | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | | | | 1 | 1 | | 1 | 1 | | | 1 | 1 | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | 1 | 1 | | 1 | | | | 1 | 1 | |
| 2023 | 12 | 4 | 9 | 11 | 9 | 6 | 4 | 9 | 7 | 10 | 4 | 11 | |
| Civil Rights | 1 | - | | | | | | | | 1 | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| ŭ . | Not Transgen | dor | | | | | | | | 4 | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgen | uei | | | | | | | | 1 | | | |
| Customer Service | 1 | | | 1 | 1 | | | | | 2 | | 4 | |
| Customer Service - TSO | 1 | | | 1 | 1 | | | | | 2 | | 4 | |
| Expedited Passenger Screening Program | 9 | 2 | 9 | 10 | 7 | 5 | 4 | 8 | 7 | 4 | 2 | 5 | |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 9 | 2 | 8 | 10 | 7 | 5 | 4 | 8 | 7 | 3 | 2 | 5 | |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | 1 | | 1 | |
| Mishandling of Passenger Property - Dam | aned/Missii | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | | tome Char | kod Boggo | 10 | | 1 | | | | | | - ' | |
| | | | | je | | - 1 | | | | 4 | | | |
| Mishandling of Passenger Property - Disa | rrayed itemsc | arry-on or | Спескеа | | | | | | | 1 | | | |
| Property - Special Handling | | | | | 1 | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Checked | | | | 1 | | | | | 1 | | | |
| Screening | 1 | 1 | | | | | | 1 | | 1 | 2 | | |
| Screening - Inconsistency | | 1 | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | 2 | | |
| 2024 | 10 | 7 | 3 | 4 | | | | | | | | | |
| Civil Rights | 1 | | 1 | | | | | | | | | | |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | |
| <u> </u> | ' | | 1 | - 1 | | | | | | | | | |
| Customer Service | | | 1 | - 1 | | | | | | | | | |
| Customer Service - TSO | | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 6 | 5 | | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 6 | 5 | | 3 | | | | | | | | | |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | |
| Corponing | | 1 | | | | | | | | | | | |
| Screening Screening - Crew Member or Airline Empl | | | | | | | | | | | | | |

| | | | I SA COIILA | ct Center (| TCC) Data | 1001 - FUIA | | | | | | | |
|-----------------------------------------|------------|--------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DBQ | | 2 | 1 | | | 3 | | 1 | | 1 | | | 8 |
| 2022 | | 2 | 1 | | | 1 | | | | 1 | | | 5 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 1 | | | | | | | 2 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2023 | | | | | | 2 | | 1 | | | | | 3 |
| Customer Service | | | | | | 2 | | | | | | | 2 |
| Customer Service - Others | | | | | | 2 | | | | | | | 2 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |

| Catamarias | 40.0-4 | | | | CC) Data 1 | | 04.4 | 05.14 | 00 1 | 07 1.1 | 00.4 | 00.0 | T-4-1 |
|--------------------------------------------------------------------------------|-------------------|--------------|------------|--------|------------|--------|--------|--------|--------|--------|--------|--------|----------|
| Categories | | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DCA | 481 | 449 | 476 | 315 | 254 | 362 | 398 | 344 | 349 | 352 | 344 | 371 | 4,495 |
| 2022 | 93 | 123 | 109 | 66 | 111 | 158 | 203 | 170 | 189 | 193 | 200 | 166 | 1,781 |
| Additional Information Required/Insufficient Inf | | 1 | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier Airline | l | 1 | | 1 | 1 | 1 | 1 | | | | | 1 | 1 5 |
| Airline - Lost Baggage | | | | 1 | - 1 | 1 | 1 | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | 1 | 1 | 1 | | | | | 1 | 4 |
| Civil Rights | 5 | 2 | | 2 | 1 | | ı | 2 | | 2 | | 1 | 15 |
| Civil Rights - Civil Rights Violation (TSA E | | | | | | | | 1 | | | | ' | 1 |
| Civil Rights - National Origin | 1 | | | | | | | ' | | | | | 1 |
| Civil Rights - Race | · | | | | | | | 1 | | 1 | | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimina | 4 | 2 | | 1 | 1 | | | | | | | | 8 |
| Civil Rights - Sex/Gender/Gender Identity | | | | 1 | | | | | | 1 | | | 2 |
| Claims | | | | | | | 1 | | | | | | 1 |
| Claims - Status | | | | | | | 1 | | | | | | 1 |
| Customer Service | 13 | 13 | 9 | 7 | 14 | 13 | 13 | 13 | 22 | 18 | 11 | 11 | 157 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | 1 | | | | 1 | | | 3 |
| Customer Service - TSO | 13 | 13 | 9 | 6 | 14 | 11 | 13 | 13 | 22 | 17 | 11 | 11 | 153 |
| Expedited Passenger Screening Program | 59 | 83 | 82 | 45 | 82 | 124 | 162 | 134 | 150 | 149 | 162 | 141 | 1,373 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | | 1 | | 1 | | 2 |
| Expedited Passenger Screening Program | 3 | 6 | 6 | 1 | | 6 | 2 | 1 | 6 | 1 | 3 | 2 | 37 |
| Expedited Passenger Screening Program | 4 | 6 | 5 | 2 | 1 | 2 | 6 | 4 | 6 | 10 | 6 | 3 | 55 |
| Expedited Passenger Screening Program | | 69 | 67 | 40 | 79 | 111 | 149 | 127 | 136 | 134 | 151 | 136 | 1,249 |
| Expedited Passenger Screening Program | | 2 | 4 | 2 | 2 | 5 | 5 | 2 | 1 | 4 | 1 | | 30 |
| Identification (ID) Requirements | | 1 | 1 | | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | ic | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - ID Matc | | 1 | | | | | | | | | | | 1 |
| Locks | | | 2 | | | 1 | | | | 1 | | | 4 |
| Locks - Missing or Damaged Lock | | | 2 | | | 1 | | | | 1 | | | 4 |
| Lost and Found | | 1 | | | | 2 | 1 | | | 1 | | | 5 |
| Lost and Found - Airport/TSA | | 1 | | | | 2 | 1 | | | 1 | | | 5 |
| Mishandling of Passenger Property | | 3 | 1 | | | 1 | 2 | 3 | 1 | | 6 | 2 | 19 |
| Mishandling of Passenger Property - Dam | ı ıaqed/Missiı | 3 | | | | | 1 | 1 | | | 4 | | 9 |
| Mishandling of Passenger Property - Dam | | | 1 | | | 1 | 1 | 2 | 1 | | 2 | 2 | 10 |
| No Jurisdiction | 1 | , - | 2 | | | 1 | | | | | | | 4 |
| No Jurisdiction - Refer to Other | 1 | | 2 | | | 1 | | | | | | | 4 |
| Patdown | | 3 | 2 | | 1 | 2 | 2 | 1 | 1 | 2 | 4 | 2 | 20 |
| Patdown - Flyer | | 3 | 2 | | 1 | 1 | 1 | 1 | 1 | 2 | | | 18 |
| Patdown - Flyer as Observer | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | 3 | | | 2 | 4 | 6 | 4 | | 3 | 6 | | 31 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Mental | Disability | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | ssings/Masl | ks | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | 1 | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | , | 1 | | | | 1 | 1 | 1 | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | 2 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | 1 | 1 | | | 1 | 2 | | 7 |
| Prohibited & Permitted Items | 1 | 1 | | | | ' | ' | | | - ' | | | 2 |
| Prohibited & Permitted Items - Firearm/Ar | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | | 1 | | | | | | | | | | | <u>_</u> |
| Property - Special Handling | 6 | 5 | 2 | 7 | 4 | 2 | 4 | 3 | 5 | 5 | 3 | 3 | 49 |
| Property - Special Handling - Damaged Ite | | 3 | | 3 | 1 | 1 | | 1 | 2 | 4 | | | 21 |
| Property - Special Handling - Damaged Ite | | 2 | 2 | 2 | 2 | | 2 | ' | 1 | | ' | | 11 |
| Property - Special Handling - Missing Item | | | | | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 12 |
| Property - Special Handling - Missing Item | | | | 2 | | ' | 1 | | 1 | - ' | | | 5 |
| Request for Assistance | ' | | 1 | | 1 | | ' | | | | | | 2 |
| Request for Assistance - Other | | | 1 | | 1 | | | | | | | | 2 |
| Screening | 5 | 7 | 7 | 4 | 5 | 7 | 10 | 10 | 10 | 12 | 8 | 5 | 90 |
| Screening - Crew Member or Airline Empl | | ' | ' | | | ' | 10 | 10 | 10 | 1 | 1 | | 2 |
| Screening - Inconsistency | | 1 | | 1 | 1 | | 4 | 1 | | 4 | | 1 | 14 |
| Screening - Inconsistency Screening - Lengthy Lines | | 1 | | 1 | 1 | | 4 | 1 | 1 | 1 | - 1 | ' | 6 |
| Screening - Military | | 1 | | - 1 | - 1 | | 1 | 1 | - 1 | - 1 | | | 2 |
| Screening - Procedures/Process | 5 | 5 | 7 | 2 | 3 | 7 | 5 | 7 | 9 | 6 | 5 | 4 | 65 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 3 | - 1 | | 3 | - 1 | 3 | - 1 | 9 | 0 | 1 | 4 | 1 |
| TSA Contact Information | cated items | | | | | | 1 | | | | - 1 | | 1 |
| TSA Contact Information - General | | | | | | | 1 | | | | | | 1 |
| 2023 | 189 | 175 | 189 | 137 | 143 | 204 | 195 | 174 | 160 | 159 | 144 | 205 | 2,074 |
| Additional Information Required/Insufficient Inf | | 1/5 | 189 | 137 | 143 | 204 | 190 | 1/4 | 100 | 109 | 144 | 200 | 2,074 |
| Additional Information Required/Insufficient Information Required/Insufficient | | - EMAII | 1 | | | | | | | | | | 1 |
| Additional information Required/insufficier | nt information | - LIVIMIL | ı | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service Civil Rights | 3 | 1 | 1 | 1 | | 3 | A | 5 | 1 | | | | |
| | 3 | 1 | 1 | 1 | | 1 | 4 | | 1 | 5 1 | 1 | | 25 |
| Civil Rights - Constitutional Rights | | | | | | 1 | 1 | 1 | | | | | 4 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | |
| Civil Rights - Profiling | _ | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | Jtural Carmo | 1 | 4 | | | | 2 | 1 | 1 | 3 | 1 | | 12 |
| Civil Rights - Screening of Religious or Cu | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - NOL HANSGE | iluei | | 1 | | 1 | | 1 | | | | | 3 |

| Catagories | 40.0-4 | | | | | Tool - FOIA | | OF Mass | 00 1 | 07 1 | 00 4 | 00 0 | Tatal |
|-------------------------------------------------|--------------------|-------------|------------|-------------|--------|-------------|--------|---------|--------|--------|--------|--------|-------|
| Categories | · | 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 Tra | nsgender | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 7 | 10 | 12 | 7 | 8 | 8 | 13 | 16 | 13 | 19 | 11 | 15 | 139 |
| Customer Service - Others | | | | | | | 1 | 2 | | | | | 3 |
| Customer Service - TSO | 7 | 10 | 12 | 7 | 8 | 8 | 12 | 14 | 13 | 19 | 11 | 15 | 136 |
| Expedited Passenger Screening Program | 161 | 147 | 160 | 117 | 119 | 162 | 153 | 132 | 133 | 116 | 101 | 158 | 1,659 |
| Expedited Passenger Screening Program | - Active Du | 1 | 1 | 2 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 1 | 5 | 1 | | 1 | 2 | 3 | 3 | 1 | 4 | | 1 | 22 |
| Expedited Passenger Screening Program | 3 | 1 | 9 | 1 | 2 | 3 | 5 | | 2 | | | 3 | 29 |
| Expedited Passenger Screening Program | 157 | 137 | 149 | 114 | 115 | 156 | 145 | 129 | 130 | 112 | 100 | 154 | 1,598 |
| Expedited Passenger Screening Program | | 3 | | | 1 | 1 | | | | | 1 | | 6 |
| Hazardous Materials Safety | | | 1 | | | | | | 1 | | | | 2 |
| Hazardous Materials Safety - General | | | 1 | | | | | | 1 | | | | 2 |
| Human Capital | | | | | | | | 1 | | | | | 1 |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | 1 | | | | | 1 |
| Locks | I WILL TOA | | | | | | 1 | 1 | | | 1 | | 4 |
| | 1 | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | 1 | 0 | | | | | 1 | 1 | | | - 1 | | 4 |
| Lost and Found | | 2 | | | | | | | | | | 1 | 3 |
| Lost and Found - Airport/TSA | | 2 | | | | | | | | | | 1 | 3 |
| Mishandling of Passenger Property | 4 | 3 | 1 | | | 2 | 2 | 3 | 1 | 4 | 6 | | 28 |
| Mishandling of Passenger Property - Dam | | | 1 | | | 1 | 2 | 2 | | 3 | 4 | 2 | 16 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | 1 | | 1 | 1 | 1 | 2 | | 8 |
| Mishandling of Passenger Property - Disa | 2 | 2 | | | | | | | | | | | 4 |
| No Jurisdiction | 1 | | | | | | 2 | | | | | | 3 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | | | 1 | 1 |
| Patdown | 2 | 3 | 2 | 3 | 1 | 7 | 4 | 1 | 2 | 2 | 3 | | 32 |
| Patdown - Flyer | 2 | 3 | 2 | 3 | 1 | 7 | 3 | 1 | 2 | 2 | 3 | | 31 |
| Patdown - Flyer as Observer | _ | | | 3 | ' | , | 1 | - ' | | | 3 | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 4 | | 2 | 2 | 5 | 2 | 2 | 1 | 2 | 4 | 26 |
| Persons w/ Disabilities (PWD) - Autism S | - | | | | | | 1 | | | | | 1 | 2 |
| | | Propet Co. | 4 | | | | 1 | | | | | ı | |
| Persons w/ Disabilities (PWD) - Cancer (g | | Breast Car | 1 | | | | | - | - | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | arments/Dreعد ا | ssings/Ma | SKS | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medically | | /ledication | and Medica | al Supplies | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | 1 | 1 | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/t | rauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | 2 | | 1 | 1 | 2 | | 1 | | 2 | | 10 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 4 |
| Prohibited & Permitted Items - Medication | /Prescription | /Medically | Necessary | Items | | 1 | | | | | | | 4 |
| Property - Special Handling | 1 | | 3 | 2 | 4 | 6 | 3 | | | 4 | 1 | 5 | 29 |
| Property - Special Handling - Damaged It | ı ems - Carry-0 |)n | 1 | 1 | | 1 | 1 | | | 2 | | 3 | 9 |
| Property - Special Handling - Damaged It | | | | | | 1 | 2 | | | | | | 3 |
| Property - Special Handling - Missing Iten | | , u | 2 | | 2 | | | | | 1 | 1 | 1 | 9 |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | 1 | | 1 | 8 |
| Request for Assistance | 13 - Officered | | | | 1 | | | | | | 1 | | 2 |
| | | | | | 1 | | | | | | 1 | | 2 |
| Request for Assistance - Other | - | | | 7 | | 40 | | 40 | | | | 47 | |
| Screening | 7 | 8 | 4 | 7 | 8 | 13 | 8 | 13 | 7 | 8 | 17 | 17 | 117 |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | 1 | | 1 | | | | | | 1 | |
| Screening - Inconsistency | | | 1 | | 2 | | 1 | 3 | 2 | 1 | 3 | | 15 |
| Screening - Lengthy Lines | 1 | | | 1 | | 2 | 2 | 1 | | | 3 | | 13 |
| Screening - Procedures/Process | 5 | 6 | 3 | 5 | | | 4 | 9 | 5 | 7 | 11 | 12 | 81 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | 1 | | 1 | | | | | | 3 |
| 2024 | 199 | 151 | 178 | 112 | | | | | | | | | 640 |
| Additional Information Required/Insufficient In | formation | | 1 | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Information | - EMAIL | 1 | | | | | | | | | | 1 |
| Airline | | 2 | | | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | 2 | | | | | | | | | | | 2 |
| Civil Rights | 1 | 4 | 2 | 2 | | | | | | | | | g |
| Civil Rights - Age | · | | | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | 1 | | | | | | | | | 1 |
| | 4 | 3 | 4 | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | 3 | 1 | | | | | | | | | | 5 |
| Civil Rights - Transgender Screening | | | 1 | 4 | | | | | | | | | 1 |
| Customer Service | 11 | 24 | 25 | 13 | | | | | | | | | 73 |
| Customer Service - Others | | | | 2 | | | | | | | | | 2 |
| Customer Service - TSO | 11 | 24 | 25 | 11 | | | | | | | | | 71 |
| Expedited Passenger Screening Program | 168 | 105 | 140 | 84 | | | | | | | | | 497 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | | 3 | | | | | | | | | | 5 |
| Expedited Passenger Screening Program | | 4 | 7 | | | | | | | | | | 15 |
| Expedited Passenger Screening Program | | 101 | 130 | 83 | | | | | | | | | 474 |
| Expedited Passenger Screening Program | | .01 | 100 | 1 | | | | | | | | | |
| Hazardous Materials Safety | | | | 1 | | | | | | | | | |
| • | | | | 1 | | | | | | | | | |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | 1 | 1 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Dam | | | 1 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | | ISA Conta | ct Center (| icc) Dala | 1001 - FUIF | ٠ | | | | | | |
|--------------------------------------------|--------------|-------------|---------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| No Jurisdiction | 1 | 1 | | | | | | | | | | | 2 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | 2 | | | | | | | | | | 3 |
| Patdown - Flyer | | 1 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | 2 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | ental /Ment | al Disability | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | 1 | | | | | | | | | 2 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 1 | 2 | 2 | | | | | | | | | 8 |
| Property - Special Handling - Damaged It | 2 | | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | ems - Check | ked | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 11 | 10 | 4 | 7 | | | | | | | | | 32 |
| Screening - Inconsistency | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | 3 | | | | | | | | | | | 4 |
| Screening - Procedures/Process | 9 | 6 | 4 | 6 | | | | | | | | | 25 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | 1 |

| | | | | ot 00to. (| . cc, Data | | | | | | | | |
|----------------------------------------------|------------|--------------|--------|------------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DDC | | 1 | | | | 1 | 1 | | | | | 1 | 4 |
| 2022 | | 1 | | | | 1 | 1 | | | | | | 3 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | ation | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | | | 1 | 1 | | | | | | 2 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | gram | | | | | | | | | 1 | 1 |

| | | | I SA COIILA | ct Center (| icc) Dala | 1001 - FUIA | | | | | | | |
|--------------------------------------------|--------------|--------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DEC | | 1 | 2 | 1 | | 1 | | 1 | | | 2 | 4 | 12 |
| 2022 | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | | 1 | | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | | 1 | | | 1 | | 3 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Chec | ked | | 1 | | | | | | | | | 1 |
| 2023 | | 1 | | | | 1 | | | | | 1 | 4 | 7 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | 2 | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | 2 | 3 |
| Property - Special Handling | | | | | | | | | | | 1 | 2 | 3 |
| Property - Special Handling - Damaged It | ems - Chec | ked | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-C |)n | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | | | | | | | | | 1 | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | | | | | | | 1 |

| Categories | 40.0-4 | | SA Contact | | - | | 04 4 | OF Mass | 00 1 | 07 1 | 00 4 | 00 0 | Tatal |
|-------------------------------------------------------------------------------|------------------|-----------------|------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|----------|
| <u> </u> | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DEN | 1,176 | 996 | 921 | 756 | 623 | 875 | 840 | 884 | 813 | 902 | 828 | 873 | 10,487 |
| 2022 | 234 | 247 | 230 | 149 | 242 | 434 | 440 | 405 | 381 | 394 | 406 | | 4,005 |
| Additional Information Required/Insufficient Information Required/Insufficien | | EMAIL C | NII V | 1 1 | | 1 | | | | | | 1 | 3 |
| Advanced Imaging Technology (AIT) | i iniornation | - EIVIAIL C | JINL T | 1 | | 1 | | 1 | | | | I | 3 2 |
| Advanced Imaging Technology (AIT) - Fly | l er | | | | | 1 | | 1 | | | | | 2 |
| Advanced imaging reciniology (Arr) - rry | 1 | | 1 | 2 | 1 | | 1 | ı | 1 | | 3 | | 10 |
| Airline - Lost Baggage | | | ' | | | | 1 | | | | 2 | | 3 |
| Airline - Policy/Regulations/Service | 1 | | 1 | 2 | 1 | | ' | | 1 | | 1 | | 7 |
| Animals | | | | | | | 1 | | | | | | 1 |
| Animals - Carry-On | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 4 | 3 | 5 | 3 | 3 | 8 | 1 | 5 | 4 | 29 | 6 | 3 | 74 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | 1 | 1 | | | | 3 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Headwear | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - National Origin | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | 2 | | 4 | 1 | 3 | 6 | 3 | 19 |
| Civil Rights - Racial Profiling or Discrimina | 3 | 1 | 3 | 1 | 2 | | | | | | | | 10 |
| Civil Rights - Screening of Religious or Cu | ultural Garmer | nts | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | 1 | 1 | | 3 | | | 1 | 5 | | | 12 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | 1 | | | | 21 | | | 23 |
| Claims | | 3 | | 1 | | | | | 1 | | | | 5 |
| Claims - General | | 3 | | | | | | | 1 | | | | 4 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| Customer Service | 41 | 26 | 26 | 16 | 22 | 19 | 23 | 21 | 34 | 23 | 30 | 25 | 306 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | 1 | 00 | 1 | 40 | 00 | 40 | 00 | 0.4 | 0.4 | 00 | 00 | 1 | 3 |
| Customer Service - TSO Expedited Passenger Screening Program | 39 | 26 | 25 | 16 | 22 | 19 | 23 | 21 | 34 | 23 | 30 | 24 | 302 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 122 | 160 Military | 163 1 | 93 | 183 | 361 | 364 | 312 | 289 | 291 | 314 | 354 | 3,006 |
| Expedited Passenger Screening Program | | iviiiitai y | 3 | | 3 | 4 | 3 | 4 | 1 | 2 | 2 | | 24 |
| Expedited Passenger Screening Program | 10 | 23 | 15 | 5 | 13 | 13 | 10 | 11 | 7 | 7 | 14 | 12 | 140 |
| Expedited Passenger Screening Program | | 135 | 142 | 88 | 166 | 343 | 351 | 291 | 281 | 281 | 297 | 341 | 2,827 |
| Expedited Passenger Screening Program | | 133 | 2 | 00 | 100 | 040 | 331 | 5 | 201 | 1 | 1 | 1 | 12 |
| Federal Flight Deck Officer (FFDO) Program | l | 1 | | | | | | | | ' | ' | ' | 1 |
| Federal Flight Deck Officer (FFDO) Progr | ı am - Genera | 1 | | | | | | | | | | | <u>.</u> |
| Locks | | 1 | | | | | 1 | | 1 | 2 | 1 | 2 | 8 |
| Locks - General | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | 1 | 2 | 1 | 2 | 7 |
| Lost and Found | | 1 | | 2 | | | | 1 | 1 | | 1 | 1 | 7 |
| Lost and Found - Airport/TSA | | 1 | | 2 | | | | 1 | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property | 1 | 2 | 3 | 4 | 4 | | 7 | 5 | 9 | 7 | 9 | 7 | 58 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 1 | | | 1 | 3 | 2 | 3 | 4 | 4 | 21 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | 1 | 1 | 3 | | 6 | 2 | 4 | 3 | 5 | 2 | 28 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | 2 | 1 | | | | 3 | 1 | | 1 | 9 |
| No Jurisdiction | 2 | 1 | | 1 | 1 | | 1 | 3 | | 1 | | | 10 |
| No Jurisdiction - No Referral | | | | | | | | 2 | | | | | 2 |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | 1 | | | 2 |
| No Jurisdiction - Refer to Other | 1 | 1 | | 1 | 1 | | 1 | 1 | | | | | 6 |
| No Subject | | 1 | | | | | | | | | | | 1 |
| No Subject - General | | 1 | | | | | | | | | | | 1 |
| Patdown | 3 | 3 | 2 | | 5 | 5 | 8 | 6 | 3 | 5 | 8 | 8 | 56 |
| Patdown - Children | 3 | | 0 | | 1 | | 1 7 | | 2 | | 7 | 0 | 2 |
| Patdown - Flyer Patdown - Flyer as Observer | 3 | 3 | 2 | | 1 | 5 | 7 | 6 | 3 | 1 | 7 | 8 | 51 |
| Persons w/ Disabilities (PWD) | 5 | 8 | 4 | 4 | 7 | 4 | 6 | 7 | 10 | 3 | 1 | 6 | 65 |
| Persons w/ Disabilities (PWD) - Autism S | | 2 | 1 | 4 | | 4 | 0 | - 1 | 10 | 3 | - 1 | 0 | 3 |
| Persons w/ Disabilities (PWD) - Autism 5 | | 1 | - ' | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | ' | | | 1 | ' | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | ssings/Mas | sks | | 1 | | | | | | | ' | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | J.1.0 | | 1 | | 1 | | 2 | | | | 5 |
| Persons w/ Disabilities (PWD) - Hearing I | n mpairment | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | es | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | Body | | | | | | 2 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | 2 | | 1 | | 1 | 5 | 3 | 1 | 1 | | 17 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (N | 2 | | 1 | | 1 | 2 | | | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees a | ind Casts | | | 2 | 2 | | 1 | 1 | 1 | | | 7 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | r Equipme | nt | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service A | Animals | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | rauma) | | 1 | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | 2 | | | 2 | | | | | 2 | 8 |
| Prohibited & Permitted Items | 2 | | 1 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Alcohol an | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | | | | | | | | | | | | | 1 |
| Property - Special Handling | 19 | 8 | 8 | 7 | 5 | 13 | 5 | 9 | 6 | 6 | 11 | 6 | 103 |
| Property - Special Handling - Damaged It | 8 | 3 | 4 | 2 | 3 | 3 | 1 | 4 | 4 | 4 | 6 | 2 | 44 |
| Property - Special Handling - Damaged It | | 1 | 2 | 1 | 1 | 4 | 1 | 1 | | 1 | 1 | | 16 |
| Property - Special Handling - Missing Item | | | | 3 | | 5 | 1 | 1 | 2 | | 1 | 2 | 18 |
| Property - Special Handling - Missing Iten | | 4 | 2 | 1 | 1 | 1 | 2 | 3 | ~ | 1 | 3 | | 25 |
| Screening Children | 34 | 29 | 17 | 14 | 11 | 22 | 22 | 35 | 21 | 27 | 22 | 30 | 284 |
| Screening - Children | lovoo | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| Screening - Inconsistency | | 1 2 | | | | | 2 | - | 2 | | 4 | 7 | 1 26 |
| Screening - Inconsistency | 5 | | 2 | 1 | 1 | 3 | | 5 | | 5 | 1 | 7 | 36 |

| | | TSA | A Contact (| Center (TC | C) Data Too | ol - FOIA | | | | | | | |
|-------------------------------------------------|-----------------|---------------|-------------|------------|-------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-Oct 1 | 1-Nov 1 | 2-Dec (| 01-Jan (|)2-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - International Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | 8 | 2 | 1 | 1 | 3 | 5 | 6 | 10 | 6 | 4 | 3 | 8 | 5 |
| Screening - Military | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 20 | 24 | 13 | 12 | 7 | 12 | 11 | 17 | 12 | 16 | 14 | 13 | 17 |
| Screening - Retrieving Abandoned/Confis | | 24 | 10 | 12 | - ' | 1 | 2 | 2 | 12 | 2 | 3 | 2 | 1: |
| | ' | | | | | - 1 | | | 4 | | 3 | | |
| SIDA (Security Identification Display Area) | | | | | | | | | 1 | | | | |
| SIDA (Security Identification Display Area | ı) - General | | | | | | | | 1 | | | | |
| TSA Contact Information | | | | 1 | | | | | | | | | |
| TSA Contact Information - General | | | | 1 | | | | | | | | | |
| 2023 | 455 | 416 | 394 | 370 | 381 | 441 | 400 | 479 | 432 | 508 | 422 | 430 | 5,128 |
| Additional Information Required/Insufficient In | | 1 | | 2 | 3 | | | | 1 | | | | - ' |
| Additional Information Required/Insufficie | | 1 | | 2 | 3 | | | | 1 | | | | |
| Airline | 1 | | 2 | | - 0 | 1 | | 2 | ' | 1 | | 1 | |
| | ' | | | | | | | | | | | ı | |
| Airline - Lost Baggage | | | 1 | | | 1 | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | | | 2 | | 1 | | 1 | |
| Civil Rights | 2 | 2 | 2 | 4 | 6 | 6 | 9 | 7 | 4 | 8 | 2 | 4 | 5 |
| Civil Rights - Age | 1 | | | | | 1 | | | 2 | 1 | | 2 | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | | | | | | | | 1 | | | |
| Civil Rights - Headwear | | | | | | 1 | | | | | | | |
| Civil Rights - National Origin | | | | 1 | 1 | | 1 | | | 1 | 1 | | |
| Civil Rights - Not Specified | | | | ! | 1 | | 1 | | | 1 | ' | | |
| · · · | | | | | ı | | | | | 1 | | | |
| Civil Rights - Profiling | | | | | | | 2 | 1 | | | | | |
| Civil Rights - Race | | 1 | 1 | 1 | 3 | 2 | 4 | 3 | | 3 | 1 | 2 | 2 |
| Civil Rights - Screening of Religious or Ci | ultural Garmen | ts | | | 1 | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | | 1 | | 2 | 2 | | | | |
| Civil Rights - Sexual Orientation - Not Tra | | | 1 | | | - | 1 | | | 1 | | | |
| Civil Rights - Transgender Screening | l | | | 2 | | 1 | • | 1 | | | | | |
| | | | | | | | | | | | | | |
| Claims | 1 | | 1 | | | | | 2 | | | | | |
| Claims - Status | 1 | | 1 | | | | | 2 | | | | | 4 |
| Customer Service | 38 | 22 | 25 | 20 | 19 | 27 | 30 | 41 | 32 | 43 | 35 | 30 | 362 |
| Customer Service - CSM | | | | | | | 1 | | | | | | |
| Customer Service - Others | | | | | | 1 | 2 | | | 1 | 2 | | (|
| Customer Service - TCC | | | | | | | | | | 1 | | | |
| Customer Service - TSO | 20 | 22 | 25 | 20 | 19 | 26 | 27 | 11 | 32 | 41 | 33 | 30 | |
| | 38 | 22 | 25 | 20 | 19 | 20 | 21 | 41 | 32 | 41 | 33 | 30 | 354 |
| DHS TRIP | | | | | | | | 2 | | | | | 2 |
| DHS TRIP - General | | | | | | | | 2 | | | | | 2 |
| Expedited Passenger Screening Program | 329 | 340 | 312 | 283 | 277 | 324 | 287 | 332 | 296 | 313 | 282 | 303 | 3,678 |
| Expedited Passenger Screening Program | - Active Duty I | Military | 2 | | | | 1 | 1 | | | | | |
| Expedited Passenger Screening Program | | 2 | | 2 | | 1 | 1 | 4 | 3 | 3 | 1 | | 1 |
| Expedited Passenger Screening Program | | 12 | 13 | 9 | 10 | 11 | 6 | 5 | 3 | 6 | 4 | 4 | 9: |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 325 | 297 | 272 | 267 | 311 | 279 | 322 | 290 | 304 | 277 | 299 | 3,559 |
| Expedited Passenger Screening Program | - ISA/DHS | 1 | | | | 1 | | | | | | | |
| Hazardous Materials Safety | | | 1 | | | 1 | | | | | | | |
| Hazardous Materials Safety - General | | | 1 | | | 1 | | | | | | | 2 |
| Intranet/Internet Inquiries | | | | | | 1 | | | | | | 1 | 2 |
| Intranet/Internet Inquiries - General | | | | | | 1 | | | | | | 1 | 2 |
| Locks | | 1 | | 1 | 2 | 1 | 2 | | 1 | 3 | 1 | 1 | 13 |
| | | 1 | | 1 | | | | | 1 | | 1 | | |
| Locks - Missing or Damaged Lock | | 1 | | | 2 | 1 | 2 | | I | 3 | | 1 | 13 |
| Lost and Found | 1 | | | 1 | | | | 1 | | | 1 | | |
| Lost and Found - Airport/TSA | 1 | | | 1 | | | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property | 7 | 2 | 3 | 2 | 11 | 4 | 10 | 4 | 13 | 8 | 19 | 9 | 92 |
| Mishandling of Passenger Property - Dan | 4 | | 2 | | 5 | | 6 | 2 | 8 | 6 | 10 | 6 | 49 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 2 | 5 | 4 | 4 | 2 | 5 | 2 | 8 | 3 | 39 |
| 0 0 1 7 | | 1 | ' | | 1 | 4 | 4 | | J | | 1 | 3 | |
| Mishandling of Passenger Property - Disa | | | | | l l | | | | | | 1 | | 4 |
| No Jurisdiction | 1 | 1 | 1 | 4 | | 3 | 1 | 2 | 2 | 1 | | 3 | 19 |
| No Jurisdiction - No Referral | 1 | | 1 | 1 | | 1 | | | | | | 2 | 6 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | 1 | 1 | | | | |
| No Jurisdiction - Refer to Other | | 1 | | 2 | | 2 | 1 | 1 | 1 | 1 | | 1 | 10 |
| Ombudsman | | | | | | | | | | 1 | | | |
| Ombudsman - General | | | | | | | | | | 1 | | | |
| | 44 | 7 | 2 | 0 | | 4 | 4 | 7 | 2 | | 0 | 2 | |
| Patdown | 11 | | 3 | 9 | 5 | 1 | 4 | | 3 | 13 | 8 | 3 | 74 |
| Patdown - Children | 1 | 1 | 1 | | | | 2 | 1 | | 1 | 1 | | 8 |
| Patdown - Flyer | 9 | 5 | 2 | 8 | 4 | 1 | 2 | 5 | 2 | 9 | 6 | 3 | 56 |
| Patdown - Flyer as Observer | 1 | 1 | | | 1 | | | 1 | 1 | 3 | 1 | | 9 |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 2 | 4 | 6 | 8 | 5 | 6 | 10 | 17 | 13 | 10 | 6 | 88 |
| Persons w/ Disabilities (PWD) - Assistive | | | | 0 | 0 | | | 10 | 1 | 10 | 10 | 0 | , |
| , , | | | | | | | | | ı | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Breast C | | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Development | tal /Mental D | Disability | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | 1 | | | 1 | | 3 | 1 | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | sings/Mask | 9 | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | 1 | 1 | | | | | 1 | 2 | | | |
| · , , | I management | I | ı | ı | 4 | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | 1 | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Medical I | | hed to the E | Body | | 1 | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | 1 | | | 1 | 2 | 4 | 3 | 1 | 14 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | | 2 | 1 | | 3 | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | Wheelch | 2 | | | 1 | 2 | 2 | | 1 | 1 | 1 | 10 |
| | | | | | | - 1 | | | 4 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Prosthes | | iu Casis | | 1 | | | | | 1 | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Service A | | | | 1 | 1 | | | 1 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | - " | auma) | | | 1 | | | | 1 | 1 | 1 | 2 | 6 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | egwav | | 1 | 2 | | 1 | 4 | 3 | 2 | | | 13 |
| Property - Special Handling | 11 | 7 | 8 | 8 | 12 | 11 | 8 | 6 | 3 | 7 | 11 | 5 | 97 |
| Property - Special Handling - Damaged It | | 4 | 1 | 2 | | 2 | | U | | | 3 | | |
| | . Д | 4 | 7 | 2 | 4 | 2 | 3 | | 1 | 4 | - 3 | 1 | 29 |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | То |
|----------------------------------------------------------------------------------------|---------------|-----------|--------|----------|--------|----------------------|-------------------|--------|---------|--------|--------|--------|------|
| | 2 | 11-1404 | 12-Dec | V I-Jaii | 1 | 2 | 04-дрі | | 00-Juli | 07-Jul | | 03-3ер | - 10 |
| Property - Special Handling - Damaged Ite | | | 0 | | | | | 1 | 4 | 0 | 1 | 0 | |
| Property - Special Handling - Missing Item | 4 | 2 | 6 | 5 | 2 | 4 | 3 | 3 | 1 | 2 | | 2 | |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | 1 | 5 | 3 | 1 | 2 | 1 | 1 | 2 | 2 | |
| Request for Assistance | | | | | | | | | 1 | 1 | | | |
| Request for Assistance - Other | | | | | | | | | 1 | 1 | | | |
| Screening | 52 | 31 | 32 | 30 | 38 | 56 | 43 | 63 | 59 | 96 | 53 | 64 | |
| Screening - Crew Member or Airline Empl | 1 | 1 | 4 | 1 | | 2 | 1 | | 1 | | 1 | | |
| Screening - Gate Pass | | | | | | | | 1 | | | | | |
| Screening - Inconsistency | 12 | 10 | 4 | 6 | 1 | 2 | 3 | 10 | 13 | 12 | 7 | 3 | |
| · | | | | | | | | | | | | | |
| Screening - Lengthy Lines | 12 | 5 | 3 | 3 | 12 | 11 | 12 | 20 | 20 | 24 | 7 | 20 | |
| Screening - Opposite Gender | | | | | | | | | | | | 2 | |
| Screening - Procedures/Process | 27 | 15 | 20 | 17 | 24 | 38 | 26 | 30 | 22 | 58 | 38 | 39 | |
| Screening - Rail | | | | | | | | | | 1 | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | 3 | 1 | 3 | 1 | 1 | 3 | 1 | | | |
| Screening - Security Breach | | | | | | | | 1 | | | | | |
| 024 | 487 | 333 | 297 | 237 | | | | | | | | | |
| Additional Information Required/Insufficient Inf | 3 | 3 | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Additional Information Required/Insufficier | 3 | 3 | | | | | | | | | | | |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Civil Rights | 1 | 3 | 2 | 3 | | | | | | | | | |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | |
| Civil Rights - Race | 1 | 2 | 2 | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | | 1 | | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Customer Service | 42 | 29 | 36 | 30 | | | | | | | | | |
| Customer Service - Others | | | | 1 | | | | | | | | | |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 41 | 29 | 36 | 29 | | | | | | | | | |
| Expedited Passenger Screening Program | 375 | 246 | 219 | 173 | | | | | | | | | |
| , , , , , , , , , , , , , , , , , , , , | | 240 | 213 | 173 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 9 | 7 | 7 | 4 | | | | | | | | | |
| Expedited Passenger Screening Program | 364 | 238 | 212 | 169 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | |
| Identification (ID) Requirements - Domest | C | | 1 | | | | | | | | | | |
| Locks | 2 | 1 | - ' | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 2 | 1 | | | | | | | | | | | |
| Lost and Found | 2 | | 2 | 1 | | | | | | | | | |
| Lost and Found - Airport/TSA | 2 | | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 6 | 6 | 8 | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | 4 | 3 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | 3 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | | | |
| | | | | - 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | 1 | 2 | | | | | | | | | | |
| No Jurisdiction | 1 | | 3 | 2 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 2 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 | | 3 | | | | | | | | | | |
| No Subject | | | 1 | 1 | | | | | | | | | |
| No Subject - General | | | 1 | 1 | | | | | | | | | |
| , | _ | | | | | | | | | | | | |
| Patdown | 3 | 3 | 6 | 3 | | | | | | | | | |
| Patdown - Children | 1 | 1 | | 1 | | | | | | | | | |
| Patdown - Flyer | 2 | 2 | 6 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 4 | 3 | 2 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism St | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| , | | I | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | t Wheelch | 2 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling | 7 | 5 | 2 | 3 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 3 | 1 | 1 | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | 2 | | 1 | | | | | | | | | |
| Screening | 41 | 34 | 13 | 16 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Screening - Inconsistency | 5 | 2 | 2 | 2 | | | | | | | | | |
| Screening - International Screening | | 1 | | | | | | | | | | | |
| Screening - Lengthy Lines | 2 | 10 | 1 | 6 | | | | | | | | | |
| Screening - Procedures/Process | 33 | 21 | 8 | 8 | | | | | | | | | |
| ŭ . | 1 | | 2 | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confish | | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis SIDA (Security Identification Display Area) | 1 | | 1 | | | | | | | | | | |

| Catagorica | 40.0-4 | | A Contact | | | | 04.4 | 05.14 | 00 1 | 07 11 | 00.4 | 00.0 | T - 4 - 1 |
|--------------------------------------------------------------------|-----------------|-----------|-----------|-----|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| Categories | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DFW | 709 | 727 | 700 | 628 | 415 | 598 | 546 | 593 | 579 | 493 | 514 | 544 | 7,046 |
| 2022 | 131 | 194 | 187 | 134 | 166 | 241 | 228 | 276 | 261 | 230 | 233 | 280 | 2,561 |
| Additional Information Required/Insufficient Int | | ENAME O | NII V | | | 1 | | | | | | | |
| Additional Information Required/Insufficier | nt information | - EMAIL O | | | | 1 | 4 | | 4 | 0 | | 4 | 1 |
| Airline Airline - Lost Baggage | 1 | I | 1 | | | 3 | 1 1 | | 1 | 2 | 1 | 1 | 13 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service | 1 | 1 | 1 | | | 3 | 1 | | 1 | 2 | 1 | 1 | 11 |
| Civil Rights | 7 | 8 | 5 | 3 | 4 | 2 | 3 | 5 | 1 | 3 | 3 | 2 | 45 |
| Civil Rights - Constitutional Rights | / | 0 | 5 | 1 | 4 | | 3 | 5 | | 3 | 3 | | 1 |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | 1 | | | 1 | | | | | | | 1 |
| Civil Rights - Profiling | | | | | | - 1 | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | 2 | | 1 | 5 | | 2 | 2 | 2 | 14 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimina | 7 | 7 | 2 | 2 | 1 | | - 1 | 5 | | | | | |
| | | 1 | | | - 1 | | | | | | 1 | | 19 |
| Civil Rights - Screening of Religious Cultu | | | 0 | | 4 | 1 | 4 | | | 4 | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | 2 1 | | 1 | 1 | 1 | | | 1 | | | 6 |
| Claims Claims - Status | | | 1 | | 2 | | | | | | | | 3 |
| | 07 | 25 | | 40 | 2 | 20 | 20 | 25 | 2.4 | 4.4 | 07 | 20 | |
| Customer Service | 27 | 35 | 29 | 16 | 24 | 32 | 29 | 35 | 34 | 44 | 27 | 29 | 361 |
| Customer Service - CSM | | 1 | | | | | | | | 0 | | 4 | 1 |
| Customer Service - Others | 07 | 0.4 | 00 | 40 | 0.4 | 00 | 00 | 0.5 | 0.4 | 2 | 07 | 1 | 3 |
| Customer Service - TSO | 27 | 34 | 29 | 16 | 24 | 32 | 29 | 35 | 34 | 42 | 27 | 28 | 357 |
| DHS TRIP | | | 1 | | | | | | | | | | 1 |
| DHS TRIP - General | | 110 | 1 | | 110 | 100 | 400 | 100 | 407 | 444 | 105 | 011 | 1 710 |
| Expedited Passenger Screening Program | 63 | 116 | 108 | 93 | 113 | 163 | 160 | 192 | 187 | 144 | 165 | 214 | 1,718 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | 2 | | 1 | 1 | | | 1 | 6 |
| Expedited Passenger Screening Program | | 10 | 4 | 6 | 5 | 5 | 4 | 10 | 8 | 4 | 10 | 5 | 75 |
| Expedited Passenger Screening Program | | 104 | 102 | 87 | 108 | 156 | 156 | 180 | 177 | 138 | 155 | 208 | 1,630 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | 2 | | | | | 1 | | 2 | | | 6 |
| Hazardous Materials Safety | | 1 | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | 1 | | | | | | | | | | | 1 |
| HAZMAT Endorsement | | | | | | | | | | | | 1 | 1 |
| HAZMAT Endorsement - General | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements | | | 1 | | | 1 | | | | | | | 2 |
| Identification (ID) Requirements - Domest | ic | | 1 | | | 1 | | | | | | | 2 |
| Locks | 1 | 2 | 2 | | 2 | | 2 | | 2 | | | 1 | 12 |
| Locks - Missing or Damaged Lock | 1 | 2 | 2 | | 2 | | 2 | | 2 | | | 1 | 12 |
| Lost and Found | 1 | | 2 | | | | | 2 | 1 | | | | 6 |
| Lost and Found - Airport/TSA | 1 | | 2 | | | | | 2 | 1 | | | | 6 |
| Mishandling of Passenger Property | 1 | 2 | 3 | | 3 | | 5 | 6 | 2 | 4 | 4 | 3 | 33 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | | | | 1 | 1 | 1 | 2 | 2 | 1 | 9 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsC | 2 | | 2 | | 3 | 5 | 1 | | 2 | 1 | 16 |
| Mishandling of Passenger Property - Disa | 1 | 1 | 1 | | 1 | | 1 | | | 2 | | 1 | 8 |
| No Jurisdiction | 2 | 2 | 2 | 1 | | 2 | 1 | 1 | 1 | | 1 | | 13 |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | 1 | 1 | | | | 1 | 1 | 1 | 1 | | | | 6 |
| No Jurisdiction - Refer to Other | | 1 | 2 | 1 | | 1 | | | | | 1 | | 6 |
| Patdown | 1 | 1 | | | | 3 | 2 | 6 | 4 | 1 | 4 | 6 | 28 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | 1 | | | | | 3 | 2 | 6 | 3 | 1 | 4 | 6 | 26 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 4 | 7 | 3 | 4 | 5 | 1 | 4 | 5 | 5 | 2 | 2 | 48 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | 1 | | 2 | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | ssings/Ma | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | | | | 1 | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Internal N | /ledical Device | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| | | Body | | 1 | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | 2 | 1 | | | 1 | | 1 | 2 | 1 | 1 | | 9 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | 1 | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| | | 1 | 1 | 1 | | 1 | 1 | | | | | 7 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | 1 | | | | 1 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Respirato | | | 1 | | | | | | • | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | - " | | 1 | | | 1 | | 1 | 1 | | | | 4 |
| Prohibited & Permitted Items | 1 | 2 | 1 | | | • | | • | | | | | 4 |
| Prohibited & Permitted Items - Alcohol and | 1 | | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ar | | 1 | • | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 9 | 8 | 8 | 8 | 5 | 10 | 8 | 12 | 10 | 18 | 15 | 6 | 117 |
| Property - Special Handling - Damaged It | | 5 | 5 | 3 | 2 | 2 | 5 | 4 | 4 | 9 | 2 | 2 | 45 |
| Property - Special Handling - Damaged It | | 2 | J | 1 | 2 | 4 | J | 5 | 2 | 4 | 2 | 2 | 27 |
| Property - Special Handling - Damaged to | | | 1 | 2 | 1 | 1 | 3 | 3 | 3 | 3 | 8 | 1 | 30 |
| Property - Special Handling - Missing Iten | | 1 | 2 | 2 | | 3 | J | J | 1 | 2 | 3 | 1 | 15 |
| Screening | 11 | 11 | 16 | 10 | 9 | 19 | 16 | 13 | 14 | 9 | 10 | 15 | 153 |
| Screening - Crew Member or Airline Empl | | - 11 | 10 | 10 | 9 | 13 | 10 | 10 | 14 | 1 | 10 | 13 | 2 |
| Screening - Crew Member of Afriline Empl | 3 | 1 | 2 | 2 | 2 | 3 | 3 | 4 | 1 | 2 | 1 | 3 | 27 |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | 1 | 2 | | 1 | 1 | 4 | 3 | 1 | 1 | 2 | 1 | 18 |
| Screening - Lengthy Lines Screening - Procedures/Process | 6 | 9 | 11 | 8 | 5 | 15 | 8 | 6 | 10 | 5 | 6 | 11 | |
| | | 9 | 11 | 8 | | 15 | | р | | 5 | 6 | 11 | 100 |
| Screening - Retrieving Abandoned/Confis | Lated Items | | 1 | | 1 | | 1 | | 2 | | | | 5 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| TWIC Conoral | | 1 | | | | | | | | | | | 1 |
| TWIC - General | 000 | 1 | 050 | 050 | 0.40 | ^ | 040 | 0.4= | 0.40 | | 00.1 | | 1 400 |
| 2023 | 289 | 265 | 252 | 259 | 249 | 357 | 318 | 317 | 318 | 263 | 281 | 264 | 3,432 |
| | | | | | | | | | | | | | |

| | | T | SA Contact Co | enter (T | CC) Data To | ol - FOIA | | | | | | | |
|-------------------------------------------------|----------------|-------------|---------------|----------|-------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec 01 | l-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Additional Information Required/Insufficient In | | | | 1 | 3 | | • | | | 1 | 3 | | 11 |
| Additional Information Required/Insufficient | | | | 1 | 3 | | | | | 1 | 3 | | 11 |
| · · · · · · · · · · · · · · · · · · · | | | | | 3 | | | | | | | | |
| Airline | 2 | 1 | | 1 | | 1 | 1 | | 1 | 2 | 1 | 1 | 11 |
| Airline - Lost Baggage | 1 | | | 1 | | | | | | | | 1 | 3 |
| Airline - Policy/Regulations/Service | 1 | | | | | 1 | | | 1 | 1 | 1 | | 5 |
| Airline - Wheelchair Assistance | | 1 | | | | | 1 | | | 1 | | | 3 |
| Civil Rights | 4 | 3 | 3 | 3 | 4 | 4 | 6 | 2 | 4 | 4 | 9 | 4 | 50 |
| | 7 | 3 | 3 | 0 | | | 0 | | - 4 | - 4 | 1 | | |
| Civil Rights - Age | | | | | | 1 | | | | | ı | | 2 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - Perceived Religion | | | 1 | | 1 | | | | | | | | 2 |
| Civil Rights - Profiling | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights - Race | 1 | | 2 | 2 | 2 | 4 | 4 | 0 | 2 | 2 | 0 | 1 | |
| | | | | 3 | | 1 | 4 | 2 | 3 | 3 | 6 | | 28 |
| Civil Rights - Screening of Religious or C | | nts | | | | | | | | | | 1 | 1 |
| Civil Rights - Sex/Gender/Gender Identit | y 1 | 1 | | | | | 2 | | | 1 | 2 | 2 | 9 |
| Civil Rights - Transgender Screening | | 1 | | | | 2 | | | | | | | 3 |
| Claims | | 1 | | | | 1 | | | | 1 | | | 3 |
| | | 1 | | | | | | | | | | | |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Claims - Status | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service | 40 | 33 | 27 | 38 | 36 | 57 | 38 | 46 | 41 | 34 | 29 | 33 | 452 |
| Customer Service - Others | | 2 | 1 | 1 | | | | | | | | | 4 |
| | 4 | | | | | | | 4 | | 4 | | | |
| Customer Service - TCC | 1 | | 1 | 1 | | | | 1 | | 1 | | | 5 |
| Customer Service - TSO | 39 | 31 | 25 | 36 | 36 | 57 | 38 | 45 | 41 | 33 | 29 | 33 | 443 |
| DHS TRIP | | | 1 | | | | | | | | | | 1 |
| DHS TRIP - General | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 201 | 188 | 185 | 164 | 163 | 237 | 213 | 199 | 209 | 168 | 182 | 178 | 2,287 |
| | | | 100 | 104 | | 231 | | 199 | 209 | 108 | | 1/0 | |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | n - DoD | 1 | | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | n 12 | 5 | 11 | | | 8 | 1 | 3 | 6 | 1 | 7 | 4 | 58 |
| Expedited Passenger Screening Program | | 182 | 174 | 164 | 161 | 228 | 211 | 195 | 202 | 167 | 174 | 173 | 2,220 |
| Expedited Passenger Screening Program | | | | 104 | | 220 | 211 | | | 101 | 174 | | |
| | n - 15A/DHS E | mpioyees | - Opt in | | 1 | | | 1 | 1 | | | 1 | 4 |
| Hazardous Materials Safety | 1 | | | | | | | | 1 | | | 1 | 3 |
| Hazardous Materials Safety - General | 1 | | | | | | | | 1 | | | 1 | 3 |
| Intranet/Internet Inquiries | | | | | | | | | | | 1 | | 1 |
| Intranet/Internet Inquiries - General | | | | | | | | | | | 1 | | 1 |
| | 4 | | 4 | 4 | 4 | | | 4 | 0 | | | | |
| Locks | 1 | | 1 | 4 | 1 | | | 1 | 2 | | 1 | | 11 |
| Locks - General | 1 | | | 1 | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | 3 | 1 | | | 1 | 2 | | 1 | | 9 |
| Lost and Found | | 1 | | | | | 2 | | 1 | 1 | | | 5 |
| Lost and Found - Airport/TSA | | 1 | | | | | 2 | | 1 | 1 | | | 5 |
| | _ | | | 40 | | | | | | | | | |
| Mishandling of Passenger Property | 5 | 5 | 4 | 10 | 2 | 8 | 8 | 11 | 8 | 7 | 8 | 8 | 84 |
| Mishandling of Passenger Property - Dai | maged/Missing | ا Items Pri | ate Screening | Contrac | ctor | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dai | m 4 | 3 | 1 | 4 | 1 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 40 |
| Mishandling of Passenger Property - Dai | m 1 | 1 | 2 | 5 | 1 | 4 | 3 | 6 | 3 | 4 | 3 | 2 | 35 |
| Mishandling of Passenger Property - Dis | | 1 | 1 | 1 | | 1 | | 1 | | - | | 3 | 8 |
| | arrayed item | - 1 | - 1 | - 1 | | | | | | | | | |
| No Jurisdiction | | | | | 3 | 1 | | 3 | 4 | 3 | 2 | 2 | 18 |
| No Jurisdiction - No Referral | | | | | 1 | | | | 1 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | 1 | | | 1 | 2 | 1 | | 1 | 6 |
| No Jurisdiction - Refer to Other | | | | | 1 | 1 | | 2 | 1 | 2 | 2 | 1 | 10 |
| | 4 | 0 | 4 | _ | | | 0 | | | | | | |
| Patdown | 1 | 2 | 4 | 5 | 4 | 7 | 3 | 9 | 3 | 7 | | | 55 |
| Patdown - Children | | | | | | | | | | | 1 | 1 | 2 |
| Patdown - Flyer | 1 | 2 | 4 | 5 | 4 | 6 | 2 | 9 | 3 | 5 | 6 | 2 | 49 |
| Patdown - Flyer as Observer | | | | | | 1 | 1 | | | | | | 2 |
| Patdown - Non-Flyer | | | | | | | | | | 2 | | | 2 |
| • | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 8 | 4 | 3 | 4 | 4 | 4 | 2 | 10 | 4 | 3 | 8 | 4 | 58 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | 1 | | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Breast 0 | Cancer | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitiv | | ntal /Ment | 1 | | | | | | | | | | 1 |
| . , , | | / IVIOITE | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabete | | | 1 | | | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medical | 2 | | | | | | | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) - Medical | y Necessarv | 1 | | 1 | | 2 | | 1 | 1 | 1 | 1 | 2 | 10 |
| Persons w/ Disabilities (PWD) - Metal In | | 1 | | | 1 | | | 1 | | | 2 | | 5 |
| , | . 0 / | - ' | | | ı | | | | | ^ | | | |
| Persons w/ Disabilities (PWD) - Mobility | | | | 1 | | | 1 | 1 | | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthes | | 1 | | | 1 | | 1 | 1 | | | | | 6 |
| Persons w/ Disabilities (PWD) - Respirat | ory and Inhale | r Equipme | nt | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Service | - | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Touch A | | 1 | | | | | | | | | ' | | 1 |
| | | - 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Ir | | | | | | | | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Wheelcl | ո 1 | | 1 | 2 | 1 | 1 | | 1 | 2 | | | | 9 |
| Property - Special Handling | 4 | 5 | 3 | 8 | 4 | 5 | 11 | 9 | 4 | 6 | 3 | 5 | 67 |
| Property - Special Handling - Damaged | te 1 | 3 | | 3 | 2 | 3 | 3 | 1 | 1 | 2 | 1 | 2 | 22 |
| | | | | | | • | | | | | | | |
| Property - Special Handling - Damaged I | | 1 | | _ | 2 | | 2 | 3 | | | | 1 | 10 |
| Property - Special Handling - Missing Ite | | | 3 | 2 | | | 3 | 3 | 1 | 1 | 2 | | 17 |
| Property - Special Handling - Missing Ite | n 1 | 1 | | 3 | | 2 | 3 | 2 | 2 | 3 | | 1 | 18 |
| Request for Assistance | | | | | | | | | 1 | | | 1 | 2 |
| Request for Assistance - Other | | | | | | | | | 1 | | | 1 | 2 |
| · | | | | 2.1 | | | | | | | _ | | |
| Screening | 19 | 22 | 21 | 21 | 25 | 32 | 34 | 27 | 35 | 26 | | | 313 |
| Screening - Crew Member or Airline Em | ol 1 | 4 | 8 | 2 | 1 | 2 | | 1 | 1 | 1 | 4 | 1 | 26 |
| Screening - Inconsistency | 3 | 2 | 4 | 8 | 4 | 2 | 5 | 3 | 3 | 4 | 2 | 5 | 45 |
| Screening - International Screening | Ĭ | | • | | • | | | 1 | | - | | | 1 |
| | _ | | | 4 | - | - | 4 | | ^ | | ^ | | |
| Screening - Lengthy Lines | 3 | 8 | 3 | 4 | 7 | 5 | 4 | 7 | 9 | 4 | | | 58 |
| Screening - Procedures/Process | 10 | 7 | 6 | 7 | 11 | 22 | 24 | 13 | 19 | 16 | 18 | 16 | 169 |
| Screening - Retrieving Abandoned/Confi | s 2 | 1 | | | 2 | 1 | 1 | 2 | 3 | 1 | | | 13 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| 2024 | 289 | 268 | 261 | 235 | | | | | | | ' | | 1,053 |
| EVET | 209 | 200 | 201 | 233 | | | | | | | | | 1,000 |

| gories | 10-Oct | 11-Nov | 40 Dan | | | | 04 4 | | | | | | |
|------------------------------------------------------------------------------|----------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | .0 000 | I I-NOV | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Airline | | | | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | |
| Civil Rights | 2 | 1 | 3 | 9 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | |
| Civil Rights - Perceived Religion | 1 | | | 3 | | | | | | | | | |
| Civil Rights - Race | | 1 | 2 | 3 | | | | | | | | | |
| Civil Rights - Screening of Religious Cultu | ural and Cer | emonial Ite | ms | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | | | 1 | | | | | | | | | |
| Claims | 1 | 1 | 1 | | | | | | | | | | |
| Claims - General | | 1 | 1 | | | | | | | | | | |
| Claims - Status | 1 | | | | | | | | | | | | |
| Customer Service | 28 | 43 | 59 | 50 | | | | | | | | | 1 |
| Customer Service - CSM | | | 1 | | | | | | | | | | |
| Customer Service - Others | | 1 | 2 | | | | | | | | | | |
| Customer Service - TCC | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 28 | 42 | | 50 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 216 | 165 | | 136 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | | 103 | 104 | 100 | | | | | | | | | U |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 4 | 8 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 159 | | 132 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | | 139 | 130 | 132 | | | | | | | | | U |
| Locks | 1 | - 1 | 2 | 2 | | | | | | | | | |
| | 1 | | 2 | 2 | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | 2 | | | | | | | | | | | |
| Lost and Found | 1 | 2 | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | | 7 | | | | | | | | | |
| Mishandling of Passenger Property | 4 | 8 | | 7 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | | 4 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 7 | | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | ng ItemsU | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | 2 | | | | | | | | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | 5 | 4 | 2 | 2 | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 4 | 4 | 2 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 8 | 3 | 7 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 2 | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (N | 1 | | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | Animals | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | | 1 | | | | | | | | | |
| Property - Special Handling | 4 | 12 | 8 | 6 | | | | | | | | | |
| Property - Special Handling - Damaged It | 2 | 2 | | 3 | | | | | | | | | |
| Property - Special Handling - Damaged It | | 4 | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | | 2 | | | | | | | | | |
| Screening | 26 | 23 | | 15 | | | | | | | | | |
| Screening - Crew Member or Airline Empl | | 1 | 10 | 10 | | | | | | | | | |
| Screening - Crew Member of Affiline Employ | 3 | 2 | 1 | 1 | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 6 | 4 | | 6 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Screening - Procedures/Process | 15 | 15 | | 8 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | |

| | | | | ct Center (1 | | | | | | | | | |
|--------------------------------------------|--------------|----------|--------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DHN | 2 | 9 | 3 | 4 | 1 | 3 | 1 | 3 | 5 | 1 | 1 | 3 | 36 |
| 2022 | | 1 | 1 | | 1 | 2 | 1 | 2 | 4 | | | 1 | 13 |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | 1 | 1 | | 2 | 3 | | | 1 | Ç |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | 1 | | 2 | 3 | | | 1 | 9 |
| Property - Special Handling | | | 1 | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | | 1 | | | | 1 | | | | | | |
| Screening | | | | | | 1 | | | | | | | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| 2023 | 1 | 4 | 1 | 2 | | 1 | | 1 | 1 | 1 | 1 | 2 | 1: |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 3 | | | | 1 | | | | 1 | 1 | 2 | |
| Expedited Passenger Screening Program | - TSA PreC | 3 | | | | 1 | | | | 1 | 1 | 2 | |
| Locks | | 1 | | 1 | | | | | | | | | |
| Locks - General | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | g ItemsC | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | | | | | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2024 | 1 | 4 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | | | | | | | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | 1 | | | | | | | | | | |
| No Subject | | | | 1 | | | | | | | | | |
| No Subject - General | | | | 1 | | | | | | | | | |
| Patdown | 1 | | | 1 | | | | | | | | | |
| Patdown - Flyer | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Checl | 1 | | | | | | | | | | | |

| | | | OA COIILA | ocintor (| oc, Data | 001 - 1 012 | • | | | | | | |
|-----------------------------------------|-------------|----------|------------|-----------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DIK | 1 | 2 | 3 | 1 | 1 | 1 | | 1 | 2 | 1 | 4 | 1 | 18 |
| 2022 | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked Bag | gage | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Children | | | | | | | | | | | | 1 | 1 |
| 2023 | | | 3 | | 1 | 1 | | 1 | 2 | 1 | 3 | | 12 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | | | 3 | | 1 | | | 1 | 2 | 1 | 1 | | 9 |
| Expedited Passenger Screening Program | - TSA PreCl | heck | 3 | | 1 | | | 1 | 2 | 1 | 1 | | 9 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| 2024 | 1 | 2 | | 1 | | | | | | | | | 4 |
| Customer Service | | 2 | | | | | | | | | | | 2 |
| Customer Service - TSO | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |

| | | | IOA OOIILA | ci centei (| i oo, bata | 1001-1017 | | | | | | | |
|--------------------------------------------|---------------|-------------|------------|-------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DLG | | 1 | | | | | 1 | | | 2 | | 1 | 5 |
| 2022 | | | | | | | 1 | | | 1 | | 1 | 3 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | /ledical Devi | ices | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | | | 1 | | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | 1 |

| | | 1 | rSA Contac | t Center (1 | ГСС) Data 1 | Tool - FOIA | | | | | | | |
|-------------------------------------------|-------------|------------|------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DLH | 3 | 8 | 7 | 7 | 4 | 3 | 5 | 1 | 3 | 1 | 6 | 5 | 53 |
| 2022 | | 2 | 1 | 1 | 1 | 1 | 3 | | | 1 | 1 | 1 | 12 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | 1 | 1 | 1 | 2 | | | 1 | 1 | 1 | 10 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | 1 | 1 | 1 | 2 | | | 1 | 1 | 1 | 9 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2023 | 1 | 5 | 4 | 4 | 3 | 2 | 2 | 1 | 3 | | 5 | 4 | 34 |
| Customer Service | | | 1 | | | | | | | | | 1 | 2 |
| Customer Service - TSO | | | 1 | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | 1 | 3 | 2 | 1 | 3 | 2 | 2 | 1 | 3 | | 5 | 3 | 26 |
| Expedited Passenger Screening Program | 1 | 3 | 2 | 1 | 3 | 2 | 2 | 1 | 3 | | 5 | 3 | 26 |
| Patdown | | 1 | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | 1 |
| Screening | | 1 | | 2 | | | | | | | | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | 1 |
| 2024 | 2 | 1 | 2 | 2 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | | | | | | | | | 6 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |

| | | | | | CC) Data | | | | | | | | |
|--------------------------------------------|---------------|-------------|-------------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DRO | 11 | 12 | 7 | 7 | 9 | 5 | 5 | 7 | 7 | 8 | 3 | 7 | 88 |
| 2022 | 1 | 5 | 2 | | 5 | 2 | 2 | 3 | 3 | 2 | 1 | 1 | 27 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | 4 | 2 | | 4 | 2 | 1 | 2 | 3 | 1 | 1 | 1 | 22 |
| Expedited Passenger Screening Program | - TSA Applio | cation Prog | ram | | 2 | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 4 | 2 | | 2 | 2 | 1 | 2 | 3 | 1 | 1 | 1 | 20 |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | |
| Property - Special Handling - Missing Item | ns - Checked | | | | 1 | | 1 | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| 2023 | 4 | 6 | 3 | 5 | 4 | 3 | 3 | 4 | 4 | 6 | 2 | 6 | 50 |
| Civil Rights | | | | | | | | 2 | | | | | 2 |
| Civil Rights - Age | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Customer Service | 1 | | | 1 | 1 | | | | | | | | ; |
| Customer Service - TSO | 1 | | | 1 | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 5 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 4 | 1 | 6 | 39 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 5 | 2 | 4 | 2 | 3 | 3 | 2 | 3 | 4 | 1 | 6 | 38 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on Lug | gage | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (c | general) Not | Breast Car | icer | | | | | | | | 1 | | |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Item | ns - Carry-Or | า | 1 | | | | | | | | | | |
| Screening | | | | | | | | | 1 | | | | - |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | 6 | 1 | 2 | 2 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | | | | | | | | | (|
| Screening | 3 | | 1 | | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | | 1 | | | | | | | | | | 3 |

| | | | I SA CUIILA | ci center (| ICC) Dala | 1001 - FOIA | | | | | | | |
|-----------------------------------------|-------------|-----------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DRT | | 2 | 1 | 1 | 1 | 4 | | | 1 | | 2 | 2 | 14 |
| 2022 | | | | | 1 | | | | 1 | | 2 | 2 | 6 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | | 1 | 2 | 5 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | 1 | | 1 | 2 | 5 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| 2023 | | 2 | 1 | 1 | | 4 | | | | | | | 8 |
| Customer Service | | 1 | | | | 1 | | | | | | | 2 |
| Customer Service - TSO | | 1 | | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | | | | 2 | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 2 | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | 1 | | | 1 | | | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| | | | SA Contac | t Center (T | CC) Data T | ool - FOIA | | | | | | | |
|-----------------------------------------------|-------------------|-----------|---------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DSM | 69 | 67 | 46 | 41 | 36 | 54 | 49 | 47 | 33 | 35 | 44 | 43 | 564 |
| 2022 | 8 | 25 | 8 | 12 | 10 | 33 | 26 | 23 | 15 | 19 | 23 | 18 | 220 |
| Civil Rights | 1 | | | | | 2 | 3 | | 1 | | | | 7 |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Profiling | | | | | | 0 | 1 | | 4 | | | | 1 |
| Civil Rights - Race | | | | | | 2 | 1 | | 1 | | | | 4 |
| Civil Rights - Racial Profiling or Discrimina | | 4 | | | | 4 | | 0 | | 4 | 0 | | 1 |
| Customer Service TSO | 1 | 1 | | | | 1 | | 2 | | 1 | 2 | | 8 |
| Customer Service - TSO | 1 | 1 | 0 | 10 | 10 | 1 | 40 | 2 | 40 | 1 | 2 | 47 | 8 |
| Expedited Passenger Screening Program | 5 | 17 | 8 | 12 | 10 | 28 | 19 | 21 | 10 | 18 | 15 | 17 | 180 |
| Expedited Passenger Screening Program | | 1 | 4 | | | | 4 | | | | 4 | | 1 |
| Expedited Passenger Screening Program | | 3 | 1 | - 11 | 10 | 20 | 1 | 1 | 0 | 40 | 1 | 47 | 9 |
| Expedited Passenger Screening Program | | 13 | 7 Ont In | 11 | 10 | 28 | 18 | 20 | 9 | 18 | 14 | 17 | 168 |
| Expedited Passenger Screening Program | - 15A/DH5 | Employees | - Opt in | 1 | | - 1 | | | 1 | | | | 2 |
| Locks Missing or Damaged Lock | | | | | | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | 4 | | | | |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 4 | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missin I | g ItemsCa | arry-on Lugo | gage | | | 1 | | | | | | |
| Patdown | | | | | | | | | 1 | | 2 | | 3 |
| Patdown - Flyer | | | | | | | | | 1 | | 2 | | 3 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling | | 2 | | | | 1 | 2 | | | | 1 | | 6 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | | 1 | | | | 1 | | | | | 1 | | 3 |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | 1 | | | | | | 1 |
| Screening | | 3 | | | | | 1 | | 2 | | 3 | 1 | 10 |
| Screening - Children | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | 1 | | | 1 | 2 |
| Screening - Procedures/Process | | 3 | | | | | 1 | | 1 | | 2 | | 7 |
| 2023 | 22 | 25 | 21 | 14 | 26 | 21 | 23 | 24 | 18 | 16 | 21 | 25 | 256 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | 1 | 1 | 1 | 1 | 2 | 7 |
| Customer Service - TSO | | | | | 1 | | | 1 | 1 | 1 | 1 | 2 | 7 |
| Expedited Passenger Screening Program | 19 | 21 | 20 | 13 | 22 | 19 | 22 | 18 | 16 | 14 | 17 | 21 | 222 |
| Expedited Passenger Screening Program | 1 | | | 1 | 2 | 1 | | | 1 | 1 | | | 7 |
| Expedited Passenger Screening Program | 18 | 21 | 20 | 12 | 20 | 18 | 22 | 18 | 15 | 13 | 17 | 21 | 215 |
| Locks | 1 | | 20 | 12 | 20 | 10 | | 1 | 10 | 10 | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | ' | | | | 1 | | 1 | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missin | a Itams C | arry on Lugo | ance | 1 | | 1 | | | | 1 | | 3 |
| Patdown | 2 | g itemsca | arry-orr Lugg | gage 1 | 1 | | 1 | | | | 1 | 1 | 6 |
| Patdown - Children | | | | 1 | - 1 | | | | | | - 1 | - 1 | 1 |
| | - 1 | | | 1 | - 1 | | | | | | 1 | | 1 |
| Patdown - Flyer | 1 | | | | 1 | | | | | | 1 | - | 3 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | | and Medica | al Supplies | | | | 1 | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | 1 | 1 | | | | 3 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | 1 | 1 | | | | 3 |
| Screening | | 3 | | | 1 | 1 | | 2 | | 1 | | 1 | 9 |
| Screening - Lengthy Lines | | 2 | | | 1 | | | | | | | | 3 |
| Screening - Procedures/Process | | 1 | | | | 1 | | 2 | | 1 | | 1 | 6 |
| 2024 | 39 | 17 | 17 | 15 | | | | | | | | | 88 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 38 | 14 | 14 | 12 | | | | | | | | | 78 |
| Expedited Passenger Screening Program | 1 | 17 | 17 | 12 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | 3 | | | | | | | | | | 6 |
| Expedited Passenger Screening Program | | 13 | 11 | 12 | | | | | | | | | 71 |
| | 33 | 13 | - 11 | 2 | | | | | | | | | |
| Mishandling of Passenger Property | ogod/\\ 4:! | | arms on Live | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | _ | arry-on Lug | 2 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | 1 | 1 | | | | | | | | | | 3 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| Catagories | 40.0 : | | | Center (T | | | 04 4 | 05.14 | 00 1:: | 07 1 | 00.4 | 00.0 | Tetal |
|----------------------------------------------------------------|----------------|--------------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------------------------------|
| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| DTW | 468 | 500 | 496 | 434 | 329 | 378 | 338 | 379 | 335 | 295 | 345 | 374 | 4,671 |
| 2022 | 81 | 137 | 121 | 130 | 137 | 173 | 158 | 171 | 163 | 137 | 187 | 194 | 1,789 |
| Airline | | | 2 | | 1 | | | | | 1 | | | 4 |
| Airline - Policy/Regulations/Service | | | 2 | | 1 | | | | | 1 | | | 4 |
| Civil Rights | 3 | 4 | 1 | 1 | 1 | 2 | 2 | 2 | 4 | 2 | | 4 | 26 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | 4 | | | 1 | | | | 1 |
| Civil Rights - Profiling | | | | | | 1 | 1 | 4 | 4 | 0 | | 0 | 2 |
| Civil Rights - Race | | 4 | 4 | | 4 | 1 | 1 | 1 | 1 | 2 | | 3 | 9 |
| Civil Rights - Racial Profiling or Discrimina | | 4 | 1 | | 1 | | | | | | | | 9 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | | | | | 1 | | | | 1 | 2 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender I | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Claims | 1 | | | | | | | | 1 | | | | 2 |
| Claims - General | 1 | | | | | | | | 1 | | | | 2 |
| Customer Service | 8 | 5 | 8 | 7 | 6 | 7 | 6 | 7 | 20 | 10 | 10 | 7 | 101 |
| Customer Service - Others | | | 1 | | | | | | | 1 | | | 2 |
| Customer Service - TCC | _ | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | 8 | 5 | 7 | 7 | 6 | 7 | 6 | 6 | 20 | 9 | 10 | 7 | 98 |
| Expedited Passenger Screening Program | 55 | 113 | 96 | 107 | 119 | 151 | 139 | 139 | 118 | 105 | 159 | 165 | 1,466 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | 2 | 1 | | | | 1 | 2 | | | | | 6 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | | 14 | 11 | 6 | 6 | 6 | 9 | 6 | 12 | 4 | 5 | 7 | 88 |
| Expedited Passenger Screening Program | | 96 | 84 | 101 | 112 | 145 | 129 | 131 | 105 | 99 | 154 | 158 | 1,367 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | | | | 1 | | | 2 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| Identification (ID) Requirements | 1 | | | 1 | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | | | | 1 | | | | | | | | | 2 |
| Locks | 1 | | | | 1 | | 1 | 1 | | | | 1 | 5 |
| Locks - Missing or Damaged Lock | 1 | | | | 1 | | 1 | 1 | | | | 1 | 5 |
| Lost and Found | | 1 | | 1 | | | | 1 | 1 | | | | 4 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | | | 1 | 1 | | | | 4 |
| Mishandling of Passenger Property | 1 | | 3 | | | 2 | | 2 | 3 | 5 | 4 | 3 | 23 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCar | ry-on Lugg | age | | | | 2 | 1 | 3 | 1 | 1 | 8 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 2 | | | 1 | | | 1 | 2 | 2 | 2 | 10 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | 1 | | | 1 | | 1 | | 5 |
| No Jurisdiction | 1 | | 1 | | | 1 | | | 1 | | | | 4 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | 1 | | | 1 | | | | 3 |
| Patdown | 3 | 4 | 1 | 3 | 1 | | 2 | 5 | 1 | 1 | 3 | 4 | 28 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | 3 | 2 | 1 | 2 | 1 | | 2 | 5 | 1 | 1 | 3 | 4 | 25 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 1 | 3 | | 1 | 7 | 4 | 1 | 1 | 1 | 23 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Mental | Disability | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | 1 | 2 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | t Wheelchair | r or Scoote | r) | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/ | trauma) | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 1 | | | | | | 3 | 1 | | | | 5 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | ols/Razors/Sh | narp Objec | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 6 | 5 | 4 | 2 | 7 | 2 | 3 | 3 | 5 | 4 | 1 | 44 |
| Property - Special Handling - Damaged Ite | | 3 | | 3 | | 5 | 1 | 1 | 1 | 1 | 2 | | 18 |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | | | | 1 | 2 | 2 | 1 | | 8 |
| Property - Special Handling - Missing Item | | 2 | 1 | | 1 | 2 | 1 | 1 | | | 1 | 1 | 10 |
| Property - Special Handling - Missing Item | | 1 | 3 | | 1 | | | | | 2 | | | 8 |
| Screening | 2 | 3 | 2 | 5 | 3 | 3 | 5 | 4 | 7 | 7 | 6 | 8 | 55 |
| Screening - Children | | | | | | | | | | | | 1 | 1 |
| Screening - Inconsistency | | | | 1 | | | 2 | | | | 3 | 2 | 8 |
| Screening - Lengthy Lines | 1 | 1 | | | | | | | | 1 | | 1 | 4 |
| Screening - Procedures/Process | 1 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 7 | 6 | 3 | 4 | 42 |
| 2023 | 163 | 175 | 208 | 167 | 192 | 205 | 180 | 208 | 172 | 158 | 158 | 180 | 2,166 |
| Airline | | | 1 | | | 2 | | | 1 | 1 | 2 | | 8 |
| Airline - Lost Baggage | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 2 | | | 1 | 1 | 2 | 1 | 7 |
| Animals | | | | 1 | | | | | | | | | 1 |
| Animals - Carry-On | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 2 | 1 | 1 | 1 | | | 1 | 3 | 2 | 4 | | | 15 |
| Civil Rights - Age | | | | ' | | | | | 1 | | | | 13 |
| Civil Rights - Age Civil Rights - National Origin | | 1 | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | 1 | 1 | 1 | | | | 2 | | 3 | | | 8 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | 1 | | | 1 | 1 | | 1 | | | 4 |
| | 1 | | | | | | I | 1 | 1 | 1 | | | |
| Current Topic | | | | | | | | | 1 | | | 4 | 1 |
| Current Topic | | | | | | | | | | | | T 4 | 1 |
| Current Topic - Current Topic | 10 | | | 40 | 40 | 4.4 | 4.4 | 40 | 10 | 40 | 40 | 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Customer Service | 10 | 8 | 6 | 12 | 16 | 14 | 11 | 43 | 16 | 19 | 10 | 17 | 182 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |

| Categories | | | · Cr t Contact | Center (TC | o, Data 10 | 01 - 1 OIA | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------|------------|------------|--------|--------|--------|--------|--------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overteness Overden TOO | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service - TCC | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service - TSO | 10 | 7 | 6 | 11 | 16 | 14 | 11 | 42 | 16 | 19 | 10 | 17 | 179 |
| Expedited Passenger Screening Program | 138 | 149 | 184 | 132 | 159 | 170 | 148 | 137 | 120 | 95 | 116 | 130 | 1,678 |
| Expedited Passenger Screening Program | | 1 | | .02 | | 1 | 1 | 101 | 120 | 1 | | | 5 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 7 | 6 | 2 | 4 | 2 | 2 | 3 | 1 | 2 | 2 | 3 | 39 |
| Expedited Passenger Screening Program | | | | | | | | | 119 | 92 | | | |
| | 133 | 141 | 177 | 130 | 155 | 167 | 145 | 134 | 119 | 92 | | 127 | 1,633 |
| Hazardous Materials Safety | | | | | | | | | | | 1 | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | 1 | | 1 |
| Locks | | 1 | 2 | | 3 | | | 1 | 1 | | | 1 | 9 |
| Locks - Missing or Damaged Lock | | 1 | 2 | | 3 | | | 1 | 1 | | | 1 | 9 |
| Lost and Found | | | | | | | | 2 | | | | | 2 |
| Lost and Found - Airport/TSA | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | 3 | 2 | 4 | 3 | 4 | 3 | 7 | 4 | 3 | 5 | 2 | 3 | 43 |
| Mishandling of Passenger Property - Dam | | 1 | | 2 | 2 | 2 | 4 | 3 | 2 | 3 | | 2 | 27 |
| Mishandling of Passenger Property - Dam | | - 1 | 2 | | 2 | | 2 | 1 | | 2 | | 1 | 11 |
| | | 4 | | | | | | ı | | | | | |
| Mishandling of Passenger Property - Dam | - | 1 | 01 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | -Carry-on | or Checker | 1 | | 1 | 1 | | 1 | | | | 4 |
| No Jurisdiction | 1 | | | 3 | 2 | | 1 | 2 | | | | 1 | 10 |
| No Jurisdiction - No Referral | | | | | | | 1 | 2 | | | | | 3 |
| No Jurisdiction - Refer to CBP | 1 | | | 1 | | | | | | | | 1 | 3 |
| No Jurisdiction - Refer to Other | | | | 2 | 2 | | | | | | | | 4 |
| No Subject | | | | | | | | | | | | 1 | 1 |
| No Subject - General | | | | | | | | | | | | 1 | 1 |
| | 2 | | 4 | 1 | 1 | 3 | 3 | 3 | 3 | 6 | 3 | 3 | |
| Patdown | | | 1 | 1 | - 1 | 3 | 3 | 3 | | б | | 3 | 29 |
| Patdown - Children | | | | | | | | | 1 | | 1 | | 2 |
| Patdown - Flyer | 2 | | 1 | 1 | 1 | 3 | 3 | 3 | 2 | 5 | 2 | 2 | 25 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 1 | 4 | 1 | | | 2 | 1 | 2 | 1 | | 1 | 2 | 15 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | <u>_</u> |
| Persons w/ Disabilities (PWD) - Medical I | 1 | | | | | 1 | | - ' | | | | | 2 |
| · · · | | 4 | | | | - ' | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | | 2 | | | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | 1 | | | | | 1 | 1 | | 1 | | 5 |
| Property - Special Handling | 1 | 2 | 3 | 4 | 3 | 3 | 4 | 6 | 6 | 1 | 4 | 4 | 41 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | 3 | 1 | 1 | 1 | | 2 | 6 | 1 | 1 | | 17 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | | | 1 | 2 |
| Property - Special Handling - Missing Iten | | 1 | | 3 | | 1 | 1 | 2 | | | | 1 | 10 |
| | | - 1 | | 3 | 0 | | 2 | | | | 0 | | |
| Property - Special Handling - Missing Iten | | | | | 2 | 1 | | 2 | | | 3 | 2 | 12 |
| Screening | 5 | 8 | 5 | 10 | 4 | 8 | 4 | 5 | 19 | 27 | | 16 | 130 |
| Screening - Crew Member or Airline Emp | - | 1 | | | | 1 | | | | | 2 | | 4 |
| Screening - Inconsistency | 2 | | 1 | 2 | 1 | 1 | 2 | | | 1 | 2 | | 12 |
| Screening - Lengthy Lines | | | 1 | 1 | | | | 1 | 10 | 7 | 5 | 3 | 28 |
| O | | | | | | | | | 1 | | | | |
| Screening - Military | | | | | | | | | | | | | 1 |
| | 3 | 7 | 3 | 7 | 3 | 5 | 2 | 3 | 8 | 19 | 10 | 13 | |
| Screening - Procedures/Process | | 7 | 3 | 7 | 3 | 5 1 | 2 | 3 | | 19 | 10 | 13 | 83 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | | | | 3 | | 2 | | | 19 | 10 | 13 | 83 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 | cated Items 224 | 7 188 | 3 167 | 7 137 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In | cated Items 224 1 | | | | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficien | cated Items 224 1 | 188 | | | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline | cated Items 224 1 | 188 | | | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service | cated Items 224 1 | 188 | 167 | | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient Airline | cated Items 224 1 | 188 | 167 | | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service | cated Items 224 1 1 | 188 | 167 | 137 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights | cated Items 224 1 1 | 188 | 167 | 137 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin | cated Items 224 1 1 | 188 1 1 1 3 | 167 | 137 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 10 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion | cated Items 224 1 1 | 188 1 1 3 | 167 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 10 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race | 224 1 1 1 3 3 | 188 1 1 1 3 | 167 | 137 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 10 1 1 1 1 1 4 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Culture | 224 1 1 1 3 3 1 | 188 1 1 3 | 167 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 10 1 1 1 1 1 1 4 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 3 | 167 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 10 1 1 1 4 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | 224 1 1 1 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 3 1 | 167 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Scx/Gender/Gender Identity Civil Rights - Transgender Screening Claims | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 1 2 2 1 1 | 1 1 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Bace Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General | 224 1 1 1 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 3 1 | 1 1 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Scx/Gender/Gender Identity Civil Rights - Transgender Screening Claims | 224 1 1 1 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 1 2 2 1 1 | 1 1 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Bace Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 1 2 | 1 1 | 3 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 10 1 1 1 4 1 1 1 2 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 1 2 2 1 1 | 1 1 | 3 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 0 1 1 1 1 4 4 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - Others | 224 1 1 1 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 1 1 2 2 3 2 3 | 1 1 1 37 1 | 137 3 1 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - Others Customer Service - TSO | 224 1 1 1 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 1 3 3 1 1 2 2 3 2 3 2 3 | 167 1 1 37 1 36 | 137 3 1 1 1 1 18 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 17 177 | 188 1 1 1 1 2 1 1 1 2 23 114 | 167 1 1 37 1 36 105 | 137 3 1 1 1 18 18 95 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 2 1 1 1 2 23 23 114 9 | 167 1 1 37 1 36 105 3 | 137 3 1 1 1 1 18 95 3 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 2 1 1 1 2 23 114 | 167 1 1 37 1 36 105 | 137 3 1 1 1 1 18 18 95 3 92 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 2 1 1 1 2 23 23 114 9 | 167 1 1 37 1 36 105 3 | 137 3 1 1 1 18 18 95 3 92 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficie Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 2 1 1 1 2 23 23 114 9 | 167 1 1 37 1 36 105 3 | 137 3 1 1 1 1 18 18 95 3 92 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 2 1 1 1 2 23 23 114 9 | 167 1 1 37 1 36 105 3 102 | 137 3 1 1 1 18 18 95 3 92 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Culture Civil Rights - Servicender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety - General Locks | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 3 1 2 1 1 1 23 23 114 9 105 | 167 1 1 37 1 36 105 3 102 | 137 3 1 1 1 18 18 95 3 92 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Servicender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 3 3 1 1 1 2 2 3 1 1 1 4 9 1 1 0 5 2 2 2 2 3 1 1 4 9 1 1 0 5 2 2 2 3 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 167 1 1 37 1 36 105 3 102 | 137 3 1 1 1 18 18 95 3 92 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 7 1 17 177 2 | 188 1 1 1 1 3 3 1 1 2 1 1 23 114 9 105 | 167 1 1 37 1 36 105 3 102 | 137 3 1 1 1 18 18 95 3 92 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Policy/Regulations/Service Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultured Civil Rights - Screening of Religious Cultured Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 17 17 177 2 175 | 188 1 1 1 2 1 1 1 23 23 114 9 105 | 167 1 1 37 1 36 105 3 102 | 137 3 1 1 1 18 18 95 3 92 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Screening of Religious Culture Civil Rights - Screening of Religious Culture Civil Rights - Screening of Religious Culture Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property | 224 1 1 1 3 3 1 1 1 1 1 1 1 17 177 177 2 175 | 188 1 1 1 3 3 1 1 1 2 2 3 1 1 1 4 9 1 1 0 5 2 2 2 1 1 1 2 2 2 1 1 2 2 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 167 1 1 1 37 1 36 105 3 102 | 137 3 1 1 1 1 18 18 95 3 92 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Culture Civil Rights - Screening Ceaning Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 1 1 2 2 3 1 1 1 4 9 1 1 0 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 167 1 1 1 37 1 36 105 3 102 | 137 3 1 1 1 18 18 95 3 92 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 95 1 94 491 17 474 474 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Culture Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 11 1 2 2 2 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 167 1 1 1 37 1 36 105 3 102 | 137 3 1 1 1 1 18 18 95 3 92 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Page Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultured Civil Rights - Screening of Religious Cultured Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mo Jurisdiction - No Referral | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 188 1 1 1 3 3 11 2 2 3 114 9 105 2 2 1 1 1 1 2 2 2 2 1 1 1 1 2 2 3 1 1 1 1 | 167 1 1 37 1 36 105 3 102 6 4 2 3 2 | 137 3 1 1 1 1 18 18 95 3 92 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Screening of Religious Cultured Civil Rights - Screening of Religious Cultured Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 17 17 177 2 175 3 3 3 aaged/Missing | 188 1 1 1 3 1 1 2 1 1 23 114 9 105 2 2 1 1 1 2 2 ItemsC 3 1 1 1 | 167 1 1 37 1 36 105 3 102 | 137 3 1 1 1 1 18 18 95 3 92 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Screening of Religious Culture Civil Rights - Screening of Religious Culture Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 224 1 1 1 3 3 1 1 1 1 1 1 17 17 177 177 2 175 3 3 3 aged/Missing | 188 1 1 1 3 3 1 1 1 2 2 1 1 1 1 2 2 2 1 1 1 1 | 167 1 1 1 37 1 36 105 3 102 | 137 3 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Culture Civil Rights - Screening Claims Claims - General Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of Sepatabover. | 224 1 1 1 3 3 1 1 1 1 1 1 1 1 1 17 17 177 2 175 3 3 3 aaged/Missing | 188 1 1 1 3 1 1 2 1 1 23 114 9 105 2 2 1 1 1 2 2 ItemsC 3 1 1 1 | 167 1 1 37 1 36 105 3 102 6 4 2 3 2 | 137 3 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Additional Information Required/Insufficient In Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Screening of Religious Culture Civil Rights - Screening of Religious Culture Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims - General Claims - General Claims - Status Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 224 1 1 1 3 3 1 1 1 1 1 1 17 17 177 177 2 175 3 3 3 aged/Missing | 188 1 1 1 3 3 1 1 1 2 2 1 1 1 1 2 2 2 1 1 1 1 | 167 1 1 1 37 1 36 105 3 102 6 4 2 3 2 1 | 137 3 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 | | 2 | | | 19 | 10 | 13 | 83 2 716 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FOIA | ١. | | | | | | |
|--------------------------------------------|----------------|------------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | /ledical Dev | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | ot Wheelch | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 9 | 8 | 3 | 7 | | | | | | | | | 27 |
| Property - Special Handling - Damaged It | 6 | 4 | 3 | 4 | | | | | | | | | 17 |
| Property - Special Handling - Damaged It | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Iten | ns - Carry-C | 3 | | 1 | | | | | | | | | 4 |
| Property - Special Handling - Missing Iten | 2 | | | 1 | | | | | | | | | 3 |
| Screening | 12 | 27 | 9 | 9 | | | | | | | | | 57 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | 3 | 3 | 1 | | | | | | | | | | 7 |
| Screening - International Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | 8 | 2 | 3 | | | | | | | | | 15 |
| Screening - Opposite Gender | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 7 | 15 | 4 | 5 | | | | | | | | | 31 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | 1 |
| Transfer to Security Specialist | | 1 | | | | | | | | | | | 1 |
| Transfer to Security Specialist - Reportab | le Commun | 1 | | | | | | | | | | | 1 |

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

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------|------------|--------------------------------------------------|------------------|---------------------|---------------------|--------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------|
| | 1 | | | | 1 | 1 | | | | | | 3 |
| | | | | | 1 | 1 | | | | | | 2 |
| | | | | | 1 | 1 | | | | | | 2 |
| - TSA PreC | Check | | | | 1 | 1 | | | | | | 2 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| - TSA PreC | 1 | | | | | | | | | | | 1 |
| | - TSA Pre0 | - TSA PreCheck - 1 - TSA PreCheck 1 - TSA PreC 1 | - TSA PreCheck 1 | - TSA PreCheck 1 1 | - TSA PreCheck 1 1 | 1 1 1 1 - TSA PreCheck 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 - TSA PreCheck 1 1 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| EAR | | | 1 | | | 1 | 1 | | 1 | | | 1 | 5 |
| 2022 | | | 1 | | | | 1 | | 1 | | | 1 | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | 1 | | 1 | | | | 3 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | | | | | | | | | 1 | 1 |
| 2023 | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | | | | | | 1 |

| | | | ISA Contac | t Center (| CC) Data | 001 - FUIA | | | | | | | |
|--------------------------------------------|--------------|------------|-------------|-------------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EAT | 2 | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 2 | | 2 | | 1 |
| 2022 | | | 1 | | 1 | 1 | 2 | 1 | 2 | | 1 | | |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | | | | 1 | 1 | 2 | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | 1 | 2 | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | 1 | | | | |
| Property - Special Handling | | | 1 | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | ns - Checked | 1 | 1 | | | | | 1 | | | | | |
| 2023 | 2 | 2 | | | 2 | | | | | | 1 | | |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | 2 | 1 | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | | 1 | | | | | | | | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on Lug | gage | 1 | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | |
| 2024 | | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked Bag | 1 | | | | | | | | | |

| | | | I SA CUIILA | ci center (| ICC) Data | 1001 - FOIA | | | | | | | |
|-------------------------------------------|------------|--------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EAU | | 3 | | | 1 | 1 | | 1 | 1 | 1 | 1 | | 9 |
| 2022 | | | | | 1 | | | | 1 | 1 | 1 | | 4 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | 1 | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | gram | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | 1 | | | | 1 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | tic | | | | 1 | | | | | | | | |
| Lost and Found | | | | | | | | | | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| 2023 | | 1 | | | | 1 | | 1 | | | | | 3 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |
| 2024 | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | . 2 | | | | | | | | | | | 2 |

| atogorios | 40.0-4 | | | | CC) Data T | | | 05.14 | 00 1 | 07 1:-1 | 00 4 | 00 0 | T-4-1 |
|------------------------------------------------------------------------------|---------------------|-------------|-------------|--------|------------|--------|--------|--------|--------|---------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ECP | 25 | 26 | 15 | 15 | 12 | 17 | 13 | 25 | 20 | 15 | | 15 | 214 |
| 2022 | 11 | 6 | 4 | | 5 | 11 | 5 | 12 | 12 | 7 | 6 | 6 | 90 |
| Airline | | | | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | 1 | | | | | | | | | |
| Civil Rights Regial Profiling or Discrimin | | | | | | | | | | | | | |
| Civil Rights - Racial Profiling or Discrimina Customer Service | 1 | | | | | 2 | 4 | | 1 | | | | |
| Customer Service - Others | | | | | | 2 | 1 | | 1 | | | | |
| Customer Service - Others Customer Service - TSO | | | | | | 0 | 1 | | | | | | |
| Expedited Passenger Screening Program | 4 | 3 | 4 | 2 | 5 | 6 | 3 | 11 | 1 11 | 7 | 5 | 6 | 67 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 1 | 4 | | 5 | 0 | 3 | - 11 | 11 | - / | 5 | 0 | |
| | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | | | | 4 | 4 | | | | 1 | |
| Expedited Passenger Screening Program | | | | 0 | | | 1 | 1 | 1 | 7 | | _ | 3 |
| Expedited Passenger Screening Program | 4 | 2 | 4 | 2 | 5 | 6 | 2 | 10 | 10 | 7 | 5 | 5 | 62 |
| Lost and Found Airport/TSA | | | | | | 1 | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | 1/N 4: i | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | ig itemsC | arry-on Lug | gage | | | 1 | | | | | | |
| Patdown | 1 | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | 1 | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Knives/Too | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Medication | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | 1 | | | | | | | | | |
| Screening | 3 | 1 | | 1 | | 1 | | 1 | | | | | 7 |
| Screening - Inconsistency | 1 | | | 1 | | | | 1 | | | | | 3 |
| Screening - Procedures/Process | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | | | | | | | |
| TWIC | | | | | | 1 | | | | | | | 1 |
| TWIC - General | | | | | | 1 | | | | | | | 1 |
| 2023 | 7 | 8 | 3 | 7 | 7 | 6 | 8 | 13 | 8 | 8 | 10 | 9 | 94 |
| Civil Rights | | | | | | | 1 | | 1 | | | | 2 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | 1 | | | | | | |
| Customer Service | | | | 1 | 1 | | | | | | | | 2 |
| Customer Service - Others | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 7 | 7 | 3 | 5 | 4 | 6 | 6 | 12 | 7 | 8 | 7 | 7 | 79 |
| Expedited Passenger Screening Program | - DoD | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | cation Proc | ram | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | 7 | 3 | 5 | 4 | 6 | 6 | 11 | 6 | 8 | 7 | 7 | 77 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | ı naged/Missin | a ItemsC | arry-on Lug | gage | | | 1 | | | | | | - |
| Mishandling of Passenger Property - Dam | | 1 | a, o 2ag | 9494 | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | l alants (inint) | | | | | | | | | | 1 | | |
| Property - Special Handling | I | | | | 1 | | | | | | · · | | |
| Property - Special Handling - Missing Iten | l ns - Checker | 4 | | | 1 | | | | | | | | |
| Screening | lis - Checked | 4 | | 1 | 1 | | | 1 | | | 2 | 1 | (|
| Screening - Crew Member or Airline Empl | loveo | | | - 1 | 1 | | | - 1 | | | | - ' | |
| | loyee I | | | | I | | | | | | 4 | | |
| Screening - Lengthy Lines | | | | 4 | | | | | | | 1 | 4 | 1 |
| Screening - Procedures/Process | _ | | _ | 1 | | | | 1 | | | 1 | 1 | 20 |
| 2024 | 7 | 12 | 8 | 3 | | | | | | | | | 30 |
| Civil Rights Rose | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service TSO | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | _ | 1 | _ | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 7 | 5 | 2 | | | | | | | | | 18 |
| Expedited Passenger Screening Program | | 7 | 5 | 2 | | | | | | | | | 18 |
| Mishandling of Passenger Property | 1 | 2 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 2 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Its Screening | ems - Checl 2 | 1 2 | 1 | | | | | | | | | | Ę |
| | | | 1 | | | | | | | | | | 5 |

| Catagorica | 40.0-4 | | | t Center (T | | | | 05.14 | 00.1 | 07.1 | 00.4 | 00.0 | T.4.1 |
|--------------------------------------------|--------------------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EGE | 2 | 4 | | 22 | 14 | 22 | 2 | ~ | 3 | 3 | 8 | 3 | 103 |
| 2022 | | | 6 | 4 | 3 | 11 | | 4 | 3 | 2 | 4 | 1 | 38 |
| Civil Rights | | | | | | 1 | | | | 1 | 1 | | 3 |
| Civil Rights - Race | | | | | | 1 | | | | 1 | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | 4 | 3 | 2 | 9 | | 3 | 2 | | 3 | 1 | 27 |
| Expedited Passenger Screening Program | | | ıram | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 4 | 3 | 2 | 9 | | 3 | 2 | | 3 | | 26 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | 1 | | | | | 1 |
| Screening | | | 1 | | 1 | 1 | | | | 1 | | | 4 |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | | | | 1 | | | 4 |
| 2023 | 1 | 1 | 8 | 6 | 11 | 11 | 2 | 1 | | 1 | 4 | 2 | 48 |
| Customer Service | | | | 1 | | 3 | | | | | | | 4 |
| Customer Service - TSO | | | | 1 | | 3 | | | | | | | 4 |
| Expedited Passenger Screening Program | | | 7 | 4 | 9 | 7 | 2 | | | 1 | 3 | 1 | 34 |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 7 | 4 | 9 | 7 | 2 | | | 1 | 3 | 1 | 34 |
| Patdown | 1 | | | | 1 | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledication | and Medica | al Supplies | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | , | 1 | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ı ems - Carrv-C |)n | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | 1 | | 1 | | | | | 4 |
| Screening - Inconsistency | | | | | | 1 | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | | | 1 | | | | ' | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | l cated Items | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | 3 | 1 | 12 | | | | | | | | | 17 |
| Customer Service | • | 1 | • | 2 | | | | | | | | | 3 |
| Customer Service - Others | | ' | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 8 | | | | | | | | | 12 |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 8 | | | | | | | | | 12 |
| Screening | ' | | ı | 2 | | | | | | | | | |
| Screening - Procedures/Process | | | | 2 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 2 | | | | | | | | | 2 |

| | | | | ct ocnici (| . cc, Data | | | | | | | | |
|-----------------------------------------|-------------|-----------|------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EKO | 2 | 1 | | | 1 | 1 | | | 1 | 1 | | | 7 |
| 2022 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| 2023 | 1 | | | | 1 | | | | 1 | 1 | | | 4 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lu | ggage | | | | | 1 | | | | 1 |
| 2024 | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FOIA | 1 | | | | | | |
|--------------------------------------------|-------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ELM | 2 | 2 | 3 | 2 | 3 | 2 | 2 | | | 3 | 1 | 1 | 21 |
| 2022 | | 1 | | 1 | 1 | 1 | | | | 3 | | 1 | 8 |
| Expedited Passenger Screening Program | | | | 1 | 1 | 1 | | | | 2 | | 1 | 6 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | 1 | 1 | | | | 2 | | 1 | 6 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| 2023 | 1 | 1 | 2 | | 2 | 1 | 2 | | | | 1 | | 10 |
| Expedited Passenger Screening Program | 1 | | 1 | | 2 | | 2 | | | | 1 | | 7 |
| Expedited Passenger Screening Program | 1 | | 1 | | 2 | | 2 | | | | 1 | | 7 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | 1 | | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | | | | | | | | | 3 |

| auta a | 10.0 | | Contact Ce | | | | | | | | | | |
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| ories | | | | | | | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| • | 58 | 41 | 58 | 53 | 18 | 50 | 47 | 43 | 30 | 38 | | 37 | 513 |
| 2022 | 9 | 10 | 10 | 14 | 8 | 26 | 23 | 24 | 17 | 14 | 18 | 12 | 185 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | 1 | | | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 1 | | | | 1 | 1 | 1 | 1 | | | 2 | 1 | 8 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 1 | | | | 1 | 1 | 1 | 1 | | | 1 | 1 | 7 |
| DHS TRIP | 1 | | | 1 | | ' | ' | ' | | | | | 2 |
| DHS TRIP - Status | 1 | | | 1 | | | | | | | | | 2 |
| | | 7 | | | 4 | 00 | 4.5 | 20 | 40 | 40 | 40 | 0 | |
| Expedited Passenger Screening Program | 6 D-D | 7 | 6 | 10 | 4 | 23 | 15 | 20 | 13 | 12 | | 9 | 138 |
| Expedited Passenger Screening Program - | | 1 | 1 | | | 2 | | | | | 1 | | 5 |
| Expedited Passenger Screening Program - | | | | | | | | 1 | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | 6 | 5 | 5 | 10 | 4 | 21 | 15 | 18 | 12 | 12 | 11 | 8 | 127 |
| Expedited Passenger Screening Program - | TSA/DHS | 1 | | | | | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | | 1 | | | 3 |
| Mishandling of Passenger Property - Dama | iged/Missing It | temsCarry- | on Luggage | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disarr | | 1 | 00 0 | | | | | 1 | | | | | 2 |
| Patdown | _, | | 1 | | 1 | | 3 | | 1 | | | | 6 |
| Patdown - Flyer | | | 1 | | 1 | | 3 | | 1 | | | | 6 |
| Persons w/ Disabilities (PWD) | | 1 | | | ' | | - 0 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cognitive / | Davelonm | 1 | | | | | | | | | | ' | 2 |
| . , , , , , , , , , , , , , , , , , , , | | | | | | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Prosthesis | /Amputees and | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 1 | 1 | | 2 | 1 | | | 1 | | 1 | | 1 | 3 |
| Property - Special Handling - Damaged Iter | | | | | | | | 1 | | 1 | | | 2 |
| Property - Special Handling - Damaged Iter | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items | s - Carry-On | | | 1 | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Iten | 1 | | | 1 | | | | | | | | | 2 |
| Screening | | | 2 | | 1 | 2 | 4 | 1 | 2 | | 3 | | 15 |
| Screening - Inconsistency | | | | | | 1 | 2 | | | | 3 | | 6 |
| Screening - Lengthy Lines | | | 2 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | 1 | 1 | 2 | 1 | 2 | | | | 7 |
| 3 | 17 | 11 | 25 | 18 | 10 | 24 | 24 | 19 | 13 | 24 | 22 | 25 | 232 |
| Airline | | 1 | 25 | 10 | 10 | 24 | 24 | 13 | 13 | 24 | 22 | 25 | 232 |
| | | - ' | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 2 | | | | | 1 | | | | | 1 | | 4 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | 1 | 1 | 3 | | | 1 | | 2 | 2 | 12 |
| Customer Service - TSO | 1 | | 1 | 1 | 1 | 3 | | | 1 | | 2 | 2 | 12 |
| Expedited Passenger Screening Program | 14 | 9 | 20 | 15 | 8 | 18 | 22 | 14 | 12 | 20 | | 15 | 182 |
| Expedited Passenger Screening Program - | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | | 1 | | | | 1 | | | 1 | | | 5 |
| Expedited Passenger Screening Program | 12 | 9 | 17 | 15 | 8 | 18 | 21 | 14 | 12 | 19 | | 15 | 175 |
| | | | | 10 | 0 | 10 | 21 | 14 | 12 | 19 | 13 | 13 | |
| Expedited Passenger Screening Program - | TSA/DHS EM | ipioyees | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | 4 | | | 1 | 3 | 10 |
| Mishandling of Passenger Property - Dama | | | on Luggage | | 1 | | | 1 | | | 1 | 2 | 5 |
| Mishandling of Passenger Property - Dama | ged/Missing It | temsC | 1 | | | | | 3 | | | | 1 | 5 |
| Patdown | | | | | | | | | | | | | _ |
| | | | 1 | | | | | | | 1 | | | 2 |
| Patdown - Flyer | | | 1 | | | | | | | 1 | | | |
| Patdown - Flyer Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | ' | 2 |
| | Vecessarv | 1 | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | | 1 | | | 2 2 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I | | 1 | 1 | | | | 1 | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling | isability (Not W | 1 /heelchair o | 1 | | | | 1 | | | 1 | | 1 | 2 2 1 1 1 2 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Itel | isability (Not W | 1 /heelchair o | 1 | | | | | | | 1 | | | 2 2 1 1 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Items | isability (Not W | 1 /heelchair o | 1 r Scooter) | 2 | | 2 | 1 | 4 | | 1 1 | | 1 | 2 2 1 1 2 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Itel Property - Special Handling - Missing Items Screening | isability (Not W | 1 /heelchair o | 1 1 r Scooter) | 2 | | 2 | | 1 | | 1 1 1 | 3 | 1 | 2 2 1 1 2 1 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency | isability (Not W | 1 /heelchair o | 1 r Scooter) | 2 1 | | 2 1 | 1 | 1 | | 1 1 | 3 | 1 | 2 2 1 1 2 1 1 17 4 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines | isability (Not W | 1 /heelchair o | r Scooter) | 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 1 1 2 1 1 17 4 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | isability (Not W ms - Carry-On s - Checked | 1 Vheelchair o | r Scooter) | 1 | | | 1 | 1 | | 1 1 1 | 3 | 1 | 2 2 2 1 1 2 1 1 17 4 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | isability (Not W ms - Carry-On s - Checked | 1 /heelchair o | r Scooter) | 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 1 1 2 1 1 17 4 1 12 96 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Information Required/Insufficient Information | isability (Not W ms - Carry-On s - Checked | 1 Vheelchair o | r Scooter) | 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 1 1 2 1 1 17 4 1 12 96 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | isability (Not W ms - Carry-On s - Checked | 1 Vheelchair o | r Scooter) | 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 1 1 2 1 1 17 4 1 12 96 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Information Required/Insufficient Information | isability (Not W ms - Carry-On s - Checked | 1 Vheelchair o | r Scooter) | 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iten Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient | isability (Not W ms - Carry-On s - Checked | 1 /heelchair o | r Scooter) | 1 1 21 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 2 1 1 1 1 1 2 2 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program | isability (Not W ms - Carry-On s - Checked | 20 4 4 12 | 1 1 23 18 | 1 1 21 3 3 14 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | ms - Carry-On s - Checked 32 1 1 24 TSA Applicati | 20 4 4 12 ion Program | 1 1 23 18 | 1 1 21 3 3 14 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 117 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | isability (Not W ms - Carry-On s - Checked | 20 4 4 12 | 1 1 23 18 | 1 21 3 3 14 1 13 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 12 117 12 99 12 12 13 14 15 16 16 16 16 16 16 16 16 16 16 16 16 16 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | ms - Carry-On s - Checked 32 1 1 1 24 TSA Applicati | 20 4 4 12 ion Program 12 | 1 1 2 1 1 2 3 1 8 1 8 1 8 | 1 21 3 3 3 14 1 13 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 17 12 996 15 16 16 16 16 16 16 16 16 16 16 16 16 16 |
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| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) | isability (Not W ms - Carry-On s - Checked 32 1 1 1 24 TSA Applicati 24 aged/Missing It | 20 4 4 12 ion Program 12 | 1 1 2 1 1 2 3 1 8 1 8 1 8 | 1 21 3 3 3 14 1 13 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 24 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | isability (Not Wims - Carry-On s - Checked 32 1 1 1 24 TSA Applicati 24 aged/Missing It 2 1 | 20 4 4 12 ion Program 12 temsCarry- 1 | 1 1 2 1 1 2 3 1 8 1 8 1 8 1 8 1 9 1 1 1 1 1 1 1 1 1 1 | 1 21 3 3 3 14 1 1 1 1 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 111111111111111111111111111111111111111 |
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| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iten Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Additional Information Required/Insufficient Int Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical De Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Inconsistency | sability (Not Wms - Carry-Ons - Checked 32 1 1 1 24 TSA Applicati 24 aged/Missing It 2 1 evices - Attach Necessary 1 ir/ Scooter/ Seg 5 1 | 20 4 4 12 ion Program 12 temsCarry- 1 med to the Bo 1 gway 3 | 1 1 2 1 1 2 3 1 8 1 8 1 8 1 9 1 9 1 9 1 9 1 9 1 9 1 9 | 1 21 3 3 3 14 1 1 1 1 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically I Persons w/ Disabilities (PWD) - Mobility Di Property - Special Handling Property - Special Handling - Damaged Iten Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process 2024 Additional Information Required/Insufficient Information Required/Insufficient Additional Information Required/Insufficient Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall of Persons w/ Disabilities (PWD) - Medicall of Persons w/ Disabilities (PWD) - Medicall of Persons w/ Disabilities (PWD) - Mobility I | sability (Not Wms - Carry-Ons - Checked 32 1 1 1 24 TSA Applicati 24 aged/Missing It 2 1 evices - Attach Necessary 1 ir/ Scooter/ Seg | 20 4 4 12 ion Program 12 temsCarry- 1 need to the Bo | 1 1 2 1 1 2 3 1 8 1 8 1 8 1 9 1 9 1 9 1 9 1 9 1 9 1 9 | 1 21 3 3 3 14 1 1 1 1 1 | | 1 | 1 | | | 1 1 2 2 1 | 3 | 1 1 | 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

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|----------------------------------------------|----------------|------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ERI | 2 | 1 | 4 | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 3 | 7 | 29 |
| 2022 | 2 | | | | | 2 | 1 | 1 | 1 | 1 | | 5 | 13 |
| Civil Rights | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | 1 | | | 1 | | | | 2 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | 1 | 1 | 1 | | | | 5 | 9 |
| Expedited Passenger Screening Program | 1 | | | | | 1 | 1 | 1 | | | | 5 | 9 |
| 2023 | | 1 | 4 | 1 | 2 | | 2 | 1 | | | 3 | 2 | 16 |
| Expedited Passenger Screening Program | | | 2 | 1 | 2 | | 2 | | | | 2 | 2 | 11 |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 2 | 1 | 2 | | 2 | | | | 2 | 2 | 11 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Atta | ched to th | e Body | | | | | 1 | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | 2 | | | | | | | | | | 2 |

| | | | I SA CUIILA | ci center (| CC) Data | 1001-1012 | • | | | | | | |
|---------------------------------------------|------------|-----------|-------------|-------------|----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ESC | | 2 | | 1 | | | 1 | | 1 | | | | 5 |
| 2022 | | 1 | | 1 | | | 1 | | 1 | | | | 4 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - | - TSA PreC | Check | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disari | rayed Item | sCarry-on | or Checke | d | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items | s - Checke | 1 | | | | | 1 | | | | | | 2 |
| 2023 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - | - TSA PreC | 1 | | | | | | | | | | | 1 |

| Categories | 10-Oct | | A Contact (| 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|---------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | | | | | | | | | | | | | |
| EUG | 27 | 24 | 33 | 12 | 9 | 15 | 18 | 18 | 19 | 17 | | | 230 |
| 2022 | 5 | 1 | 9 | 2 | 3 | 4 | 10 | 9 | 12 | 8 | 9 | | 83 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 4 | 5 | 7 | | 2 | 4 | 8 | 7 | 10 | 6 | | 10 | 65 |
| Expedited Passenger Screening Program | | ation Progra | | | | | | 1 | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | | | 7 | | 2 | 4 | 8 | 6 | 9 | 5 | 7 | 10 | 62 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | - | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | 1 | 1 | | 1 | 1 | 1 | | 1 | | 6 |
| Property - Special Handling - Damaged Ite | ems - Carry-0 | On | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | | | | | | 1 | | 1 | | 1 | | 3 |
| Screening | | | | 1 | | | 1 | 1 | 1 | 1 | | | 5 |
| Screening - Procedures/Process | | | | 1 | | | 1 | 1 | 1 | 1 | | | 5 |
| 2023 | 13 | 15 | 15 | 7 | 6 | 11 | 8 | 9 | 7 | 9 | | 6 | 118 |
| Civil Rights | | 1 | | | | 1 | | | 1 | | | | 3 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transc | 1 | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | Trot Trans | ' | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 10 | 14 | 12 | 5 | 6 | 9 | 7 | 8 | 5 | 7 | | 5 | 96 |
| Expedited Passenger Screening Program | | 1 | 12 | 3 | 0 | 9 | - 1 | 0 | 3 | - ' | 0 | 3 | 90 |
| | | 1 | 4 | | 0 | | | | | | | | |
| Expedited Passenger Screening Program | 1 9 | | 1 | _ | 2 | 9 | 7 | 8 | | 7 | 0 | 5 | 5 |
| Expedited Passenger Screening Program | 9 | 12 | 11 | 5 | 4 | 9 | - 1 | 8 | 5 | | 8 | 5 | 90 |
| Lost and Found | | | 2 | | | | | | | | | | 3 |
| Lost and Found - Airport/TSA | | | 2 | | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | 2 | | | 2 | | | 1 | | | 1 | 1 | 1 | 3 |
| Mishandling of Passenger Property - Dam | | g ItemsCarr | y-on Lug | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | 1 | | | | 1 | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Ment | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | 1 | | 1 | 1 | | 4 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | 1 | | 3 |
| 2024 | 9 | 8 | 9 | 3 | | | | | | | | | 29 |
| Expedited Passenger Screening Program | 7 | 7 | 8 | 3 | | | | | | | | | 25 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 7 | 7 | 3 | | | | | | | | | 24 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 1 | | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| | 1 | 4 | | | | | | | | | | | |
| Screening Procedures/Process | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | 7 | SA Conta | ct Center (1 | 「CC) Data 1 | ool - FOIA | | | | | | | |
|--------------------------------------------|--------------|-------------|----------|--------------|-------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EVV | 7 | 4 | 2 | 2 | 8 | 5 | 6 | 3 | 1 | 3 | 8 | 2 | 51 |
| 2022 | | 1 | | | 3 | 3 | 5 | 2 | | | 5 | 1 | 20 |
| Expedited Passenger Screening Program | | 1 | | | 2 | 3 | 5 | 1 | | | 4 | 1 | 17 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 2 | 3 | 5 | 1 | | | 4 | 1 | 17 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medi | cal Supplies | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | d | | | | | | 1 | | | | | 1 |
| 2023 | 4 | 2 | 1 | 1 | 5 | 2 | 1 | 1 | 1 | 3 | 3 | 1 | 25 |
| Civil Rights | | | | | | 1 | | | | 1 | | | 2 |
| Civil Rights - Race | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | | 4 | 1 | 1 | 1 | | | 3 | | 15 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | | 3 | 1 | 1 | 1 | | | 3 | | 14 |
| Patdown | 1 | | | | | | | | 1 | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medi | cal Supplies | | | | | | 2 | | | 2 |
| Property - Special Handling | | | | | 1 | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | d | | | 1 | | | | | | | | 1 |
| 2024 | 3 | 1 | 1 | 1 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 3 | 1 | | 1 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 3 | 1 | | 1 | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | 1 | | | | | | | | | | 1 |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FUIA | | | | | | | |
|-------------------------------------------|------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EWN | 1 | 2 | 1 | 4 | | 3 | 1 | 1 | | | 1 | | 14 |
| 2022 | | 2 | 1 | 1 | | 1 | 1 | 1 | | | | | 7 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 2 | | 1 | | 1 | 1 | 1 | | | | | 6 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | 1 | 1 | 1 | | | | | 5 |
| 2023 | | | | | | 2 | | | | | 1 | | 3 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | 1 | | | 3 | | | | | | | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | 3 |

| Categories | 10.004 | | | | | 00I - FOIA | 04 4 | OE Me | 06 1 | 07 11 | 00 A | 00 86 | Total |
|--------------------------------------------------------------|------------------|---------------|------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|----------|
| | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| EWR | 1,375 | 1,281 | 1,405 | 1,180 | 772 | 1,249 | 1,187 | 1,147 | 937 | 915 | 991 | 997 | 13,436 |
| 2022 | 198 | 255 | 302 | 175 | 274 | 664 | 632 | 595 | 478 | 461 | 496 | | 5,002 |
| Additional Information Required/Insufficient Int | | - FMAIL C | ONII V | 1 | | | | | | | | 1 | 2 |
| Additional Information Required/Insufficier Airline | ili iriiormatioi | 1 - EIVIAIL (| JINLT | 1 | | | 1 | 1 | 2 | 1 | 2 | | 10 |
| Airline - Lost Baggage | ' | 1 | | | | | 1 | 1 | 2 | 1 | | 1 | 3 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service | 1 | 1 | | | | | 1 | 1 | | - 1 | 2 | 1 | 7 |
| Anime - Folicy/Regulations/Service Animals | ' | 1 | 1 | | | | 1 | 1 | | | | 1 | 1 |
| Animals - Carry-On | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 6 | 4 | 4 | 2 | 3 | 7 | 3 | 5 | 5 | 4 | 6 | 7 | 56 |
| Civil Rights - Age | 0 | 4 | 4 | | 3 | - 1 | 3 | 1 | 3 | 4 | 0 | - ' | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | - 1 | | | | | 1 |
| Civil Rights - Hair Patdowns | Imployee) | | <u> </u> | | | | | | | 1 | | | 1 |
| Civil Rights - Headwear | | | | | | | | | | | | 1 | <u>_</u> |
| Civil Rights - National Origin | | | | | | 2 | | | | | | 2 | 4 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | <u>_</u> |
| Civil Rights - Race | | | | | | 2 | 2 | 3 | 3 | 2 | 5 | 4 | 21 |
| Civil Rights - Racial Profiling or Discrimina | 6 | 2 | 3 | 1 | 3 | | | | | | | | 15 |
| Civil Rights - Screening of Religious Cultu | | 1 | | • | | | | | | | | | 1 |
| Civil Rights - Screening of Religious or Cu | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | | 1 | | 1 | 1 | | | | 4 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | • | 1 | | | 1 |
| Civil Rights - Transgender Screening | l | | | 1 | | | | | 1 | | 1 | | 3 |
| Claims | | 1 | | ' | | | | | ' | | | | 1 |
| Claims - Status | | 1 | | | | | | | | | | | 1 |
| Customer Service | 25 | 29 | 32 | 24 | 20 | 25 | 18 | 28 | 20 | 23 | 42 | 26 | 312 |
| Customer Service - CSM | 20 | 20 | 02 | 1 | 20 | 20 | | | 20 | 20 | -12 | | 1 |
| Customer Service - Others | | | | 1 | | | 1 | | | | 1 | | |
| Customer Service - TCC | | | | | | | 1 | 1 | | | 1 | | 1 |
| Customer Service - TSO | 25 | 29 | 32 | 23 | 20 | 25 | 17 | 27 | 20 | 23 | 41 | 26 | 308 |
| DHS TRIP | 20 | 20 | 02 | 20 | 20 | 20 | - 17 | 21 | 20 | 20 | 71 | 1 | 1 |
| DHS TRIP - General | | | | | | | | | | | | 1 | <u>_</u> |
| Expedited Passenger Screening Program | 125 | 177 | 198 | 122 | 217 | 582 | 567 | 495 | 404 | 386 | 382 | | 4,042 |
| Expedited Passenger Screening Program | | | 100 | 122 | 1 | 302 | 307 | 1 | 707 | 1 | 302 | 1 | 4 |
| Expedited Passenger Screening Program | | 2 | | | ' | 1 | 3 | 4 | | 1 | 2 | | 15 |
| Expedited Passenger Screening Program | | | | | | | 0 | | | ' | | | 1 |
| Expedited Passenger Screening Program | | 25 | 20 | 4 | 13 | 12 | 16 | 19 | 13 | 13 | 10 | 6 | 161 |
| Expedited Passenger Screening Program | | 149 | 178 | 118 | 203 | 568 | 548 | 469 | 391 | 371 | 369 | | 3,856 |
| Expedited Passenger Screening Program | | 1 1 1 | 170 | 110 | 200 | 1 | 040 | 2 | 001 | 071 | 1 | 010 | 5 |
| Hazardous Materials Safety | I | 3 | 1 | | | ' | 1 | | 1 | | 1 | 2 | 9 |
| Hazardous Materials Safety - General | | 3 | 1 | | | | 1 | | 1 | | 1 | 2 | 9 |
| Identification (ID) Requirements | | 2 | ı | | | | ı | | - ' | | - 1 | | 2 |
| Identification (ID) Requirements - Domest | ic | 2 | | | | | | | | | | | 2 |
| Locks | 2 | 1 | 1 | | 1 | | | 2 | | | 1 | | 8 |
| Locks - Missing or Damaged Lock | 2 | 1 | 1 | | 1 | | | 2 | | | 1 | | 8 |
| Lost and Found | _ | 1 | 2 | 3 | 2 | 3 | 1 | 4 | | 2 | 2 | 2 | 22 |
| Lost and Found - Airport/TSA | | 1 | 2 | 3 | 2 | 3 | 1 | 4 | | 2 | 2 | | 22 |
| Mishandling of Passenger Property | 2 | 3 | 4 | 2 | 1 | | 3 | 7 | 9 | 7 | 11 | 4 | 53 |
| Mishandling of Passenger Property - Dam | | 1 | 3 | | | | | 4 | 2 | 3 | 6 | | 22 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 2 | 1 | | 2 | 2 | 7 | 4 | 4 | | 27 |
| Mishandling of Passenger Property - Disa | | Carry-on | or Checked | | | | 1 | 1 | | | 1 | 1 | 4 |
| No Jurisdiction | 2 | 1 | 3 | 2 | 1 | 1 | 1 | 4 | 1 | 1 | 5 | 1 | 23 |
| No Jurisdiction - No Referral | _ | | | | | | | 2 | | | | | 2 |
| No Jurisdiction - Refer to CBP | | 1 | | 2 | | 1 | 1 | 1 | | 1 | 3 | 1 | 11 |
| No Jurisdiction - Refer to Department of S | State | | | _ | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | 2 | | 3 | | 1 | | | | 1 | | 2 | | 9 |
| Notice of Violation/Civil Penalties | _ | | | | 1 | | | | | | _ | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | 1 | | | | | | | | 1 |
| Patdown | 3 | 2 | 1 | | 4 | 4 | 4 | 7 | 4 | 1 | 5 | 5 | 40 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | 1 | 1 | 1 | | 4 | 4 | 4 | 6 | 3 | 1 | 4 | 5 | 34 |
| Patdown - Flyer as Observer | 2 | 1 | | | | | | | | | 1 | | 4 |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 10 | 6 | 6 | 2 | 2 | 7 | 7 | 5 | 6 | 2 | 2 | 2 | 57 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | 2 | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | | 1 | | 1 | 1 | | 1 | | | | | 5 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | | 1 | 1 | | | | 1 | | 1 | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | 1 | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | 1 | | 2 | | | 2 | | 6 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | | 2 | 1 | | 1 | | | 1 | 1 | | | | 7 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | 1 | | | | | | 1 | • | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 2 | | | | 1 | | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | | | 1 | 2 | | | | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Visual Im | | , | | | | | | | • | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 2 | | | 1 | | | | 2 | | | 6 |
| Prohibited & Permitted Items | 4 | 3 | 5 | | | | | | | | | | 12 |
| Prohibited & Permitted Items - Alcohol and | | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Beauty & C | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | | 1 | 2 | | | | | | | | | | 4 |
| Prohibited & Permitted Items - General | | | 3 | | | | | | | | | | 3 |
| | - | | | | | | | | | | | | |

| Categorie | | | | | | C) Data Too | | | | | | | | |
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--------------------------------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | es | 10-Oct 1 | 1-Nov 1 | 12-Dec 0 | 01-Jan 0 | 2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | Prohibited & Permitted Items - Knives/Too | ls/Razors/S | 1 | | | | | | | | | | , | 1 |
| | Prohibited & Permitted Items - Sporting G | | 1 | | | | | | | | | | | 1 |
| | Property - Special Handling | 4 | 10 | 18 | 6 | 9 | 15 | 10 | 7 | 10 | 17 | 9 | 13 | 128 |
| | Property - Special Handling - Damaged Ite | | 3 | 9 | 4 | 1 | 4 | 5 | ' | 2 | 4 | | | 38 |
| | Property - Special Handling - Damaged Ite | | | 5 | 1 | 2 | 2 | J | | 2 | 1 | | | 16 |
| | | | | | | | | | 7 | | | | | |
| | Property - Special Handling - Missing Item | | 5 | 2 | 1 | 2 | 7 | 5 | 7 | 4 | 7 | | | 51 |
| | Property - Special Handling - Missing Item | 1 | 2 | 2 | | 4 | 2 | | | 2 | 5 | 2 | 3 | 23 |
| | Request for Assistance | | | | | | | | | | | 1 | | 1 |
| | Request for Assistance - Other | | | | | | | | | | | 1 | | 1 |
| | Screening | 14 | 11 | 26 | 11 | 13 | 20 | 16 | 30 | 16 | 17 | 27 | 20 | 221 |
| | Screening - Children | | | | | | | | 1 | | | | 1 | 2 |
| | Screening - Crew Member or Airline Empl | ovee | | | | | | | | | | | 1 | 1 |
| | Screening - Gate Pass | -, | 1 | | | | | | | | | | | 1 |
| | Screening - Inconsistency | 2 | 1 | 6 | | 2 | 1 | 1 | 7 | 2 | 2 | 7 | 4 | |
| | • • • | | | 0 | | | - 1 | ı | - 1 | | 3 | | 4 | 36 |
| | Screening - International Screening | | | | | 1 | | | | | | | | 1 |
| | Screening - Lengthy Lines | 4 | 1 | 6 | 1 | 2 | 3 | 1 | 5 | | 4 | | | 36 |
| | Screening - Procedures/Process | 8 | 8 | 14 | 9 | 5 | 15 | 11 | 15 | 14 | 9 | 13 | 8 | 129 |
| | Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | 3 | 1 | 3 | 2 | | | 2 | 2 | 14 |
| | Screening - Shoe Screening | | | | | | | | | | 1 | | | 1 |
| 202 | | 540 | 563 | 591 | 564 | 498 | 585 | 555 | 552 | 459 | 454 | 495 | 525 | 6,381 |
| | Additional Information Required/Insufficient Inf | | | | | | | | | | | | 1 | -, |
| | | | ENAME ON | II V | | | | | | | | | 1 | |
| | Additional Information Required/Insufficier | | EMAIL ON | | | | | | | | | | | |
| | Airline | 1 | | 1 | 3 | 1 | | 1 | 1 | 3 | 1 | | 1 | 13 |
| | Airline - Lost Baggage | | | | 1 | | | 1 | | 1 | 1 | | | 4 |
| | Airline - Policy/Regulations/Service | 1 | | 1 | 1 | | | | 1 | 2 | | | 1 | 7 |
| | Airline - Wheelchair Assistance | | | | 1 | 1 | | | | | | | | 2 |
| | Animals | | 1 | | | | | | | | | | | - |
| | Animals - Carry-On | | 1 | | | | | | | | | | | |
| | • | - | | _ | _ | | 4 | | | _ | _ | | | |
| | Civil Rights | 5 | 2 | 3 | 7 | 3 | 1 | 4 | 3 | 5 | 5 | 5 | 2 | 4 |
| | Civil Rights - Age | | 1 | 1 | | | | | | 1 | | | | |
| | Civil Rights - Civil Rights Violation (TSA E | .mployee) | 1 | | | | | | | 2 | | | | |
| | Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | |
| | Civil Rights - National Origin | | | | | | | 1 | 1 | | | | | 2 |
| | Civil Rights - Not Specified | | | | 1 | | | | | | | | | |
| | · . | | | | ı | | | | 4 | | 4 | | | |
| | Civil Rights - Perceived Religion | | | | | | | | 1 | | 1 | | | 2 |
| | Civil Rights - Race | 4 | | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | | | 18 |
| | Civil Rights - Screening of Religious Cultu | ral and Ceremo | onial Items | | | | | | | | 1 | | | |
| | Civil Rights - Sex/Gender/Gender Identity | 1 | | | 1 | 1 | | 1 | | 1 | | 1 | 1 | |
| | Civil Rights - Sexual Orientation - Not Tra | nsgender | | 1 | | | | | | | | | 1 | |
| | Civil Rights - Transgender Screening | | | | 1 | | | 1 | | | 1 | 2 | | |
| | Claims | | | | - ' | | | - ' | 1 | 1 | | | 1 | |
| | Claims - General | | | | | | | | | - 1 | | | | |
| | | | | | | | | | 1 | | | | | |
| | Claims - Status | | | | | | | | | 1 | | | 1 | 2 |
| | Customer Service | 29 | 39 | 35 | 29 | 22 | 33 | 33 | 27 | 24 | 34 | 52 | 38 | 398 |
| | Customer Service - CSM | I | | | | 1 | | | | | | | | • |
| | Customer Service - Others | | | | | | | | | | | | 1 | |
| | Customer Service - TCC | | | 1 | | | | | | | | | 1 | 2 |
| | Customer Service - TSO | 29 | 39 | 34 | 29 | 21 | 33 | 33 | 27 | 24 | 34 | 52 | 36 | 39 |
| | DHS TRIP | 20 | - 00 | 01 | 20 | | 00 | | 1 | | 0.1 | - 02 | - 00 | |
| | DHS TRIP - Status | | | | | | | | 1 | | | | | |
| | | 100 | - 440 | 470 | 4.40 | 440 | 400 | 100 | | 004 | 0.40 | 0.10 | 400 | |
| | Expedited Passenger Screening Program | 428 | 449 | 476 | 449 | | 489 | 468 | 442 | 364 | 342 | 346 | 402 | 5,071 |
| | Expedited Passenger Screening Program | | | | | 416 | | | | | | | 102 | |
| | | - Active Duty IV | 1ilitary | | 1 | 416 | | | 1 | | | | -102 | |
| | Expedited Passenger Screening Program | | Ailitary 2 | | | 416 | 3 | | | 1 | | 2 | | |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 | 2 | | 1 | 4 | 3 | 4 | 1 2 | | 8 | | | 19 |
| | Expedited Passenger Screening Program | 1 15 | 2 10 | 10 | 9 | 4 14 | 3 5 | 4 | 1 2 6 | 3 | 8 | 6 | 6 | 15 96 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 15 412 | 2 10 436 | | 9 438 | 4 14 397 | 3 | | 1 2 | | 8 334 | 6 | 6 | 1: 90 4,95 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 15 412 - TSA/DHS | 2 10 436 1 | 10 466 | 9 438 1 | 4 14 | 3 5 481 | 4 464 | 1 2 6 433 | 3 | 334 | 6 338 | 6 396 | 4,95 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety | 1 15 412 - TSA/DHS 2 | 2 10 436 1 | 10 466 | 9 438 1 1 | 4 14 397 | 3 5 481 | 4 464 2 | 1 2 6 433 | 3 | 334 | 6 338 2 | 6 396 | 1: 9(4,95: 1 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General | 1 15 412 - TSA/DHS | 2 10 436 1 1 | 10 466 | 9 438 1 1 | 4 14 397 1 | 3 5 481 1 | 4 464 | 1 2 6 433 | 3 | 334 | 6 338 2 | 6 396 | 1; 90 4,955 ; 12 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks | 1 15 412 - TSA/DHS 2 | 2 10 436 1 1 1 3 | 10 466 | 9 438 1 1 1 2 | 4 14 397 1 | 3 5 481 1 1 | 4 464 2 | 1 2 6 433 1 1 1 | 3 | 334 | 6 338 2 | 6 396 | 1! 90 4,958 12 12 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock | 1 15 412 - TSA/DHS 2 2 | 10 436 1 1 1 3 3 | 10 466 | 1 9 438 1 1 1 2 2 | 4 14 397 1 | 3 5 481 1 | 4 464 2 2 | 1 2 6 433 1 1 1 | 3 360 | 334 1 1 | 6 338 2 2 | 6 396 | 15 90 4,955 11 12 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks | 1 15 412 - TSA/DHS 2 | 2 10 436 1 1 1 3 | 10 466 | 9 438 1 1 1 2 | 4 14 397 1 | 3 5 481 1 1 | 4 464 2 | 1 2 6 433 1 1 1 | 3 | 334 | 6 338 2 2 | 6 396 | 15 96 4,955 12 12 8 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found | 1 15 412 - TSA/DHS 2 2 | 10 436 1 1 1 3 3 | 10 466 | 1 9 438 1 1 1 2 2 | 4 14 397 1 | 3 5 481 1 1 | 4 464 2 2 2 | 1 2 6 433 1 1 1 1 2 | 3 360 | 334 1 1 | 6 338 2 2 | 6 396 | 15 96 4,955 12 12 8 8 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 1 15 412 - TSA/DHS 2 2 | 2 10 436 1 1 1 3 3 1 | 10 466 1 1 | 9 438 1 1 1 2 2 | 4 14 397 1 | 3 5 481 1 1 1 | 4 464 2 2 2 2 | 1 2 6 433 1 1 1 1 2 2 | 360 | 334 1 1 2 2 | 6 338 2 2 2 | 6 396 3 3 | 15 96 4,955 12 12 8 8 15 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 1 15 412 - TSA/DHS 2 2 2 | 2 10 436 1 1 1 3 3 1 1 1 8 | 10 466 1 1 | 9 438 1 1 1 2 2 1 1 10 | 4 14 397 1 1 7 | 3 5 481 1 1 1 1 | 4 464 2 2 2 2 2 9 | 1 2 6 433 1 1 1 1 2 2 15 | 3 360 2 2 2 4 | 334 1 1 2 2 2 15 | 6 338 2 2 2 1 1 1 8 | 6 396 3 3 3 | 15 96 4,955 12 12 12 8 8 15 15 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 15 412 - TSA/DHS 2 2 2 | 2 10 436 1 1 1 3 3 1 1 1 8 | 10 466 1 1 1 | 1 9 438 1 1 1 2 2 1 1 10 6 | 4 14 397 1 1 1 7 4 | 3 5 481 1 1 1 1 1 5 | 4 464 2 2 2 2 2 9 4 | 1 2 6 433 1 1 1 1 2 2 2 15 | 2 2 4 2 | 334 1 1 2 2 2 15 | 6 338 2 2 2 1 1 1 8 5 | 6 396 3 3 3 9 4 | 15 96 4,955 12 12 15 15 15 10 58 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 | 2 10 436 1 1 1 3 3 3 1 1 1 8 3 | 10 466 1 1 7 4 3 | 1 9 438 1 1 1 2 2 1 1 10 6 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 | 4 464 2 2 2 2 2 9 | 1 2 6 433 1 1 1 1 2 2 15 | 3 360 2 2 2 4 | 334 1 1 2 2 2 15 | 6 338 2 2 2 1 1 1 8 5 | 6 396 3 3 3 9 4 | 15 96 4,955 12 12 12 8 8 15 15 10 58 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It | 2 10 436 1 1 1 3 3 3 1 1 1 8 3 | 10 466 1 1 7 4 3 | 1 9 438 1 1 1 2 2 1 1 10 6 | 4 14 397 1 1 1 7 4 | 3 5 481 1 1 1 1 5 2 | 4 464 2 2 2 2 2 9 4 | 1 2 6 433 1 1 1 1 2 2 15 9 5 | 2 2 4 2 | 334 1 1 2 2 2 15 | 6 338 2 2 2 1 1 1 8 5 | 6 396 3 3 3 9 4 | 15 96 4,955 12 12 11 8 15 11 11 10 56 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 tems.—Unsj | 10 466 1 1 7 4 3 | 1 9 438 1 1 1 2 2 2 1 1 10 6 3 3 19gage | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 4464 2 2 2 2 2 9 9 4 4 4 | 1 2 6 433 1 1 1 1 2 2 15 9 5 | 2 2 4 2 | 334 1 1 2 2 2 15 | 6 338 2 2 2 1 1 1 8 5 | 6 396 3 3 3 9 4 | 119 96 4,955 12 12 13 14 15 16 10 10 4 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It | 2 10 436 1 1 1 3 3 1 1 1 8 8 3 4 | 10 466 1 1 7 4 3 | 1 9 438 1 1 1 2 2 1 1 10 6 3 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 5 2 | 4 464 2 2 2 2 2 9 4 | 1 2 6 433 1 1 1 1 2 2 15 9 5 | 2 2 4 2 | 334 1 1 2 2 2 15 | 6 338 2 2 2 1 1 1 8 5 3 | 3 3 3 9 4 5 | 119 96 4,955 12 12 13 14 15 16 10 10 4 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 tems.—Unsj | 10 466 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 2 1 1 10 6 3 3 19gage | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 4464 2 2 2 2 2 9 9 4 4 4 | 1 2 6 433 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 | 334 1 1 2 2 2 15 12 3 | 6 338 2 2 2 1 1 1 8 5 3 | 3 3 3 9 4 5 | 18 96 4,958 12 12 12 12 12 12 12 12 12 12 12 12 12 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 4 aged/Missing It rrayed Item 3 | 2 10 436 1 1 1 3 3 3 1 1 1 8 3 4 4 4 tetems | 10 466 1 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 9 9 9 1 1 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 464 2 2 2 2 2 9 4 4 1 2 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 2 | 334 1 1 2 2 2 15 12 3 5 2 | 6 338 2 2 2 1 1 1 8 5 3 | 3 3 3 9 4 5 | 18 96 4,958 12 12 18 18 19 100 56 40 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 4etems—Unsp | 10 466 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 1 3 19gage 1 6 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 464 2 2 2 2 2 9 4 4 1 | 1 2 6 433 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 2 | 334 1 1 2 2 2 15 12 3 5 5 2 2 | 6 338 2 2 2 1 1 1 8 5 3 | 3 3 3 9 4 5 | 1! 90 4,95: 1: 1: 1: 1: 1: 10- 5: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 4 aged/Missing It rrayed Item 3 | 2 10 436 1 1 1 3 3 3 1 1 1 8 3 4 4 4 tetems | 10 466 1 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 9 9 9 1 1 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 464 2 2 2 2 2 9 4 4 1 2 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 2 3 | 334 1 1 2 2 2 15 12 3 5 2 | 6 338 2 2 2 1 1 1 8 5 3 | 3 3 3 9 4 5 | 119 96 4,951 12 12 12 12 12 12 12 12 12 12 12 12 12 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties | 1 15 412 - TSA/DHS 2 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 3 | 2 10 436 1 1 1 3 3 3 1 1 1 8 3 4 4 4 tetems | 10 466 1 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 1 3 19gage 1 6 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 464 2 2 2 2 2 9 4 4 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 2 1 1 | 334 1 1 2 2 2 15 12 3 5 5 2 2 | 6 338 2 2 2 1 1 1 8 5 3 | 3 3 3 9 4 5 | 11 96 4,955 12 11 18 11 10 55 44 4 33 4 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 temsUns ₁ 1 3 | 10 466 1 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 1 2 2 1 1 10 6 3 3 3 3 3 3 9 3 9 1 6 1 1 1 1 1 2 2 2 2 1 1 1 1 1 1 1 1 1 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 5 2 2 1 2 | 2 2 2 2 9 4 4 1 2 | 1 2 6 433 1 1 1 1 2 2 15 9 5 | 3 360 2 2 4 2 2 3 3 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 | 6 338 2 2 2 1 1 1 8 5 3 | 6 396 3 3 3 9 4 5 | 1! 90 4,95: 1: 1: 1: 1: 1: 1: 1: 1: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown | 1 15 412 - TSA/DHS 2 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 3 | 2 10 436 1 1 1 3 3 3 1 1 1 8 3 4 4 4 tetems | 10 466 1 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 1 3 19gage 1 6 | 4 14 397 1 1 1 1 7 4 2 | 3 5 481 1 1 1 1 1 5 2 2 | 4 4464 2 2 2 2 9 9 4 4 1 1 2 1 1 1 5 5 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 2 1 1 | 334 1 1 2 2 2 15 12 3 5 5 2 2 | 6 338 2 2 2 1 1 1 8 5 3 | 6 396 3 3 3 9 4 5 | 1! 90 4,95: 1: 1: 1: 1: 1: 1: 1: 1: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: |
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| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 | 2 10 436 1 1 1 3 3 1 1 1 8 8 3 4 4 4etemsUnsp 1 3 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 2 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 1 1 2 | 4 4 464 2 2 2 2 2 9 4 4 4 1 1 1 1 1 1 1 3 3 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 2 2 2 4 2 2 3 3 3 3 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 | 6 338 2 2 2 1 1 1 8 5 3 3 | 3 3 3 9 4 5 | 1! 90 4,95: 1: 11: 11: 11: 11: 11: 10- 5: 44: 22: 11: 44: 44: 45: 44: 44: 45: 46: 47: 48: 48: 48: 48: 48: 48: 48: 48: 48: 48 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer | 1 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 7 3 4 4 aged/Missing It rrayed Item 3 3 3 al | 2 10 436 1 1 1 3 3 1 1 1 8 8 3 4 4 4etemsUnsp 1 3 1 2 | 10 466 1 1 1 7 4 3 pecified Lug | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 2 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 1 1 2 | 4 464 2 2 2 2 2 2 9 4 4 1 1 2 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 3 360 2 2 2 4 2 2 3 3 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 | 6 338 2 2 1 1 1 8 5 3 3 | 3 3 3 9 4 5 | 1! 90 4,955 1: 1: 1! 1! 100 55 4 4 2 2 2 4 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer | 1 15 412 - TSA/DHS 2 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 3 al 3 3 | 2 10 436 1 1 1 3 3 1 1 1 8 3 4 4 temsUns ₁ 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 2 1 1 1 1 | 4 4464 2 2 2 2 2 9 9 4 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 1 2 1 1 | 3 360 2 2 2 2 2 3 3 2 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 1 1 6 | 6 338 2 2 1 1 1 8 5 3 3 7 | 6 396 3 3 3 9 4 5 | 1! 90 4,95: 1: 1: 1: 1: 1: 1: 1: 1: 1: 2: 4: 4: 4: 5: 5: 44: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) | 1 1 15 412 412 - TSA/DHS 2 2 2 2 1 1 1 1 7 3 4 4 agged/Missing It rrayed Item 3 3 3 3 3 3 3 | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 temsUnsp 1 3 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 2 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 1 1 2 | 4 4464 2 2 2 2 2 9 9 4 4 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 3 360 2 2 4 2 2 3 3 1 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 | 6 338 2 2 1 1 1 8 5 3 3 7 | 6 396 3 3 3 9 4 5 | 1! 90 4,95: 1: 1: 1: 1: 1: 1: 1: 1: 1: 4: 4: 4: 4: 4: 5: 6: 6: 7: 8: 8: 8: 9: 9: 9: 9: 9: 9: 9: 9: 9: 9: 9: 9: 9: |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Pro | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 temsUnsp 1 3 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 2 1 1 1 1 | 4 4464 2 2 2 2 2 9 9 4 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 1 2 1 1 | 3 360 2 2 2 2 2 3 3 2 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 1 1 6 | 6 338 2 2 1 1 1 8 5 3 3 7 | 6 396 3 3 3 9 4 5 | 1! 90 4,95: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta | 2 10 436 1 1 1 3 3 3 1 1 1 8 8 3 4 4 temsUnsp 1 3 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 2 1 1 1 1 | 4 4464 2 2 2 2 2 9 9 4 4 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 1 2 1 1 | 3 360 2 2 4 2 2 3 3 1 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 1 1 6 | 6 338 2 2 2 1 1 1 8 5 3 3 3 7 6 1 | 6 396 3 3 3 9 4 5 | 1! 96 4,95! 12 12 12 13 14 11 10 10 10 10 10 10 10 10 10 10 10 10 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Pro | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta | 2 10 436 1 1 1 3 3 1 1 1 8 8 3 4 4 temsUns ₁ 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 2 1 1 1 1 | 4 4464 2 2 2 2 2 9 9 4 4 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 1 2 1 1 | 3 360 2 2 4 2 2 3 3 1 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 1 | 6 338 2 2 2 1 1 1 8 5 3 3 3 7 6 1 | 3 3 3 3 9 4 5 | 15 96 4,955 3 12 12 8 8 8 15 10 40 11 1 5 5 6 1 1 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Lognitive Persons w/ Disabilities (PWD) - Joiabetes Persons w/ Disabilities (PWD) - General | 1 15 412 - TSA/DHS 2 2 2 1 1 1 7 3 4 4 aged/Missing It rrayed Item 3 3 3 /Developmenta | 2 10 436 1 1 1 3 3 1 1 1 8 8 3 4 4 temsUns ₁ 1 2 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 Uisability | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 1 2 2 1 1 2 1 3 | 4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 3 360 2 2 4 2 2 2 3 3 1 1 1 5 3 1 1 9 1 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 1 | 6 338 2 2 2 1 1 1 8 5 3 3 3 7 6 | 6 396 3 3 3 9 4 5 | 15 96 4,955 3 12 12 12 15 15 15 15 15 15 15 15 15 15 15 15 15 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oegnitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General | 1 15 412 - TSA/DHS 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta | 2 10 436 1 1 1 3 3 1 1 8 3 4 4 temsUnsy 1 2 5 5 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 Uisability | 1 9 438 1 1 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 1 2 2 1 1 2 1 3 | 4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 3 360 2 2 2 4 2 2 2 3 3 1 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 1 | 6 338 2 2 1 1 1 8 5 3 3 3 7 6 1 6 | 6 396 3 3 3 9 4 5 | 15 96 4,955 3 12 8 8 8 15 104 558 40 11 15 52 11 11 15 22 11 14 40 6 11 15 15 15 15 15 15 15 15 15 15 15 15 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - I Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal No | 1 15 412 - TSA/DHS 2 2 1 1 1 7 3 4 aged/Missing It rrayed Item 3 3 al 3 /Developmenta | 2 10 436 1 1 1 3 3 1 1 1 8 3 4 4 temsUnsp 1 2 5 5 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 4 Disability 2 | 1 9 438 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 5 2 2 1 1 1 1 3 2 1 1 | 4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 3 360 2 2 2 4 2 2 2 3 3 1 1 1 5 | 334 1 1 2 2 2 15 12 3 3 5 5 2 2 2 1 1 6 6 | 6 338 2 2 1 1 1 8 5 3 3 3 7 6 1 6 | 6 396 3 3 3 9 4 5 2 2 2 | 2 15 96 4,958 3 122 8 8 8 15 110 4 10 10 10 10 10 10 10 10 10 10 10 10 10 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Oegnitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General | 1 15 412 - TSA/DHS 2 - TSA/DHS 2 2 1 1 1 7 3 4 agged/Missing It rrayed Item 3 3 4 agged/Missing Item 3 becomes agged/Missing Item 3 agged/Missing Item 4 agge | 2 10 436 1 1 1 3 3 1 1 1 8 3 4 4 temsUnsp 1 2 5 5 | 10 466 1 1 1 7 4 3 pecified Lug 1 1 6 5 1 4 Disability 2 | 1 9 438 1 1 1 1 1 2 2 1 1 10 6 3 3 3 3 3 | 4 14 397 1 1 1 1 7 4 2 1 | 3 5 481 1 1 1 1 1 1 1 2 2 1 1 2 1 3 | 4 464 2 2 2 2 2 9 4 4 1 1 2 5 1 1 1 | 1 2 6 433 1 1 1 1 1 2 2 15 9 5 | 3 360 2 2 2 4 2 2 2 3 3 1 1 1 5 | 334 1 1 2 2 2 15 12 3 5 2 2 2 1 1 | 6 338 2 2 1 1 1 8 5 3 3 3 7 6 1 6 | 6 396 3 3 3 9 4 5 | 1! 96 4,955 6 12 11 8 8 11 11 10- 5 4 4 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 |

| | | | | Center (TCC | • | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------|-------------|---------|---------|--------|--------|--------|--------|--------|--------|-------|
| ries | 10-Oct ' | 11-Nov 1 | 12-Dec (| 01-Jan 0 | 2-Feb 0 | 3-Mar 0 |)4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) - Mobility I | | | | 1 | | | 1 | 1 | 2 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Prosthes | | nd Casts | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | 2 | | 1 | |
| Persons w/ Disabilities (PWD) - Touch Av | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | | 1 | 1 | | | | | | 1 | | | |
| Property - Special Handling | 8 | 11 | 9 | 8 | 6 | 8 | 9 | 9 | 7 | 7 | | 5 | 9 |
| Property - Special Handling - Damaged It | | 5 | 2 | 3 | 1 | 5 | 3 | 3 | 3 | 3 | | 4 | 3 |
| Property - Special Handling - Damaged It | | 1 | _ | 2 | 2 | 1 | | 2 | 0 | 0 | 1 | | 1 |
| Property - Special Handling - Missing Iter | | 3 | 5 | 1 | 2 | 1 | 3 | 2 | 3 | 2 | | | 2 |
| Property - Special Handling - Missing Iter | | 2 | 2 | 2 | 1 | 1 | 3 | 2 | 1 | 2 | | 1 | 2 |
| Screening | 49 | 37 | 48 | 39 | 36 | 36 | 16 | 39 | 31 | 30 | | 53 | 47 |
| Screening - Crew Member or Airline Emp | 1 | 0 | 2 | 1 | 3 | 0 | 0 | - | - | | 2 | 0 | |
| Screening - Inconsistency | 10 | 8 | 7 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | | 2 | 6 |
| Screening - Lengthy Lines | 13 | 8 | 11 | 14 | 9 | 7 | 1 | 7 | 5 | 2 | 15 | 13 | 10 |
| Screening - Opposite Gender | | 00 | 0.5 | 40 | 00 | 0.4 | 0 | 00 | 00 | 1 | 00 | 07 | 0- |
| Screening - Procedures/Process | 23 | 20 | 25 | 18 | 20 | 24 | 9 | 26 | 20 | 20 | | 37 | 27 |
| Screening - Retrieving Abandoned/Confis | 3 | 1 | 3 | 2 | 1 | 2 | 3 | 1 | 1 | 2 | | 1 | 2 |
| Screening - Traveling with Cash | | | | | | | | | | | 1 | | |
| Transportation Security Operations Center | 1 | | | | | | | | | | | | |
| Transportation Security Operations Center | 1 | | | | | | | | | | | | |
| TWIC | | | | | | 1 | | | | | | | |
| TWIC - General | | | | | | 1 | | | | | | | |
| 024 | 637 | 463 | 512 | 441 | | | | | | | | | 2,05 |
| Airline | 1 | | | 3 | | | | | | | | | |
| Airline - Lost Baggage | | | | 2 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | |
| Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | |
| Civil Rights | 5 | 2 | 5 | 6 | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | | 1 | | 2 | | | | | | | | | |
| Civil Rights - Perceived Religion | | | 3 | 1 | | | | | | | | | |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | |
| Civil Rights - Race | 4 | 1 | 2 | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | |
| Claims | | 1 | | | | | | | | | | | |
| Claims - Status | | 1 | | | | | | | | | | | |
| Customer Service | 39 | 47 | 61 | 54 | | | | | | | | | 2 |
| Customer Service - Others | | 1 | 1 | | | | | | | | | | |
| Customer Service - TCC | 2 | 1 | 1 | | | | | | | | | | |
| Customer Service - TSO | 37 | 45 | 59 | 54 | | | | | | | | | 1 |
| DHS TRIP | | | | 1 | | | | | | | | | |
| DHS TRIP - General | | | | 1 | | | | | | | | | |
| Duplicate E-mail | 1 | | | | | | | | | | | | |
| Duplicate E-mail - General | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 535 | 331 | 367 | 302 | | | | | | | | | 1,5 |
| Expedited Passenger Screening Program | - Active Duty | Military | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - Known Crew | / Member | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 9 | 13 | 10 | | | | | | | | | ; |
| Expedited Passenger Screening Program | 528 | 322 | 353 | 290 | | | | | | | | | 1,4 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | |
| Hazardous Materials Safety | | 1 | | | | | | | | | | | |
| Hazardous Materials Safety - General | | 1 | | | | | | | | | | | |
| Intranet/Internet Inquiries | 1 | | | | | | | | | | | | |
| Intranet/Internet Inquiries - General | 1 | | | | | | | | | | | | |
| Locks | 4 | 3 | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 4 | 3 | 1 | | | | | | | | | | |
| Lost and Found | 1 | 2 | 2 | 3 | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | 2 | 2 | 3 | | | | | | | | | |
| Mishandling of Passenger Property | 4 | 11 | 16 | 18 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 10 | 13 | 12 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 2 | 5 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | ' | ' | 1 | | | | | | | | | |
| No Jurisdiction | 3 | 2 | | ' | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 2 | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | |
| | 4 | 5 | 4 | | | | | | | | | | |
| Patdown | 1 | 5 | 1 | 2 1 | | | | | | | | | |
| Patdown - Children | | - | 4 | | | | | | | | | | |
| Patdown - Flyer | 1 | 3 | 1 | 1 | | | | | | | | | |
| Patdown - Flyer as Observer | | 2 | _ | 4.4 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 6 | 6 | 7 | 11 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (| | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | _ | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Im | | | 1 | | | | | | | | | | |
| | | | 1 | 5 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelch | | 2 | 2 | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | 2 13 | 2 16 | 3 15 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Wheelch | 1 11 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling | 1 11 4 | 13 | 16 | 15 | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It | 1 11 4 2 | 13 | 16 7 | 15 10 | | | | | | | | | 5 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening | 25 | 39 | 36 | 26 | | | | | | | | | 126 |
| Screening - Crew Member or Airline Employ | yee | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | 2 | 2 | | | | | | | | | 6 |
| Screening - Lengthy Lines | 3 | 9 | 15 | 8 | | | | | | | | | 35 |
| Screening - Procedures/Process | 21 | 25 | 18 | 14 | | | | | | | | | 78 |
| Screening - Retrieving Abandoned/Confisca | ated Items | 4 | 1 | 1 | | | | | | | | | 6 |

| Categories | 10-Oct | 11-Nov | SA Contact 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------|--------------------|--------------|----------------------|------------|--------|--------|--------|----------------|--------|--------|--------|--------|-----------|
| EYW | 10-001 | 23 | 12-Dec 23 | 23 | 17 | 19 | 04-Apr | 05-IVIAY 16 | 18 | 13 | 00-Aug | 09-Sep | |
| 2022 | 3 | 23 7 | 10 | 10 | 7 | 19 | 11 | 6 | 11 | 4 | 7 | 2 | 210 88 |
| Customer Service | 3 | , | 2 | 10 | - / | 10 | 11 | | 2 | 2 | | | 6 |
| Customer Service - TSO | | | 2 | | | | | | 2 | 2 | | | 6 |
| Expedited Passenger Screening Program | 2 | 6 | 8 | 9 | 7 | 8 | 11 | 5 | 9 | 1 | 4 | 2 | 72 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 0 | 0 | 9 | - / | 0 | - 11 | 5 | 1 | - 1 | 4 | | 1 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | 1 | | - 1 | | | | 3 |
| Expedited Passenger Screening Program | 2 2 | 5 | 8 | 8 | 7 | 8 | 10 | 5 | 8 | 1 | 4 | 2 | 68 |
| Mishandling of Passenger Property | | 1 | 0 | 0 | - 1 | 0 | 10 | 3 | 0 | - 1 | 2 | | 3 |
| Mishandling of Passenger Property - Dam | l laned/Missi | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | ı ItemsCh | ecked Ragg | iane | | | | | | | 2 | | 2 |
| Patdown | laged/Missing | rtemscm | ecked bagg | jage | | 1 | | | | 1 | | | |
| Patdown - Flyer | | | | | | 1 | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | ' | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | Aedication : | and Medica | Sunnlies | | | | 1 | | | | | |
| Property - Special Handling | Necessary ii | neulcation a | and Medica | 1 Supplies | | | | - 1 | | | | | |
| Property - Special Handling - Damaged Ite | | ad. | | 1 | | | | | | | | | 1 |
| Screening | 1 | u | | | | 1 | | | | | 1 | | 3 |
| Screening - Procedures/Process | 1 | | | | | 1 | | | | | 1 | | 3 |
| 2023 | 6 | 12 | 6 | 6 | 10 | 9 | 9 | 10 | 7 | 9 | 6 | 4 | 94 |
| Airline | • | 12 | 1 | | | | | 10 | | | | 7 | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 1 | 2 | 1 | 1 | | | 1 | | 1 | | | 9 |
| Customer Service - TSO | 2 | 1 | 2 | 1 | 1 | | | 1 | | 1 | | | 9 |
| Expedited Passenger Screening Program | 4 | 11 | 1 | 4 | 7 | 8 | 9 | 6 | 6 | 3 | 4 | 2 | 65 |
| Expedited Passenger Screening Program | 4 | 11 | 1 | 4 | 7 | 8 | 9 | 6 | 6 | 3 | 4 | 2 | 65 |
| Patdown | · | | 1 | | | 1 | | | | | | | 2 |
| Patdown - Flyer | | | • | | | 1 | | | | | | | |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | 1 | | | | | | | 1 | |
| Property - Special Handling - Damaged Ite | ı ems - Carrv-0 |)n | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | 3 | 1 | 5 | 2 | 1 | 13 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | 1 | 4 | 1 | | 6 |
| Screening - Procedures/Process | | | | | 1 | | | 2 | | 1 | 1 | 1 | 6 |
| 2024 | 10 | 4 | 7 | 7 | | | | | | | | | 28 |
| Customer Service | - | 1 | 3 | 1 | | | | | | | | | 5 |
| Customer Service - TSO | | 1 | 3 | 1 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 9 | 3 | 4 | 5 | | | | | | | | | 21 |
| Expedited Passenger Screening Program | 9 | 3 | 3 | 5 | | | | | | | | | 20 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | i aged/Missind | ItemsCa | rry-on Lug | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| _ | | | | | | | | | | | | | |

| pories | 10-Oct | | | 1-Jan | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|---------------------------------------------------|--------------|-----------------------|-------------|-------|--------|----------------------|--------|--------|--------|--------|--------|--------|------|
| ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | 9 | 16 | 15 | 14 | 6 | 14 | 7 | 12 | 13 | 12 | 12 | | 1011 |
| 2022 | 3 | 16 | 4 | 3 | 3 | 5 | 5 | 2 | 7 | 6 | 5 | | |
| Additional Information Required/Insufficient Info | | ' | - | 3 | 3 | 3 | 3 | | , | 0 | 3 | 1 | |
| | | - FMAIL ON | LV | | | | | | | | | | |
| Additional Information Required/Insufficien | iniormation | 1 - EMAIL ON | | | | | | | | | | 1 | |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | ender | 1 | | | | | | | | | | |
| Customer Service | | | | | 1 | | 2 | | | | 2 | 1 | |
| Customer Service - TSO | | | | | 1 | | 2 | | | | 2 | 1 | |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 2 | 1 | 4 | 2 | 2 | 6 | 2 | 3 | 2 | |
| Expedited Passenger Screening Program | 1 | | | 1 | | | 1 | | | | | | |
| Expedited Passenger Screening Program - | TSA Applic | cation Progran | n | | 1 | | | | | | | | |
| Expedited Passenger Screening Program - | TSA PreC | 1 | 2 | 1 | | 4 | 1 | 2 | 6 | 2 | 3 | 2 | |
| Patdown | | | | | 1 | | | | 1 | | | | |
| Patdown - Flyer | | | | | 1 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Autism Sp | ectrum | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | and Casts | | | | | | | | 1 | | | |
| Property - Special Handling | 2 | | | | | | | | | 1 | | | |
| | 1 | | | | | | | | | - 1 | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | 4 | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | 1 | | | |
| Screening | | | | 1 | | 1 | 1 | | | 2 | | 1 | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | 2 | | 1 | |
| 2023 | 5 | 10 | 5 | 8 | 3 | 9 | 2 | 10 | 6 | 6 | 7 | 7 | |
| Airline | | | | | | 1 | | | | | | | |
| Airline - Baggage Requirements | | | | | | 1 | | | | | | | |
| Civil Rights | | | | | | 1 | | | | | | 1 | |
| Civil Rights - Race | | | | | | 1 | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | ender | | | | | | | | | | 1 | |
| Customer Service | | 1 | 1 | 2 | | 1 | | 1 | | | 3 | | |
| Customer Service - TSO | | 1 | 1 | 2 | | 1 | | 1 | | | 3 | | |
| Expedited Passenger Screening Program | 4 | 7 | 2 | 5 | 3 | 6 | 1 | 6 | 3 | 4 | | 4 | |
| Expedited Passenger Screening Program - | | 1 | | J | 3 | U | 1 | 0 | | | | | |
| Expedited Passenger Screening Program - | | | ^ | | | | | 1 | | | | 1 | |
| | | | | - | | | 4 | | | 4 | | | |
| Expedited Passenger Screening Program | 4 | 6 | 2 | 5 | 3 | 6 | 1 | 5 | 3 | 4 | | 3 | |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | 1 | | |
| Mishandling of Passenger Property - Dama | ged/Missin | g ItemsChec | ked Βaς | 1 | | | | | 1 | | 1 | | |
| Patdown | | | | | | | | 1 | 1 | 1 | | | |
| Patdown - Flyer | | | | | | | | 1 | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Impl | ants (ioint) | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility Di | | t Wheelchair o | or Scooter) | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | | | | | |
| | i/ Scoolei/ | Segway | 1 | | | | | | | 4 | | | |
| Property - Special Handling | 01 | 1 | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ns - Checke | | | | | | | | | 1 | | | |
| Screening | | 2 | 1 | | | | | 2 | | | 2 | 1 | |
| Screening - Crew Member or Airline Emplo | yee | | 1 | | | | | | | | | | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | 2 | | | | | | 2 | | | 2 | | |
| 2024 | 1 | 5 | 6 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | Developmo | ntal /Ment | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | Developme | | 1 | | | | | | | | | | |
| | Developme | ental /Ment 2 1 | | | | | | | | | | | |

| gories | 10-Oct 1 | | | Center (TC 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|----------------------------------|-----------------|------------|----------------------|--------|--------|--------|--------|--------|--------|--------|----------|-------|
| | | | | | | | | | | | | <u> </u> | |
| R | 12 | 18 | 31 | 19 | 21 | 17 | 7 | 14 | 20 | 12 | 14 | | 2 |
| 2022 | 3 | 5 | 10 | 5 | 5 | 10 | 4 | 6 | 12 | 5 | 6 | 6 | |
| Civil Rights | | | | | | | | | 1 | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgen | der | | | | | | | 1 | | | | |
| Customer Service | | | | | | 1 | 1 | 1 | 1 | | 1 | | |
| Customer Service - TSO | | | | | | 1 | 1 | 1 | 1 | | 1 | | |
| Expedited Passenger Screening Program | 3 | 4 | 9 | 5 | 4 | 7 | 3 | 5 | 9 | 5 | 4 | 5 | |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | TSA Applicat | on Progran | n | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 4 | 9 | 5 | 1 | 7 | 3 | 5 | 9 | 5 | 4 | 5 | |
| Expedited Passenger Screening Program | - TSA/DHS Em | ployees - 0 | Opt In | | 1 | | | | | | | | |
| Patdown | | | | | | 1 | | | 1 | | | 1 | |
| Patdown - Flyer | | | | | | 1 | | | | | | 1 | |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | |
| Screening | onis - Odiry | 1 | 1 | | 1 | | | | | | 1 | | |
| ů . | | | 1 | | Į. | | | | | | 1 | | |
| Screening - Inconsistency | | | 4 | | 4 | | | | | | - 1 | | |
| Screening - Procedures/Process | | _ | 1 | | 1 | _ | | | | _ | | | |
| 2023 | 3 | 5 | 9 | 9 | 16 | 7 | 3 | 8 | 8 | 7 | 8 | | |
| Civil Rights | | | | | | | | | | 1 | | 1 | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgen | der | | | | | | | | 1 | | 1 | |
| Customer Service | | | | 2 | | | 1 | 1 | | 2 | | | |
| Customer Service - TSO | | | | 2 | | | 1 | 1 | | 2 | | | |
| Expedited Passenger Screening Program | 3 | 5 | 8 | 7 | 15 | 4 | 1 | 6 | 7 | 3 | 6 | 7 | |
| Expedited Passenger Screening Program | 3 | 5 | 8 | 7 | 15 | 4 | 1 | 6 | 7 | 3 | 6 | 7 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missing It | emsCarry | /-on Lugga | ge | | 1 | | | | | | 1 | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Develonment: | al /Mental Γ | isahility | | | | | | | 1 | | | |
| Property - Special Handling | 7B0V0I0pIII0III | ai /ivioritai L | 1 | | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | me - Carry-On | | 1 | | | | | - ' | | | | | |
| Property - Special Handling - Missing Item | | | - 1 | | | | | 1 | | | | | |
| | is - Carry-Off | | | | | 2 | 1 | ı | 1 | | 4 | 2 | |
| Screening | | | | | | | - 1 | | 1 | | 1 | | |
| Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | | | | | | 4 | 1 | | 1 | | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | 1 | |
| 2024 | 6 | 8 | 12 | 5 | | | | | | | | | |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | |
| Customer Service | | | 2 | | | | | | | | | | |
| Customer Service - TSO | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 6 | 9 | 4 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | 5 | 9 | 4 | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | • | 2 | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | 2 | 1 | | | | | | | | | | |

| 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 1969 | | | | | | C) Data Too | | | | | | | | |
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| Charle Pages | ategories | | | | | | | · · · · · · · · · · · · · · · · · · · | | | | 08-Aug | | Total |
| Cornel legits - Frenched Religion 1 | | | | | | | | | | | | | | 350 |
| Cub Rights - Perceivate Religion 1 | | 7 | | 6 | 3 | 5 | 12 | 13 | | 6 | 11 | 9 | 15 | 114 |
| Collations Control | | | | | | | | | 1 | | | | | 2 |
| Coutomer Service 1 | | nsgender | ı | | | | | | 1 | | | | | 1 |
| Customer Service. TSO 1 | - | liogonaoi | 1 | | | | 1 | 1 | | | 2 | 1 | 1 | 9 |
| Expedited Pleasurage Steaming Programs | | | | | | | 1 | | | | | | | 9 |
| Expedited Peasorge Screening Program S.A. O'S. Brobles Englishes - Orl 1 1 1 1 1 1 1 1 1 | Expedited Passenger Screening Program | 5 | 5 | 4 | 2 | 3 | 6 | 11 | | 6 | | 7 | 11 | 79 |
| Exposition Passanger Streaming Program - ISAUHS Employees - Opt In | Expedited Passenger Screening Program | - TSA Appl | 1 | 1 | | | | 1 | | 1 | | | 1 | 5 |
| Locks | | | | | 2 | 3 | 6 | 10 | 12 | 5 | 6 | 7 | 10 | 73 |
| Locks of Pouraged Lock Lost and Found - Alphon Tab. Lost and Found - Alphon Tab. Mishanding of Pascenger Presery - Damaged Missing Items-Carry-on Lugasge Mishanding of Pascenger Presery - Damaged Missing Items-Checked Siggage Persons w Floatilistics (PWD) Persons w Floatil | | - TSA/DHS En | nployees - 0 | Opt In | | | | | 1 | | | | | 1 |
| Loci and Found Loci and Found - AlignorTSA Mishanderilly of Peacerage Properly Mishanderilly of Peacerage Properly Mishanderilly of Peacerage Properly Persons w Orbadillines (PWD) | | | 1 | | | | | | | | | | | 1 |
| Lots and Found - Allymort TSA 1 | | | 1 | | | | | | | | | | | 1 |
| Mithandring of Plassenger Property - Damaged-Missing Items—Carry-on Luggage | | | | | | | | | | | | | 1 | 1 |
| Mishanding of Passeager Projectly - DangedRiblesing Intern-Chocked Bagase 1 1 1 1 1 1 1 1 1 | | | | | | 1 | | | 1 | | 1 | | 1 | 1 |
| Mishandring of Passenger Property - Damaged-Missaing Items - Checked Biogodies | | aged/Missing | temsCarr | v-on Luggag | P | | | | | | · · | | | 3 |
| Persons of Disabilities (PWD) - Judient Spectrum | | | | | | ' | | | | | 1 | | ' | 1 |
| Persons of Disabilities (PVD) - Autism Spectrum | | | 1 | onou Duggug | ,,, | | | | | | | | 1 | 2 |
| Persons will Disabilities (PWID) - Internal Medical Devices 1 | | pectrum | 1 | | | | | | | | | | | - |
| Probabled & Permitted lenne 1 | | | | | | | | | | | | | 1 | |
| Property - Special Handling - Denouged Items - Checked | · · · · · · · · · · · · · · · · · · · | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Items - Checked | Prohibited & Permitted Items - Food/Beve | rages | | 1 | | | | | | | | | | |
| Propery - Special Handling - Missing Items - Clarty-On | | | | | | | 2 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked 2 | Property - Special Handling - Damaged Ite | ems - Checked | | | 1 | | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | | |
| Screening - Incorpisatency 1 | Property - Special Handling - Missing Item | ns - Checked | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | | 2 | | 1 | | 1 | 3 | 1 | 1 | | 2 | | | 12 |
| Screening - Procedures 1 | | | | | | | | 1 | 1 | | | 1 | | |
| 2023 | | | | | | | | | | | | | | |
| Civil Rights - Age | <u> </u> | | | | | | | | | | | | | 3 |
| Civil Rights - National Origin Civil Rights - Searce 1 1 2 1 2 1 1 1 1 1 | | 18 | 18 | 10 | 9 | 8 | 15 | 22 | | 18 | | | 16 | 185 |
| Civil Rights - National Origin | | | | | | | | | | | 2 | 2 | | |
| Civil Rights - Streening of Religious or Cultural Garments | | | | | | | | | 1 | | 2 | | | |
| Civil Rights - Sex/Gender/Gender Identity Not Transgender 1 | | | | | | | | | 1 | | | | | |
| Civil Rights - Sew/Gender (Jender Identity - Not Transgender | - | Itural Garment | e | | | | | | - 1 | | | 1 | | |
| Claims | | | | | | | | | | | | 1 | | 1 |
| Claims - Ceneral | | l list managen | 40. | | | | | | | | | 1 | | 1 |
| Customer Service 2 1 2 1 2 1 2 4 2 2 2 2 1 1 2 | | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program 1 1 1 1 8 8 9 7 13 14 13 14 12 7 13 | Customer Service | 2 | 1 | 2 | | 1 | 2 | 4 | 2 | 2 | | 2 | 1 | 19 |
| Expedited Passenger Screening Program | Customer Service - TSO | 2 | 1 | 2 | | 1 | 2 | 4 | 2 | 2 | | 2 | 1 | 19 |
| Expedited Passenger Screening Program | Expedited Passenger Screening Program | 13 | 15 | 8 | 9 | 7 | 13 | 14 | 13 | 14 | 12 | 7 | 13 | 138 |
| Expedited Passenger Screening Program Mishandling of Passenger Property 2 Mishandling of Passenger Property - Damaged/Missis Mishandling of Passenger Property - Damaged/Missis 1 Mishandling of Passenger Property - Damaged/Missis 1 No Jurisdiction - No Referral 1 No Jurisdiction - No Referral 1 Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) Persons w/ Disabilities (PWD) - Service Animals Property - Special Handling Property - Special Handling - Missing Items - Checked Screening - Crew Member or Airline Employee Screening - Crew Member or Airline Employee Screening - Lengthy Lines Screening - Lengthy Lines Expedited Passenger Screening Program 12 9 7 10 11 11 14 12 14 15 15 16 16 17 18 18 19 19 19 10 10 10 10 10 10 10 | Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missis | | | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missis 1 | | 11 | | 8 | 9 | 7 | 11 | 14 | 12 | | 12 | 7 | 13 | 133 |
| Mishandling of Passenger Property - Damaged/Missis | | | | | | | | | | 1 | | | | 3 |
| No Jurisdiction No Referral | | | | | | | | | | | | | | |
| No Jurisdiction - No Referral | | naged/Missii | 1 | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 | |
| Patdown - Flyer | | 1 | | | | | | | | | | | 4 | |
| Patdown - Flyer 1 | | | | | | | | 4 | | | | 4 | 1 | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | • | | | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoter) Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | ı | 1 | 1 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | , | I Disability (Not V | Vheelchair | or Scooter) | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service Animals | | | VIIOOIOIIGII | or cocotor) | | | | | 1 | | | | ' | |
| Property - Special Handling 1 Property - Special Handling - Missing Items - Checked 1 Screening 2 2 3 1 1 Screening - Crew Member or Airline Employee 1 2 3 1 1 Screening - Inconsistency 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Items - Checked 1 | · · · | | | | | | | 1 | | | | | | |
| Screening - Crew Member or Airline Employee | | ns - Checked | | | | | | | | | | | | |
| Screening - Inconsistency 1 | | | | | | | | 2 | 3 | | 1 | 1 | | |
| Screening - Lengthy Lines 2 2 2 | Screening - Crew Member or Airline Empl | loyee | | | | | | | | | | 1 | | |
| Screening - Procedures/Process 1 2 2 | Screening - Inconsistency | 1 | | | | | | | 1 | | | | | |
| 2024 17 15 8 11 Customer Service 2 3 1 1 Customer Service - TSO 2 3 1 1 Expedited Passenger Screening Program 12 9 7 10 Expedited Passenger Screening Program - TSA Appl 1 1 Expedited Passenger Screening Program Program Program Program I2 8 7 10 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Wheelcha I 1 1 Screening - Lengthy Lines 1 1 | Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Customer Service 2 3 1 1 Customer Service - TSO 2 3 1 1 Expedited Passenger Screening Program 12 9 7 10 Expedited Passenger Screening Program - TSA Appl 1 - TSA Appl 1 Expedited Passenger Screening Program 12 8 7 10 Persons w/ Disabilities (PWD) 1 - TSA Appl 1 Persons w/ Disabilities (PWD) - Wheelchs 1 - TSA Appl 1 Screening 2 3 - TSA Appl - TSA Appl Screening - Lengthy Lines 1 - TSA Appl - TSA Appl - TSA Appl | Screening - Procedures/Process | 1 | | | | | | 2 | 2 | | | | | |
| Customer Service - TSO 2 3 1 1 Expedited Passenger Screening Program 12 9 7 10 Expedited Passenger Screening Program - TSA Appl 1 - TSA Appl 1 Expedited Passenger Screening Program 12 8 7 10 Persons w/ Disabilities (PWD) 1 - TSA Appl 1 Persons w/ Disabilities (PWD) - Wheelche 1 - TSA Appl 1 Screening 2 3 - TSA Appl - TSA Appl Screening - Lengthy Lines 1 - TSA Appl - TSA Appl - TSA Appl | | | | | | | | | | | | | | 5′ |
| Expedited Passenger Screening Program 12 9 7 10 Expedited Passenger Screening Program - TSA Appl 1 Expedited Passenger Screening Program 12 8 7 10 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Screening 2 3 Screening - Lengthy Lines 1 | | | | | | | | | | | | | | 7 |
| Expedited Passenger Screening Program - TSA Appl 1 Expedited Passenger Screening Program 12 8 7 10 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Screening 2 3 Screening - Lengthy Lines 1 | | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 12 8 7 10 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Screening 2 3 Screening - Lengthy Lines 1 | | | | 7 | 10 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Screening 2 3 Screening - Lengthy Lines 1 | | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha Screening 2 3 Screening - Lengthy Lines 1 | | | 8 | 7 | 10 | | | | | | | | | 37 |
| Screening 2 3 Screening - Lengthy Lines 1 | | | | | | | | | | | | | | |
| Screening - Lengthy Lines 1 | | | | | | | | | | | | | | |
| | | | 3 | | | | | | | | | | | 5 |
| Screening - Procedures/Process 1 3 | | | | | | | | | | | | | | 1 |
| | Screening - Procedures/Process | 1 | 3 | | | | | | | | | | | 4 |

| Categories 10 FAY 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-Not Customer Service Customer Service - TSO Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Persons w/ Disabilities (PWD) | | 1 | | act Center (| TCC) Data | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|-----------|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity- Not Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | -Oct | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Not Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | 8 | 6 | | 6 4 | _ | | 9 | 2 | 5 | 6 | 7 | 8 | 72 |
| Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Not Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | 3 | 1 | | 1 | 2 | 3 | 2 | 2 | 2 | 3 | | 5 | 24 |
| Civil Rights - Sex/Gender/Gender Identity- Not Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | 1 | | | | | | | | | | | | |
| Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | Transg | ender | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | | | | | | 1 | | | 1 | 2 | | | 4 |
| Expedited Passenger Screening Program - Dol Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | | | | | | 1 | | | 1 | 2 | | | 4 |
| Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | 1 | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 3 | 12 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Damaged | D | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged | 1 | | | 1 | | | 2 | 1 | 1 | 1 | | 3 | 10 |
| | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | /Missin | g ItemsC | arry-on L | uggage | | | | | | | | 1 | |
| | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility Disab | ility (N | 1 | | | | | | | | | | | |
| Screening | 1 | | | | | 1 | | 1 | | | | 1 | 4 |
| Screening - Inconsistency | | | | | | | | 1 | | | | 1 | 2 |
| Screening - Procedures/Process | 1 | | | | | 1 | | | | | | | - 2 |
| 2023 | 1 | 3 | | 4 2 | | 6 | 7 | | 3 | 3 | 7 | 3 | 39 |
| Customer Service | | 1 | | 1 | | | 1 | | | 1 | 1 | | į |
| Customer Service - TSO | | 1 | | 1 | | | 1 | | | 1 | 1 | | |
| Expedited Passenger Screening Program | | 2 | | 3 1 | | 4 | 5 | | 1 | | 4 | 3 | 2 |
| Expedited Passenger Screening Program - Dol | D | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program - TS | | 2 | | 3 | | 4 | 5 | | 1 | | 4 | 3 | 2: |
| Lost and Found | | | | | | | | | | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | |
| Patdown | | | | | | 1 | | | | | | | |
| Patdown - Flyer | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Autism Spectro | um | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Items - | Check | ed | | | | | | | | | 1 | | |
| Screening | 1 | | | 1 | | 1 | 1 | | 1 | 1 | 1 | | |
| Screening - Crew Member or Airline Employee | | | | | | | 1 | | | | | | |
| Screening - Inconsistency | | | | | | 1 | | | | | 1 | | 2 |
| Screening - Procedures/Process | 1 | | | 1 | | | | | 1 | 1 | | | |
| 2024 | 4 | 2 | | 2 1 | | | | | | | | | 9 |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program - TS | | 1 | | 1 1 | | | | | | | | | |
| Expedited Passenger Screening Program | IggA A | 1 1 | | 1 1 | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 4 Appl | | | 1 1 | | | | | | | | | |

| FLG 3 7 2 1 4 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 | | | - | TSA Contac | t Center (1 | TCC) Data | Tool - FOIA | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------|-------------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| 2022 1 | Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service - TSO 2 1 Expedited Passenger Screening Program 1 1 1 2 2 2 1 3 - Expedited Passenger Screening Program - TSA Application Program 1 1 1 2 2 2 1 1 2 - 1 1 2 - 1 1 2 - 2 1 1 2 - 1 1 2 - 1 1 2 - 1 1 2 - 1 1 2 - 1 1 2 - 1 1 2 - 1 1 2 - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - <th>FLG</th> <th>3</th> <th>7</th> <th>2</th> <th>1</th> <th></th> <th>4</th> <th>2</th> <th>3</th> <th>4</th> <th>1</th> <th>2</th> <th>3</th> <th>3</th> | FLG | 3 | 7 | 2 | 1 | | 4 | 2 | 3 | 4 | 1 | 2 | 3 | 3 |
| Customer Service - TSO | 2022 | 1 | | 1 | 1 | | 2 | 2 | 2 | 4 | 1 | 2 | 3 | 1 |
| Expedited Passenger Screening Program | Customer Service | | | | | | | | | 2 | | 1 | | |
| Expedited Passenger Screening Program - TSA Application Program 1 | Customer Service - TSO | | | | | | | | | 2 | | 1 | | |
| Expedited Passenger Screening Program 1 | Expedited Passenger Screening Program | 1 | | 1 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 3 | 1 |
| Persons w/ Disabilities (PWD) | Expedited Passenger Screening Program | - TSA Appli | cation Prog | gram | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Hearing Impairment 1 2 1 | Expedited Passenger Screening Program | 1 | | 1 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 1 |
| Expedited Passenger Screening Program | Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program - TSA PreC | 2023 | | 2 | | | | 2 | | 1 | | | | | |
| Screening | Expedited Passenger Screening Program | | 1 | | | | 2 | | 1 | | | | | |
| Screening - Procedures/Process 1 2024 2 5 1 | Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 2 | | 1 | | | | | |
| 2024 2 5 1 Civil Rights 1 1 Civil Rights - Race 1 1 Customer Service 1 2 Customer Service - TSO 1 2 Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 4 Mishandling of Passenger Property - Dam 1 4 Patdown 1 4 Patdown - Flyer 1 5 Screening 1 1 | Screening | | 1 | | | | | | | | | | | |
| Civil Rights 1 Civil Rights - Race 1 Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 4 Mishandling of Passenger Property - Dam 1 4 Patdown 1 4 Patdown - Flyer 1 5 Screening 1 1 | Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| Civil Rights - Race 1 Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 4 Mishandling of Passenger Property - Dam 1 4 Patdown 1 4 Patdown - Flyer 1 5 Screening 1 1 | 2024 | 2 | 5 | 1 | | | | | | | | | | |
| Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 1 Patdown 1 1 Patdown - Flyer 1 1 Screening 1 1 | Civil Rights | | 1 | | | | | | | | | | | |
| Customer Service - TSO 1 Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 4 Mishandling of Passenger Property - Dam 1 4 Patdown 1 4 Patdown - Flyer 1 1 Screening 1 1 | Civil Rights - Race | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 1 Patdown 1 1 Patdown - Flyer 1 1 Screening 1 1 | Customer Service | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program 1 2 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Patdown 1 Patdown - Flyer 1 Screening 1 | Customer Service - TSO | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Patdown 1 Patdown - Flyer 1 Screening 1 | Expedited Passenger Screening Program | 1 | 2 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam 1 Patdown 1 Patdown - Flyer 1 Screening 1 | Expedited Passenger Screening Program | 1 | 2 | | | | | | | | | | | |
| Patdown 1 Patdown - Flyer 1 Screening 1 | Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Patdown - Flyer 1 Screening 1 | Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Screening 1 | Patdown | | | 1 | | | | | | | | | | |
| | Patdown - Flyer | | | 1 | | | | | | | | | | |
| Screening - Inconsistency 1 | Screening | | 1 | | | | | | | | | | | |
| | Screening - Inconsistency | | 1 | | | | | | | | | | | |

| | | | | Center (TCC | • | | | | | | | | |
|------------------------------------------------------------------------------|----------------|---------------|-----|-------------|-----|--------|-----|--------|--------|--------|--------|--------|-------|
| Categories | | | | | | 03-Mar | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FLL | 425 | 465 | 489 | 466 | 312 | 395 | 362 | 363 | 285 | 286 | 293 | 255 | 4,396 |
| 2022 | 84 | 103 | 145 | 118 | 124 | 185 | 184 | 211 | 152 | 150 | 162 | 115 | 1,733 |
| Airline | | 1 | | | | | 1 | 1 | 1 | | 1 | 1 | 6 |
| Airline - Baggage Requirements | | | | | | | | | | | 1 | | 1 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | 1 | | 1 | | | 1 | 4 |
| Civil Rights | 3 | | 4 | 4 | 4 | 1 | 1 | 4 | 1 | | | | 22 |
| Civil Rights - Age | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | 1 | | | | | 2 |
| Civil Rights - Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | 1 | | | 1 | 1 | | | | 4 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | 1 | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 3 | | 2 | 2 | 1 | | | | | | | | 8 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | 1 | | | 1 | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | 1 | | | | | | | | | | 1 |
| Claims | 1 | | | | | | | | | | 1 | | 2 |
| Claims - General | 1 | | | | | | | | | | | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 9 | 12 | 10 | 10 | 8 | 17 | 14 | 11 | 13 | 12 | 7 | 11 | 134 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | | | | | 1 | 1 | | | | | | 1 | 3 |
| Customer Service - TSO | 8 | 12 | 10 | 10 | 7 | 16 | 14 | 11 | 13 | 12 | 7 | 10 | 130 |
| DHS TRIP | _ | | | | | 1 | | | | | | | 1 |
| DHS TRIP - General | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | 44 | 70 | 108 | 80 | 96 | 139 | 139 | 156 | 110 | 112 | 120 | 83 | 1,257 |
| Expedited Passenger Screening Program | | , , | 100 | | | 2 | 2 | 100 | 710 | 112 | 120 | 00 | 4 |
| Expedited Passenger Screening Program | | 6 | 3 | 5 | 7 | 4 | 6 | 4 | 3 | 4 | 5 | 3 | 50 |
| Expedited Passenger Screening Program | | 62 | 105 | 75 | 88 | 133 | 130 | 152 | 107 | 108 | 115 | 80 | 1,199 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 2 | 100 | 13 | 1 | 133 | 130 | 102 | 101 | 100 | 110 | 00 | 1,199 |
| Hazardous Materials Safety | - 104/0110 | | | | 1 | | 1 | | | | | | 2 |
| Hazardous Materials Safety - General | | | | | 1 | | 1 | | | | | | 2 |
| Identification (ID) Requirements | | | 1 | | 2 | | - 1 | | | | | | 3 |
| | | | ı | | | | | | | | | | |
| Identification (ID) Requirements - Domest | | | 4 | | 2 | | | | | | | | 2 |
| Identification (ID) Requirements - Internati | | | 1 | | | | | | | | | | |
| Locks | 1 | | | | | 1 | | 1 | | 1 | | | 4 |
| Locks - Missing or Damaged Lock | 1 | | | | | 1 | | 1 | | 1 | | | 4 |
| Lost and Found | 1 | | 1 | 2 | | 1 | 1 | 3 | 1 | | | | 10 |
| Lost and Found - Airport/TSA | 1 | | 1 | 2 | | 1 | 1 | 3 | 1 | | | | 10 |
| Mishandling of Passenger Property | 3 | 4 | 4 | 1 | 1 | | 3 | 7 | 2 | 5 | 6 | 4 | 40 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | | 1 | | 2 | 4 | 2 | 3 | 4 | 1 | 21 |
| Mishandling of Passenger Property - Dam | | 2 | 2 | 1 | | | 1 | 3 | | 1 | 2 | 3 | 17 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | 1 | | | 2 |
| No Jurisdiction | 1 | 1 | | | 1 | | | 1 | 1 | | | | 5 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to CBP | 1 | 1 | | | 1 | | | | 1 | | | | 4 |
| Patdown | 3 | 2 | 2 | | 3 | 3 | 4 | 5 | 4 | 1 | 5 | 3 | 35 |
| Patdown - Children | | | | | | | 1 | 1 | | | | | 2 |
| Patdown - Flyer | 3 | 2 | 2 | | 2 | 3 | 3 | 4 | 3 | 1 | 5 | 2 | 30 |
| Patdown - Flyer as Observer | | | | | 1 | | | | 1 | | | | 2 |
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 3 | 1 | 1 | 2 | 2 | 6 | 5 | 1 | 1 | 1 | 25 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dre | ssings/Masks | 3 | | | | | 2 | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | 1 | 1 | | | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Atta | ched to the B | ody | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | , | 1 | | | | | 1 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility [| | Wheelch | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | ' | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | r Fauinment | | | 1 | ' | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | ' | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | | | | 1 | 2 | 2 | 1 | | | 7 |
| Prohibited & Permitted Items | 2 | - Suray | 1 | | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items - Ice/Gel Par | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | | | | | | | | | | | | | |
| | | | | 4.4 | | | | | | | | | 1 |
| Property - Special Handling - Demograd It | 8 | 8 | 8 | 11 | 2 | 7 | 8 | 6 | 4 | 6 | 8 | 5 | 81 |
| Property - Special Handling - Damaged Ite | 4 | 2 | 4 | 5 | 1 | 2 | 3 | 4 | | 4 | | 3 | 32 |
| Property - Special Handling - Damaged Ite | | 3 | 1 | 1 | | 1 | 2 | | 1 | 1 | | | 12 |
| Property - Special Handling - Missing Item | | 1 | | 4 | 1 | 2 | 3 | 1 | 1 | 1 | 1 | | 15 |
| Property - Special Handling - Missing Item | 2 | 2 | 3 | 1 | | 2 | | 1 | 2 | | 7 | 2 | 22 |
| Request for Assistance | | | | | | | | 1 | | | | | 1 |
| Request for Assistance - Other | | | | | | | | 1 | | | | | 1 |
| Screening | 7 | 4 | 4 | 9 | 5 | 13 | 10 | 9 | 10 | 12 | 13 | 7 | 103 |
| Screening - Children | | | | | | | | | | 1 | | | 1 |
| Screening - Crew Member or Airline Empl | oyee | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | 1 | 1 | 1 | 2 | 1 | | 1 | 3 | 1 | 12 |
| Screening - Lengthy Lines | | | | | | 3 | 1 | 2 | | | | | 6 |
| Screening - Procedures/Process | 7 | 4 | 3 | 8 | 3 | 9 | 5 | 5 | 10 | 10 | 8 | 6 | 78 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 2 | 1 | | | 2 | | 5 |
| 2023 | 162 | 205 | 183 | 205 | 188 | 210 | 178 | 152 | 133 | 136 | 131 | 140 | 2,023 |
| Additional Information Required/Insufficient Info | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | | | | | | | | | | | | | 1 |
| Airline | | | | 2 | | | 1 | 2 | | | 1 | | 6 |
| Airline - Lost Baggage | | | | _ | | | | _ | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | 2 | | | 1 | 2 | | | ' | | 5 |
| Civil Rights | 4 | 1 | 4 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | | 20 |
| | - | - ' | - | | | | - 1 | - 1 | 1 | - ' | | | 20 |

| | | | TS | | Center (TC | • | ol - FOIA | | | | | | | |
|------------|--------------------------------------------------------------|------------------|---------------|-----------|------------|----------|-----------|--------|----------|--------|--------|--------|--------|-----------------------------------------|
| Categories | | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| | Civil Rights - Constitutional Rights | | 1 | 1 | | | | | | | | | | 2 |
| | Civil Rights - Perceived Religion | | | 1 | | | | | | | | | | 1 |
| | Civil Rights - Race | 2 | | | | 2 | | | 1 | | | 1 | | 6 |
| | Civil Rights - Sex/Gender/Gender Identity | | | 2 | | | 1 | 1 | · · | | | 1 | | 6 |
| | Civil Rights - Sexual Orientation - Not Tra | | | | 1 | | | | | 1 | | ' | | 2 |
| | Civil Rights - Transgender Screening | 1 | | | | | 1 | | | | | | | 2 |
| Cla | aims | ' | | | | | - 1 | 1 | | | | 1 | | 2 |
| Ole | Claims - Status | | | | | | | 1 | | | | 1 | | 2 |
| Cu | estomer Service | 0 | 10 | 10 | - 11 | 11 | 1.1 | | - 11 | 10 | 10 | | 12 | |
| Cu | | 9 | 18 | 10 | 14 | 11 | 14 | 18 | 11 | 10 | 10 | 13 | 13 | 151 |
| DII | Customer Service - TSO | 9 | 18 | 10 | 14 | 11 | 14 | 18 | 11 | 10 | 10 | 13 | 13 | 151 |
| DH | IS TRIP | 1 | | | | | | | | | | | 1 | 2 |
| | DHS TRIP - General | 1 | | | | | | | | | | | 1 | 2 |
| Exp | pedited Passenger Screening Program | 121 | 141 | 132 | 144 | 145 | 160 | 116 | 115 | 103 | 96 | 87 | 108 | 1,468 |
| | Expedited Passenger Screening Program | | | 1 | | | | | | | | 2 | | 4 |
| | Expedited Passenger Screening Program | | w Membe | 1 | | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | 4 | 6 | 6 | | 5 | 2 | | 1 | 2 | 1 | 2 | 1 | 30 |
| | Expedited Passenger Screening Program | 116 | 134 | 124 | 144 | 140 | 158 | 115 | 114 | 101 | 95 | 83 | 107 | 1,431 |
| | Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | 1 | | | | | | 2 |
| Loc | cks | 1 | 1 | 2 | 1 | 1 | | | | | | | | 6 |
| | Locks - Missing or Damaged Lock | 1 | 1 | 2 | 1 | 1 | | | | | | | | 6 |
| Los | st and Found | 1 | 1 | | | | | | | | | | | 2 |
| | Lost and Found - Airport/TSA | 1 | 1 | | | | | | | | | | | 2 |
| Mis | shandling of Passenger Property | 4 | 8 | 4 | 5 | 6 | 9 | 4 | 6 | 6 | 7 | 5 | 7 | 71 |
| IVIIS | Mishandling of Passenger Property - Dam | | 5 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 2 | 4 | 3 | 34 |
| | Mishandling of Passenger Property - Dam | | 3 | 2 | 1 | 2 | 5 | 1 | 3 | 2 | 5 | 1 | 4 | 32 |
| | 0 1 7 | | | | 1 | 2 | 1 | 1 | <u> </u> | | 5 | | - 4 | 5 |
| K1 - | Mishandling of Passenger Property - Disa | mayeu nems. I | | | | | | | | | | | | |
| No | Jurisdiction | | 2 | 1 | 3 | 4 | 1 | 5 | 2 | | 2 | 5 | 2 | 27 |
| | No Jurisdiction - No Referral | | | | | | | 1 | 1 | | | 1 | | 3 |
| | No Jurisdiction - Refer to CBP | | 1 | 1 | 2 | 4 | 1 | 2 | 1 | | 1 | 2 | 2 | 17 |
| | No Jurisdiction - Refer to Other | | 1 | | 1 | | | 2 | | | 1 | 2 | | 7 |
| No | tice of Violation/Civil Penalties | | | | | | | 1 | | | | | | 1 |
| | Notice of Violation/Civil Penalties - Gener | al | | | | | | 1 | | | | | | 1 |
| Pat | tdown | 3 | 5 | 5 | 2 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 1 | 31 |
| | Patdown - Children | 1 | 1 | | | | | | | | | | | 2 |
| | Patdown - Flyer | 2 | 4 | 5 | 1 | 1 | 1 | 1 | | 3 | 3 | 2 | 1 | 24 |
| | Patdown - Flyer as Observer | | | | 1 | | 1 | | 2 | | | 1 | | 5 |
| Pei | rsons w/ Disabilities (PWD) | 2 | 2 | 1 | 4 | 3 | 2 | 4 | 1 | 2 | 3 | 1 | 2 | 27 |
| | Persons w/ Disabilities (PWD) - Autism S | | | | 1 | | 2 | | | | | | | 3 |
| | Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Cancer (g | | Breast Cano | er | | | | | | | 1 | 1 | | 2 |
| | Persons w/ Disabilities (PWD) - Cognitive | | | 1 | 1 | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Diabetes | | intai / Wicht | ' | | | | 1 | | | | | | 1 |
| | | | | | | | | - 1 | | | | | | |
| | Persons w/ Disabilities (PWD) - General | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) - Internal N | | | | | 1 | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medical [| | | | 1 | | | 1 | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Medically | | Medication a | and Medic | 1 | 1 | | | | 1 | | | 1 | 4 |
| | Persons w/ Disabilities (PWD) - Mobility I | | | | | 1 | | 1 | 1 | | | | | 5 |
| | Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | 1 | | | | | | | 1 | | | | 2 |
| | Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/t | trauma) | | | | | 1 | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 1 | | | | | | | | 1 | | | 2 |
| Pro | operty - Special Handling | 4 | 9 | 9 | 8 | 6 | 5 | 5 | 3 | 2 | 3 | 2 | 1 | 57 |
| | Property - Special Handling - Damaged Ite | 2 | 3 | 4 | 4 | 3 | 4 | 1 | 1 | 1 | 2 | 1 | | 26 |
| | Property - Special Handling - Damaged Ite | | 1 | 2 | 2 | 1 | | 1 | | | | | | 7 |
| | Property - Special Handling - Missing Iten | 2 | 4 | 3 | 2 | | 1 | 3 | 1 | 1 | 1 | | | 18 |
| | Property - Special Handling - Missing Item | | 1 | 0 | | 2 | | | 1 | - ' | | 1 | 1 | 6 |
| Pa | equest for Assistance | STIOURO | | 1 | | | | | | | | | | 1 |
| Re | • | | | 1 | | | | | | | | | | |
| | Request for Assistance - Other | | | | | | 4- | | | | 4.4 | | | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Sci | reening | 11 | 17 | 14 | 21 | 9 | 15 | 21 | 9 | 6 | 11 | 11 | 5 | 150 |
| | Screening - Children | | | | | _ | 1 | | | | | | | 1 |
| | Screening - Crew Member or Airline Empl | | 1 | | 2 | 2 | | 1 | | | 1 | | | 8 |
| | Screening - Inconsistency | 1 | 2 | 1 | 2 | 1 | | 2 | | 1 | | 1 | | 11 |
| | Screening - Lengthy Lines | | 2 | 1 | 2 | | 2 | | 1 | 2 | 2 | | 1 | 13 |
| | Screening - Procedures/Process | 9 | 9 | 9 | 11 | 6 | 12 | 18 | 7 | 3 | 7 | 10 | 4 | 105 |
| | Screening - Retrieving Abandoned/Confis | cated Items | 3 | 3 | 4 | | | | 1 | | 1 | | | 12 |
| 2024 | | 179 | 157 | 161 | 143 | | | | | | | | | 640 |
| Ade | ditional Information Required/Insufficient In | 1 | 1 | | | | | | | | | | | 2 |
| | Additional Information Required/Insufficient | | 1 | | | | | | | | | | | 2 |
| Air | line | 1 | | 3 | | | | | | | | | | 4 |
| ZIII | Airline - Lost Baggage | 1 | | - 0 | | | | | | | | | | 1 |
| | Airline - Lost Baggage Airline - Policy/Regulations/Service | ' | | 3 | | | | | | | | | | 3 |
| 0: | | | | 3 | 1 | | | | | | | | | 4 |
| CIV | vil Rights | | | | | | | | | | | | | |
| | Civil Rights - Race | N T | | 2 | 1 | | | | | | | | | 3 |
| | Civil Rights - Sex/Gender/Gender Identity | | | 1 | | | | | | | | | | 1 |
| Cu | stomer Service | 7 | 17 | 16 | 10 | | | | | | | | | 50 |
| | Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| | Customer Service - TSO | 7 | 17 | 16 | 9 | | | | | | | | | 49 |
| Ext | pedited Passenger Screening Program | 136 | 110 | 117 | 106 | | | | | | | | | 469 |
| | Expedited Passenger Screening Program | 2 | 1 | 5 | 4 | | | | | | | | | 12 |
| | Expedited Passenger Screening Program | 134 | 109 | 112 | 102 | | | | | | | | | 457 |
| Цa | zardous Materials Safety | 104 | 100 | 1 | 102 | | | | | | | | | 2 |
| па | | | | | | | | | | | | | | |
| | Hazardous Materials Safety - General | | | 1 | 1 | | | | | | | | | 2 |
| | alsa. | | | 1 | 1 | | | | | | | | | 3 |
| Loc | | 1 | | | | | | | | | | | | |
| | Locks - Missing or Damaged Lock | 1 | | 1 | 1 | | | | | | | | | 3 |
| | | | | | | | | | | | | | | |

| Categories10-Oct11-Nov12-Dec01-Jan02-Feb03-Mar04-Apr05-May06-JunMishandling of Passenger Property7676Mishandling of Passenger Property - Dam3134Mishandling of Passenger Property - Dam3331 | 07-Jul | 08-Aug | 09-Sep | Total 26 11 10 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|-----------------------|
| Mishandling of Passenger Property - Dam 3 1 3 4 Mishandling of Passenger Property - Dam 3 3 3 1 | | | | 11 |
| Mishandling of Passenger Property - Dam 3 3 1 | | | | |
| | | | | 10 |
| | | | | |
| Mishandling of Passenger Property - Disa 1 2 1 1 | | | | 5 |
| No Jurisdiction 1 | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 |
| No Subject 1 1 | | | | 2 |
| No Subject - General 1 1 | | | | 2 |
| Notice of Violation/Civil Penalties 1 | | | | 1 |
| Notice of Violation/Civil Penalties - General 1 | | | | 1 |
| Patdown 3 3 1 | | | | 7 |
| Patdown - Flyer 3 3 1 | | | | 7 |
| Persons w/ Disabilities (PWD) 3 2 1 3 | | | | 9 |
| Persons w/ Disabilities (PWD) - Autism S | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes 1 1 2 | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch 1 1 | | | | 2 |
| Prohibited & Permitted Items 1 | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/\$ 1 | | | | 1 |
| Property - Special Handling 6 9 6 2 | | | | 23 |
| Property - Special Handling - Damaged Ite 2 3 1 | | | | 6 |
| Property - Special Handling - Damaged Ite 1 1 | | | | 2 |
| Property - Special Handling - Missing Iten 2 5 1 2 | | | | 10 |
| Property - Special Handling - Missing Iten 1 1 3 | | | | 5 |
| Screening 14 7 4 10 | | | | 35 |
| Screening - Crew Member or Airline Empl 1 1 | | | | 2 |
| Screening - Inconsistency 1 1 1 | | | | 3 |
| Screening - Lengthy Lines 1 1 1 4 | | | | 7 |
| Screening - Procedures/Process 10 4 2 5 | | | | 21 |
| Screening - Retrieving Abandoned/Confis 1 1 | | | | 2 |

| | | | SA Conta | a center (1 | CC) Data | 1001-1012 | • | | | | | | |
|---------------------------------------|------------|--------|----------|-------------|----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FLO | 3 | 2 | 3 | 2 | | | 1 | 1 | | | | 2 | 14 |
| 2022 | | 1 | | 1 | | | | 1 | | | | 2 | 5 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | 1 | | | | 2 | 4 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | 1 | | | | 2 | 4 |
| 2023 | 2 | 1 | 1 | 1 | | | 1 | | | | | | 6 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | 1 | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | 1 | | | | | | 3 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 2 | | | | | | | | | | 3 |

| | | | on contac | | oo, bata | | | | | | | | |
|---------------------------------------|------------|--------|-----------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FNL | 7 | 3 | 5 | 1 | 5 | 6 | | 9 | 6 | 5 | 3 | 4 | 54 |
| 2022 | | | | | 1 | 3 | | 7 | 2 | 2 | | 3 | 18 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | 1 | 3 | | 7 | 2 | 2 | | 2 | 17 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | 3 | | 7 | 2 | 2 | | 2 | 17 |
| 2023 | 4 | 1 | 5 | 1 | 4 | 3 | | 2 | 4 | 3 | 3 | 1 | 31 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 1 | 5 | 1 | 4 | 3 | | 2 | 4 | 3 | 3 | 1 | 30 |
| Expedited Passenger Screening Program | 3 | 1 | 5 | 1 | 4 | 3 | | 2 | 4 | 3 | 3 | 1 | 30 |
| 2024 | 3 | 2 | | | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 3 | 2 | | | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 3 | 2 | | | | | | | | | | | 5 |

| | | | | t Center (T | | | | | | | | | |
|--------------------------------------------|--------------|-------------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FNT | 3 | 6 | 14 | 11 | 15 | 10 | 5 | 5 | 3 | 3 | 3 | 5 | 83 |
| 2022 | 2 | 4 | 6 | 3 | 8 | 5 | 4 | 3 | 2 | | 2 | 3 | 42 |
| Customer Service | | 1 | 1 | | 1 | | | 1 | | | | | 4 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | 1 | | | 1 | | | | | 3 |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 2 | 7 | 3 | 3 | 2 | 1 | | 2 | 3 | 28 |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | ram | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 2 | 7 | 3 | 3 | 2 | | | 2 | 3 | 27 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | | | | | 1 | | | | 3 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | 1 | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | | | 2 | | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | 1 | | | 1 | | | | | | | 3 |
| 2023 | | | 2 | 2 | 7 | 5 | 1 | 2 | 1 | 3 | 1 | 2 | 26 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | 2 | 7 | 4 | 1 | 1 | 1 | 2 | 1 | 2 | 22 |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | ram | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - TSA PreCl | heck | 1 | 2 | 7 | 4 | 1 | 1 | 1 | 2 | | 2 | 21 |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | | | 1 | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2024 | 1 | 2 | 6 | 6 | | | | | | | | | 15 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 5 | 4 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 5 | 4 | | | | | | | | | 10 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | 1 | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|------------|--------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| FOD | | | | | | | | 1 | | 2 | | | 3 |
| 2022 | | | | | | | | 1 | | 1 | | | 2 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | ıram 💮 💮 | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Bag | gage | | | | | | 1 | | | 1 |

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

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| FPR | | | 1 | | | | | | | | | 1 | 2 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | | | 1 | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |

| | | | | | CC) Data | | | | | | | | |
|----------------------------------------------------------------------------------|---------------|-------------|-------------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FSD | 27 | 17 | 15 | 22 | 16 | 18 | 19 | 15 | 17 | 9 | | 16 | 201 |
| 2022 | 7 | 4 | 4 | 11 | 7 | 6 | 7 | 8 | 7 | 3 | 2 | 11 | 77 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 6 | 2 | 3 | 10 | 6 | 5 | 6 | 7 | 5 | 1 | 2 | 10 | 63 |
| Expedited Passenger Screening Program | | | | 3 | | | 1 | 1 | | 1 | | | 6 |
| Expedited Passenger Screening Program | n 6 | 2 | 3 | 7 | 6 | 5 | 5 | 6 | 5 | | 2 | 10 | 57 |
| Patdown | | | | | | | | | 1 | 2 | | | |
| Patdown - Flyer | | | | | | | | | 1 | 2 | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged I | tems - Carry- | -On | | | | | | | | | | 1 | |
| Screening | | 2 | | 1 | 1 | 1 | 1 | | 1 | | | | 7 |
| Screening - Crew Member or Airline Emp | oloyee | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | 1 | | | | 2 |
| Screening - Procedures/Process | | 1 | | | 1 | 1 | | | | | | | 3 |
| Screening - Retrieving Abandoned/Confis | scated Items | | | | | | 1 | | | | | | 1 |
| 2023 | 9 | 9 | 3 | 10 | 9 | 12 | 12 | 7 | 10 | 6 | 8 | 5 | 100 |
| Customer Service | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | 2 |
| Expedited Passenger Screening Program | 7 | 8 | 3 | 9 | 8 | 11 | 10 | 5 | 9 | 3 | 5 | 3 | 8 |
| Expedited Passenger Screening Program | n - TSA Appli | cation Prog | ram | | 1 | | | | | | 1 | | |
| Expedited Passenger Screening Program | n 7 | 8 | 3 | 9 | 7 | 11 | 10 | 5 | 9 | 3 | 4 | 3 | 79 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | 1 | | 1 | |
| Mishandling of Passenger Property - Dar | maged/Missir | ng ItemsCa | arry-on Lug | gage | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dar | maged/Missir | ng ItemsCh | necked Bag | gage | | | 1 | | 1 | 1 | | | ; |
| Property - Special Handling | | 1 | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged I | tems - Carry | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | ms - Checked | d | | | | | | | | 1 | | | |
| Screening | 2 | | | 1 | 1 | 1 | 1 | 1 | | 1 | 2 | 1 | 11 |
| Screening - Crew Member or Airline Emp | ol 1 | | | | 1 | | | | | | 1 | | |
| Screening - Inconsistency | 1 | | | | | 1 | 1 | | | | 1 | | 4 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | 1 | | 1 | 4 |
| 2024 | 11 | 4 | 8 | 1 | | | | | | | | | 24 |
| Customer Service | | | 3 | | | | | | | | | | 3 |
| Customer Service - TSO | | | 3 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 10 | 2 | 4 | 1 | | | | | | | | | 17 |
| Expedited Passenger Screening Progran | n 10 | 2 | 4 | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary | 1 | | | | | | | | | | | 1 |
| Screening | 1 | 1 | 1 | | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Screening | y Necessary | 1 1 1 | 1 | | | | | | | | | | |

| egories | 10-Oct | 11-Nov | | | · · · | Tool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|------------|-------------|-----------|---------|-------|-----------------------|--------|--------|--------|--------|--------|-------------|-------|
| <u> </u> | | | | | | | | | | | | 09-Sep 2 | |
| SM | 3 | | 2 | - | 1 ' | = | | _ | ~ | 1 | - | 2 | |
| 2022 | | | 1 | 1 | | 2 | 1 | 1 | 1 | 1 | 3 | | • |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | T04 D 6 | N | | | | 2 | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 2 | 1 | | | | | | |
| Locks | | | | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | | | | | | | 1 | | | |
| Screening | | | | | | | | 1 | 1 | | | | |
| Screening - Inconsistency | | | | | | | | 1 | 1 | | | | |
| 2023 | 1 | | | | • | | 1 | 1 | 2 | | 3 | 2 | |
| Customer Service | | | | | | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | 2 | | 2 | 1 | |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | ogram | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | 2 | | 1 | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng Items | Checked I | Baggage | | | | | | | | | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | | | | 1 | | | | | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2024 | 2 | | 1 | 3 | 1 | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 2 | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | 1 | | | | | | | | |
| Expedited Passenger Screening Program | - TSA/DHS | Employe | e: | 1 | | | | | | | | | |
| Screening | | . , | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |

| | | T | SA Contac | t Center (T | CC) Data | Tool - FOIA | ١ | | | | | | |
|--------------------------------------------|---------------|--------------|------------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| FWA | 11 | 15 | 11 | 19 | 15 | 7 | 8 | 17 | 5 | 6 | 10 | 7 | 131 |
| 2022 | | 7 | 3 | 1 | 4 | 3 | 5 | 9 | 1 | 3 | 8 | 5 | 49 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 5 | 3 | 1 | 3 | 3 | 5 | 8 | 1 | 2 | 6 | 4 | 41 |
| Expedited Passenger Screening Program | - TSA Applic | cation Progr | am | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 5 | 3 | 1 | 3 | 3 | 4 | 8 | 1 | 2 | 6 | 4 | 40 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devid | ces | | | | | | | | 1 | | | 1 |
| Screening | | 1 | | | | | | 1 | | | 1 | 1 | 4 |
| Screening - Inconsistency | | 1 | | | | | | | | | 1 | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | 1 | 2 |
| 2023 | 4 | 3 | 5 | 9 | 11 | 4 | 3 | 8 | 4 | 3 | 2 | 2 | 58 |
| Customer Service | | | | 1 | 2 | | | 3 | 1 | | | | 7 |
| Customer Service - TSO | | | | 1 | 2 | | | 3 | 1 | | | | 7 |
| Expedited Passenger Screening Program | 3 | 3 | 3 | 7 | 8 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 44 |
| Expedited Passenger Screening Program | - TSA Applic | cation Progr | am | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 3 | 3 | 7 | 7 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 43 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCa | rry-on Lug | gage | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical [| | | Body | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | ems - Carry- | On | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2024 | 7 | 5 | 3 | 9 | | | | | | | | | 24 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 7 | 3 | 1 | 7 | | | | | | | | | 18 |
| Expedited Passenger Screening Program | 7 | 3 | 1 | 7 | | | | | | | | | 18 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCa | rry-on Lug | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Check | ed | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |

| | | | I SA COIILA | , comen (| oo, bata | 1001 - 1 017 | | | | | | | |
|---------------------------------------|------------|--------|-------------|-----------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GCC | | | 3 | 1 | | 3 | | 1 | | | 1 | | 9 |
| 2022 | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |
| 2023 | | | 1 | | | 2 | | 1 | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | 2 | | 1 | | | | | 4 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | 2 | | 1 | | | | | 4 |
| 2024 | | | 2 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | 1 | | | | | | | | | 2 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |

| | | | ISA Contac | ct Center (| TCC) Data | 1001 - FUI <i>F</i> | ١ | | | | | | |
|-------------------------------------------|-------------|--------|------------|-------------|-----------|---------------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GCK | 2 | 1 | 1 | 1 | 1 | | | | | 2 | 1 | 2 | |
| 2022 | 1 | | | 1 | 1 | | | | | 1 | 1 | 1 | |
| Customer Service | | | | | 1 | | | | | | 1 | | |
| Customer Service - TCC | | | | | 1 | | | | | | | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | 1 | | | | | | | | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2023 | 1 | 1 | 1 | | | | | | | 1 | | 1 | |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | | | | | |

| Outropolo | | | | | C) Data Too | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------|-------------|------------------------|-------------|-------|--------|--------|--------|--------|-------------|----------------------------|------------------------------------------------------------------------------------------------|
| Categories | | | | | | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GEG | 91 | 80 | 79 | 52 | 43 | 53 | 74 | 47 | 34 | 50 | 62 | 63 | 728 |
| 2022 | 25 | 17 | 14 | 12 | 15 | 19 | 33 | 15 | 12 | 21 | 38 | 31 | 252 |
| Airline | | | | | | 1 | | | | 1 | | | 2 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | 1 | | | 2 |
| Civil Rights | 1 | 1 | | | | | | | | 1 | 1 | | 4 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | ı ation | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | 1 | 2 | 2 | - 1 | - 4 | 1 | 2 | | 2 | - | 4 | |
| Customer Service - Others | 3 | ı | | 3 | 1 | 1 | | 3 | | 2 | 5 | 4 | 26 |
| | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 3 | 1 | 2 | 3 | | 1 | 1 | 3 | | 2 | 5 | 4 | 25 |
| Expedited Passenger Screening Program | 15 | 12 | 10 | 8 | 9 | 12 | 23 | 7 | 8 | 12 | 27 | 21 | 164 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | 1 | 3 |
| Expedited Passenger Screening Program | 1 | 1 | | | | 1 | 1 | | | 1 | | | 5 |
| Expedited Passenger Screening Program | 13 | 10 | 10 | 8 | 9 | 11 | 22 | 7 | 8 | 10 | 27 | 20 | 155 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | | | | | | | 1 |
| Locks | 1 | | | | 2 | | | 1 | 1 | | | | 5 |
| Locks - Missing or Damaged Lock | 1 | | | | 2 | | | 1 | 1 | | | | 5 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | - 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 2 | | | | | | 1 | 4 |
| Mishandling of Passenger Property - Dam | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | ge | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on or | Checked | | | 1 | | | | | | 1 | 2 |
| No Jurisdiction | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | | 2 | 1 | 1 | | | | 4 |
| Patdown - Children | | | | | | | 1 | 1 | | | | | |
| Patdown - Flyer | | | | | | | 1 | - ' | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | - 1 | | 1 | | | | |
| | L | /b / 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | ssings/iviasks | 5 | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | | | | | 2 | 1 | 1 | 1 | 2 | 2 | 14 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | 2 | | 3 |
| Property - Special Handling - Damaged It | 2 | | | | | | | 1 | | | | | 3 |
| Property - Special Handling - Missing Iten | | 2 | | | | | 2 | | 1 | 1 | | 2 | 8 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Request for Assistance - Other | | | | | 1 | | | | | | | | 1 |
| | 2 | | 1 | 1 | 1 | 0 | _ | 2 | 1 | 2 | 3 | 2 | |
| Screening | | | ı | - 1 | | 2 | 5 | | - 1 | 3 | 3 | 3 | 24 |
| Screening - Inconsistency | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Lengthy Lines | 2 | | | | 1 | | | 1 | | 1 | | 2 | 7 |
| Screening - Procedures/Process | | | 1 | 1 | | 1 | 3 | 1 | 1 | 2 | 3 | 1 | 14 |
| Screening - Retrieving Abandoned/Confis | | | | | | | 1 | | | | | | 1 |
| 2023 | 40 | 37 | 33 | 24 | 28 | 34 | 41 | 32 | 22 | 29 | 24 | 32 | 376 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 5 | 5 | 1 | 4 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 32 |
| Customer Service - TCC | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 6 | 5 | 5 | 1 | 3 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 31 |
| Expedited Passenger Screening Program | 28 | 31 | 25 | 20 | 21 | 28 | 31 | 24 | 17 | 18 | 16 | 19 | 278 |
| Expedited Passenger Screening Program | | | 1 | 1 | 1 | 20 | 01 | 2 | .,, | 1 | 10 | 10 | 6 |
| | | | | 19 | | 20 | 24 | 22 | 17 | 17 | 16 | 19 | |
| Expedited Passenger Screening Program | 28 | 31 | 24 | 19 | 20 | 28 | 31 | | 17 | 17 | | 19 | 272 |
| HAZMAT Endorsement | | | | | | | | | | | 1 | | 1 |
| HAZMAT Endorsement - General | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | | | | 2 | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | 3 | | 1 | | | 3 | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 2 | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 1 | | | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | 1 | 1 | | | 1 | 1 | 1 | 2 | 6 |
| Patdown - Flyer | | | | | 1 | 1 | | | 1 | 1 | | 2 | 6 |
| | | | | | | | - | | - 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | 2 | | 2 | | 1 | 7 |
| December (Dischille) (DIMP) Asticus O | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | - ' | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | Necessary M | ledication an | d Medical S | Supplies | | | | 1 | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im | Necessary Molants (joint) | | d Medical S | Supplies | | 1 | 1 | | | | | | 1 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | Necessary Molants (joint) | | d Medical S | Supplies | | 1 | 1 | 1 | | | | 1 | 1 2 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im | Necessary Molants (joint) | | d Medical S | Supplies | 1 | 1 | 1 | | 1 | | 1 | 1 2 | 1 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch | Necessary Molants (joint) air/ Scooter/ S | | d Medical S | Supplies | 1 1 | 1 | 1 | | 1 | | 1 | | 1 2 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It | Necessary Molants (joint) air/ Scooter/ S 2 | Segway | d Medical S | Supplies | | 1 | 1 | | 1 | | 1 | 2 | 1 2 2 7 3 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | Segway | d Medical S | Supplies | | 1 | 1 | | | | | 1 | 1 2 2 7 3 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | Segway | | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 2 2 7 3 2 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | Segway | d Medical S | Supplies 2 | 1 | 1 | 1 | | | | 1 | 1 | 1 2 2 7 3 2 2 2 34 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empi | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | Segway | 2 | 2 | 1 | 1 | 8 | 1 | 1 | 5 | 3 | 1 6 | 1 2 2 7 3 2 2 2 34 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | Segway | | | 1 | 1 | | 1 | 1 | 1 | 3 | 2 1 1 6 | 1 2 2 7 3 2 2 2 34 2 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - International Screening | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | Segway | 2 | 2 | 1 | 1 | 8 | 1 | 1 | 5 | 1 3 1 | 1 6 1 1 | 1 2 2 7 3 2 2 2 34 2 9 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines | Necessary Molants (joint) air/ Scooter/ S 1 1 ems - Checke 1 1 oyee | d 1 | 2 | 2 | 1 | 1 | 8 1 | 3 | 2 | 5 2 | 3 | 1 1 6 1 1 2 | 1 2 2 7 3 2 2 2 34 2 9 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process | Necessary Molants (joint) air/ Scooter/ S 2 1 ems - Checke | d 1 | 2 1 | 2 | 1 | 1 | 8 | 1 | 1 | 5 | 1 3 1 | 1 6 1 1 | 1 2 2 7 3 2 2 2 34 2 9 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines | Necessary Molants (joint) air/ Scooter/ S 1 1 ems - Checke 1 1 oyee | d 1 | 2 | 2 | 1 | 1 | 8 1 | 3 | 2 | 5 2 | 1 3 1 | 1 1 6 1 1 2 | 1 2 2 7 3 2 2 2 34 2 9 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process | Necessary Molants (joint) air/ Scooter/ S 1 1 ems - Checke 1 1 oyee | d 1 | 2 1 | 2 1 | 1 | 1 | 8 1 | 3 | 2 | 5 2 | 1 3 1 | 1 1 6 1 1 2 | 1 2 2 7 3 2 2 34 2 9 1 5 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - General Impersons w/ Disabilities (PWD) - Wheelchersons | Necessary Molants (joint) air/ Scooter/ S 1 1 ems - Checke 1 1 oyee | d 1 | 2 1 | 2 1 1 1 | 1 | 1 | 8 1 | 3 | 2 | 5 2 | 1 3 1 | 1 1 6 1 1 2 | 1 2 2 7 3 2 2 2 34 2 9 1 1 5 |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empi Screening - Inconsistency Screening - International Screening Screening - Lengthy Lines Screening - Procedures/Process 2024 Civil Rights | Necessary Molants (joint) air/ Scooter/ S 1 1 ems - Checkee 1 1 oyee 1 26 2 | d 1 | 2 1 | 2 1 1 16 1 | 1 | 1 | 8 1 | 3 | 2 | 5 2 | 1 3 1 | 1 1 6 1 1 2 | 1 2 2 7 3 2 2 2 2 34 2 9 1 5 17 10 0 3 3 |

| | | 7 | rSA Contac | ct Center (* | TCC) Data | Tool - FOIA | 4 | | | | | | |
|-------------------------------------------|-------------|--------------|------------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service - TSO | 2 | 3 | 5 | 4 | | | | | | | | | 14 |
| Expedited Passenger Screening Program | 18 | 17 | 25 | 8 | | | | | | | | | 68 |
| Expedited Passenger Screening Program | - TSA Appli | ication Prος | 2 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 18 | 17 | 23 | 7 | | | | | | | | | 65 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | | | | | | | | | 3 |
| Patdown | 1 | | 1 | 1 | | | | | | | | | 3 |
| Patdown - Flyer | 1 | | 1 | 1 | | | | | | | | | 3 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ar | nmunition | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Check | ked | 1 | | | | | | | | | | 1 |
| Screening | 2 | 3 | | 1 | | | | | | | | | 6 |
| Screening - Lengthy Lines | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 2 | | 1 | | | | | | | | | 4 |

| | | | | | TCC) Data 1 | | | | | | | | |
|--------------------------------------------|---------------|-------------|---------------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GFK | 4 | 6 | 5 | 7 | 7 | 3 | 3 | 3 | 1 | 3 | | 5 | 4 |
| 2022 | 1 | 2 | | 1 | | | 1 | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 1 | | | | | | | | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| 2023 | 2 | 4 | 2 | 3 | 7 | 3 | 2 | 3 | 1 | 3 | | 5 | 3 |
| Civil Rights | | | 1 | | 1 | 2 | | | | | | | |
| Civil Rights - Race | | | | | 1 | 2 | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transg | jender | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | 1 | 2 | 5 | | 2 | 3 | | 1 | | 2 | 2 |
| Expedited Passenger Screening Program | 2 | 3 | 1 | 2 | 5 | | 2 | 3 | | 1 | | 2 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked Bag | gage | | | | | | | | 1 | |
| Patdown | | | | | | 1 | | | | 1 | | 1 | |
| Patdown - Flyer | | | | | | 1 | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | ot Wheelcha | air or Scoote | er) | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | | | 1 | | | | | | | | |
| Screening | | 1 | | 1 | | | | | 1 | 1 | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | 1 | 1 | | | |
| 2024 | 1 | | 3 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 2 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | 3 | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | IOA Oonta |) 1311130 35 | i CC) Dala | 001 - 1 017 | • | | | | | | |
|-----------------------------------------|--------------|--------|-----------|--------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GGG | | 1 | 1 | 1 | 1 | | 1 | | 2 | | 1 | 2 | 10 |
| 2022 | | | | | 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 I | tems - Chec | ked | | | 1 | | | | | | | | 1 |
| 2023 | | 1 | | | | | 1 | | 1 | | 1 | 1 | 5 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | 1 | | 2 |
| Expedited Passenger Screening Progran | i - TSA PreC | Check | | | | | | | 1 | | 1 | | 2 |
| 2024 | | | 1 | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Progran | i - TSA PreC | Check | | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GGW | | | | | | | | | 1 | | | | 1 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checked | t | | | | | 1 | | | | 1 |

| | | | | t Center (T | | | | | | | | | |
|--------------------------------------------------------------------------|--------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GJT | 17 | 10 | 9 | 13 | 8 | 5 | | | | 5 | | | 111 |
| 2022 | 3 | 3 | 5 | 1 | 3 | 2 | 6 | 2 | 2 | 2 | 3 | 2 | 34 |
| 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 | 2 | 1 | 3 | 2 | 24 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 2 | | 3 | | 5 | 2 | 2 | 1 | 3 | 2 | 23 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | | | | | | | |
| No Jurisdiction | | | | | | 1 | | | | 1 | | | 2 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | 1 | | | 2 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | - |
| Prohibited & Permitted Items - Knives/Too | 1 | | | | | | | | | | | | |
| Screening | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | |
| 2023 | 4 | 4 | 1 | 6 | 5 | 3 | 9 | 4 | 6 | 3 | 6 | 4 | 5 |
| Customer Service | | | | | 1 | 1 | | | | | | 1 | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | 1 | |
| Expedited Passenger Screening Program | 3 | 4 | 1 | 6 | 4 | 2 | 8 | 3 | 4 | 2 | 4 | 2 | 43 |
| Expedited Passenger Screening Program | 3 | 4 | 1 | 6 | 4 | 2 | 8 | | | 2 | | | 43 |
| Patdown | _ | | | | | | | | 1 | 1 | | | |
| Patdown - Flyer | | | | | | | | | 1 | 1 | | | 2 |
| Screening | 1 | | | | | | 1 | 1 | 1 | | 2 | 1 | |
| Screening - Crew Member or Airline Empl | | | | | | | • | | | | 1 | | |
| Screening - Procedures/Process | 0,00 | | | | | | 1 | 1 | 1 | | 1 | 1 | į |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | - ' | ' | ' | | ' | | |
| 2024 | 10 | 3 | 3 | 6 | | | | | | | | | 22 |
| Customer Service | 3 | | | 2 | | | | | | | | | |
| Customer Service - TCC | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 2 | | | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 5 | | 3 | 2 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 5 | | 3 | 2 | | | | | | | | | 10 |
| Mishandling of Passenger Property | 1 | | 3 | | | | | | | | | | - 10 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | ' | 1 | | | | | | | | | | | |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically | Mooocoon | Andination | and Madia | 1 | | | | | | | | | |
| ` ' | | | and Medic | | | | | | | | | | 1 |
| Screening Inconsistancy | 1 | 2 | | 1 | | | | | | | | | 4 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 2 | | | | | | | | | | | 3 |

| | | | | et Center (1 | | | | | | | | | |
|--------------------------------------------|-------------|-----------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GLH | 4 | 2 | 1 | 2 | | | 2 | | | 1 | | 1 | 13 |
| 2022 | 2 | 2 | 1 | | | | 2 | | | | | 1 | 8 |
| Customer Service | | | 1 | | | | | | | | | 1 | |
| Customer Service - TSO | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | red | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 1 | 1 | | | | | 1 | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | | | | 1 | | | | | | |
| 2023 | | | | | | | | | | 1 | | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 2 | | | 2 | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | | 1 | | | | | | | | | |

| Catagorias | 40.0-1 | | SA Contact | | | | | 05.54 | 00 1 | 07 1:1 | 00 4 | 00.0 | T-4-1 |
|--------------------------------------------|-------------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|----------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GNV | 13 | 11 | 3 | 13 | 8 | 2 | | | 8 | 4 | | | 88 |
| 2022 | 3 | 2 | 1 | 2 | 6 | 2 | | 1 | 6 | 2 | | 3 | 39 |
| Customer Service | | | | | 1 | | 1 | | | | 1 | | 3 |
| Customer Service - TSO | | | | | 1 | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 5 | 1 | 4 | 3 | 26 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 5 | 1 | 4 | 3 | 24 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCl | necked Bagg | gage | | | | | | | 1 | | 1 |
| Patdown | | 1 | | | 1 | | 1 | | | | | | 3 |
| Patdown - Flyer | | | | | 1 | | 1 | | | | | | 2 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Item | ns - Carry-Oı | ı | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checked | | | | | | | | | 1 | | | 1 |
| Screening | | | | | 2 | | | | 1 | | 1 | | 4 |
| Screening - Inconsistency | | | | | | | | | 1 | | 1 | | 2 |
| Screening - Procedures/Process | | | | | 2 | | | | | | | | 2 |
| 2023 | 7 | 7 | 2 | 6 | 2 | | 2 | 4 | 2 | 2 | 2 | 3 | 39 |
| Customer Service | | 1 | | | | | 1 | | | 1 | | | 3 |
| Customer Service - TSO | | 1 | | | | | 1 | | | 1 | | | 3 |
| Expedited Passenger Screening Program | 3 | 5 | 1 | 2 | 2 | | 1 | 4 | 1 | 1 | 1 | 1 | 22 |
| Expedited Passenger Screening Program | 3 | 5 | 1 | 2 | 2 | | 1 | 4 | 1 | 1 | 1 | 1 | 22 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | l laned/Missin | a ItemsC | arry-on Lug | 1 | | | | | | | 1 | | 2 |
| No Jurisdiction | | g itomo ot | arry orr Edg | | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | 1 |
| Patdown | 1 | | | 1 | | | | | | | | <u> </u> | 2 |
| Patdown - Flyer | ' | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | - 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| | ' | 1 | 1 | 2 | | | | | 4 | | | 1 | |
| Screening Inconsistency | | - 1 | ı | | | | | | 1 1 | | | ı | 6 |
| Screening - Inconsistency | | | 1 | 1 | | | | | I | | | 4 | 2 |
| Screening - Procedures/Process 2024 | | 1 2 | - 1 | 5 | | | | | | | | 1 | 4 |
| | 3 | 2 | | | | | | | | | | | 10 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 1 | | 2 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | | | ram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 1 | | 1 | | | | | | | | | 5 |
| Patdown | | | | 2 | | | | | | | | | 2 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | 1 |

| | | | SA Contac | | | | | | | | | | |
|-------------------------------------------|---------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GPI | 11 | 9 | 10 | 9 | 2 | 6 | 4 | 9 | 6 | 9 | 16 | 9 | 10 |
| 2022 | 3 | 3 | 1 | 5 | 2 | 3 | 1 | 3 | 2 | 5 | 4 | 7 | 3 |
| Customer Service | | 2 | | | | | | | 1 | | | | |
| Customer Service - TSO | | 2 | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 3 | | 1 | 5 | 2 | 3 | 1 | 3 | 1 | 4 | 3 | 5 | 3 |
| Expedited Passenger Screening Program | - TSA Appli | cation Proç | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | | | 4 | 2 | 3 | 1 | 3 | 1 | 4 | 3 | 5 | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | | | | | |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | | | | 1 | |
| Screening | | | | | | | | | | | 1 | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | 1 | |
| 2023 | 3 | 2 | 4 | 2 | | 3 | 3 | 6 | 4 | 4 | 12 | 2 | 4 |
| Customer Service | | | | | | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | |
| Expedited Passenger Screening Program | 2 | 2 | 4 | 2 | | 3 | 3 | 4 | 3 | 3 | 6 | 2 | 3 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | 4 | 2 | | 3 | 3 | 4 | 3 | 3 | 6 | 2 | 3 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsCl | necked Bag | gage | | | | 1 | | | | | |
| Mishandling of Passenger Property - Disar | rrayed Items | sCarry-on | or Checked | | | | | | | | 1 | | |
| Patdown | | | | | | | | | 1 | | 2 | | |
| Patdown - Flyer | | | | | | | | | 1 | | 2 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | | | | | | | | 1 | | |
| Screening | 1 | | | | | | | | | 1 | 1 | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 1 | | |
| 2024 | 5 | 4 | 5 | 2 | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 4 | 4 | 1 | | | | | | | | | 1; |
| Expedited Passenger Screening Program | 4 | 4 | 4 | 1 | | | | | | | | | 13 |

| gories | 10-Oct | | | | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|--------------------------------------------------|--------------------|------------|-----------|---------|---------|----------------------|--------|---------|--------|--------------|--------|--------|------|
| T | | | 2-Dec (| | | | • | | | 07-Jul 12 | | • | |
| 2022 | 23 5 | 29 15 | 16 9 | 16 4 | 17 8 | 16 12 | 6 | 15 6 | 9 | 12 8 | | | 1 |
| Civil Rights | 5 | 15 | 9 | 2 | 0 | 12 | | 1 | | 0 | J | 1 | |
| Civil Rights - Age | | | | 1 | | | | 1 | | | | I | |
| | | | | | | | | | | | | | |
| Civil Rights - Hair Patdowns | | | | 1 | | | | - | | | | 4 | |
| Civil Rights - Race | | 4 | | | | | | 1 | | | | 1 | |
| Customer Service | | 1 | | 1 | | | | | | 1 | | | |
| Customer Service - TSO | | 1 | | 1 | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 3 | 11 | 6 | | 4 | 12 | 2 | 2 | 4 | 6 | 5 | 2 | |
| Expedited Passenger Screening Program | | 1 | | | | 3 | | | 1 | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 9 | 6 | | 4 | 9 | 2 | 2 | 3 | 6 | 5 | 2 | |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | |
| Identification (ID) Requirements - Domest | ic | 1 | | | | | | | | | | | |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsChec | ked Bagga | ge | | | | | 1 | | | | |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees a | nd Casts | | 1 | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | 2 | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Knives/Too | l ols/Razors/S | 1 | | | | | | | | | | | |
| Property - Special Handling | | • | 1 | | 1 | | | | | 1 | | | |
| Property - Special Handling - Missing Item | l ns - Carny-On | | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | | | - 1 | | 1 | | | | | 1 | | | |
| Screening | | | 2 | | 1 | | | 1 | 1 | 1 | | | |
| | 2 | | | | 1 | | | 1 | 1 | | | | |
| Screening - Inconsistency | 1 | | | | 4 | | | 4 | 4 | | | | |
| Screening - Procedures/Process | 1 | | 2 | | 1 | | | 1 | 1 | | | | |
| 2023 | 5 | 6 | 5 | 7 | 9 | 4 | 3 | 9 | 3 | 4 | 9 | | |
| Additional Information Required/Insufficient Inf | | | | | | | | | | | | 1 | |
| Additional Information Required/Insufficier | | - EMAIL ON | LY | | | | | | | | | 1 | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | 1 | | 1 | | 1 | | 3 | | | 1 | 1 | |
| Customer Service - TSO | | 1 | | 1 | | 1 | | 3 | | | 1 | 1 | |
| Expedited Passenger Screening Program | 4 | 5 | 4 | 5 | 7 | 3 | 3 | 4 | 3 | 4 | 8 | 11 | |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | - TSA Applica | ation Proç | 1 | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 5 | 3 | 5 | 6 | 3 | 3 | 4 | 3 | 4 | 8 | 10 | |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsChec | ked Bag | 1 | | | | | | | | | |
| Patdown | | | | | | | | | | | | 2 | |
| Patdown - Flyer | | | | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | ı ancer | | | | 1 | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling - Damaged Ite | I ems - Checke | d | | | | | | 1 | | | | 1 | |
| Screening | l - Olicoko | u | 1 | | 1 | | | | | | | 2 | |
| Screening - Inconsistency | | | - 1 | | - 1 | | | | | | | 1 | |
| • • • | | | 4 | | 4 | | | | | | | | |
| Screening - Procedures/Process | 40 | • | 1 | | 1 | | | | | | | 1 | |
| 2024 | 13 | 8 | 2 | 5 | | | | | | | | | |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 10 | 6 | 2 | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 5 | 2 | 5 | | | | | | | | | |
| Mishandling of Passenger Property | 2 | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | SA Contac | | | | | | | | | | |
|--------------------------------------------|--------------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRB | 8 | 9 | 12 | 4 | 10 | 9 | 10 | 5 | 4 | 6 | 9 | 5 | 9 |
| 2022 | 3 | 2 | 3 | 3 | 5 | 2 | 7 | 4 | 3 | 3 | 6 | 4 | 4 |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Age | | 1 | | | | | | | | | | | |
| Customer Service | 1 | | | | 1 | | 2 | 1 | | | | 1 | |
| Customer Service - TSO | 1 | | | | 1 | | 2 | 1 | | | | 1 | |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 6 | 3 | 3 |
| Expedited Passenger Screening Program | - DoD | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | 1 | | | | 1 | | | 1 | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 6 | 3 | 3 |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | | | | | | 1 | | | | | | |
| Screening | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |
| 2023 | 1 | 5 | 4 | 1 | 5 | 7 | 3 | 1 | 1 | 3 | 3 | 1 | 3 |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 5 | 3 | 1 | 5 | 7 | 3 | | | 3 | 3 | 1 | 3 |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | ram | | | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 5 | 3 | 1 | 5 | 7 | 2 | | | 3 | 3 | 1 | 3 |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | 1 | 1 | | | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | 4 | 2 | 5 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 2 | 3 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 2 | 3 | | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 1 | | | | | | | | | | |

| | | | SA Contac | ct Center (| CC) Data | 001 - FUIA | | | | | | | |
|--------------------------------------------|--------------|-------------|-----------|-------------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRI | 3 | 4 | 4 | 3 | 1 | 5 | 5 | 1 | 1 | 4 | 1 | | 3: |
| 2022 | | | | 1 | | 4 | 1 | | 1 | | 1 | | |
| Expedited Passenger Screening Program | | | | 1 | | 4 | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | 4 | 1 | | | | 1 | | |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | d | | | | | | | 1 | | | | |
| 2023 | | 2 | 2 | 2 | 1 | 1 | 4 | 1 | | 4 | | | 17 |
| Expedited Passenger Screening Program | | 2 | 2 | | 1 | 1 | 3 | 1 | | 3 | | | 13 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 1 | | 1 | 1 | 3 | 1 | | 3 | | | 1: |
| Patdown | | | | 2 | | | | | | | | | |
| Patdown - Children | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Screening | | | | | | | 1 | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | |
| 2024 | 3 | 2 | 2 | | | | | | | | | | |
| Civil Rights | 2 | 1 | | | | | | | | | | | |
| Civil Rights - Age | 2 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | | |
| Customer Service | 1 | 1 | | | | | | | | | | | |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | | | | | | | | | | 2 |

| | | | ISA Conta | ct Center (| (CC) Data | 1001 - FUIA | ١. | | | | | | |
|--------------------------------------------|-----------------|---------|--------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GRK | | 1 | 7 | 5 | 4 | 2 | 3 | 4 | 2 | 2 | 4 | 5 | 3 |
| 2022 | | | 2 | | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 1 | 1 |
| Customer Service | | | | | | 1 | 1 | | | | 1 | | |
| Customer Service - TSO | | | | | | 1 | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | | | 2 | | 2 | | | 2 | 2 | 2 | 1 | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 2 | | 2 | | | 2 | 2 | 2 | 1 | 1 | 1: |
| Screening | | | | | | 1 | | | | | 1 | | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2023 | | 1 | 4 | 3 | 2 | | 2 | 2 | | | 1 | 4 | 1 |
| Customer Service | | | | | 2 | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | 2 | | | 1 | | | 1 | | |
| Expedited Passenger Screening Program | | 1 | 4 | 2 | | | 2 | 1 | | | | 3 | 1 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 4 | 2 | | | 2 | 1 | | | | 3 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not | Wheelch | air or Scoot | er) | | | | | | | | 1 | |
| Screening | | | | 1 | | | | | | | | | |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | |
| 2024 | | | 1 | 2 | | | | | | | | | ; |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 1 | 1 | | | | | | | | | - 2 |

| | | | SA Contact | | | | | | | | | | |
|------------------------------------------------------------------------------------|-----------------|-----------|--------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| tegories | 10-Oct | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 2022 | 61 7 | 55 10 | 54 12 | 59 11 | 44 18 | 49 27 | 60 33 | 35 13 | 34 18 | 35 28 | 43 26 | 37 19 | 566 222 |
| Civil Rights | , | 10 | 12 | 11 | 18 | 21 | 33 | 13 | 18 | 28 | 20 | 19 | 222 |
| Civil Rights - Racial Profiling or Discrimina | ı ation | | 1 | | 1 | | | | | | | | 2 |
| Customer Service | | 3 | | | | | 1 | 1 | | 1 | 1 | | 7 |
| Customer Service - TSO | | 3 | | | | | 1 | 1 | | 1 | 1 | | 7 |
| Expedited Passenger Screening Program | 5 | 7 | 10 | 10 | 13 | 26 | 31 | 12 | 17 | 24 | 18 | 16 | 189 |
| Expedited Passenger Screening Program | | Military | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | 1 | | 2 | 6 |
| Expedited Passenger Screening Program | 4 | 7 | 10 | 10 | 12 | 26 | 31 | 12 | 16 | 21 | 18 | 14 | 181 |
| Mishandling of Passenger Property | 1 | ultomo Co | rn, on Lugae | | 1 | | | | 1 | | 2 1 | 2 | |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | g itemsca | iry-on Lugga | ige | 1 | | | | 1 | | 1 | 2 | 1 |
| Mishandling of Passenger Property - Disa | | Carry-on | or Checked | | | | | | | | 1 | | 1 |
| Patdown | 1 | Our y-Orr | or Oriconcu | | 2 | | | | | | 1 | | |
| Patdown - Flyer | 1 | | | | 2 | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | 1 | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/t | trauma) | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | 1 | | | | | | | | | |
| Property - Special Handling | | | | | | | 1 | | | | 2 | 1 | 4 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | | 1 | | 2 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | | | 2 | 2 | | 5 |
| Screening - Inconsistency | | | | | | - 1 | | | | 1 1 | 2 | | 1 |
| Screening - Procedures/Process 2023 | 30 | 28 | 29 | 25 | 26 | 1 22 | 27 | 22 | 16 | 7 | 2 17 | 18 | 267 |
| Civil Rights | 30 | 1 | 23 | 25 | 20 | 22 | 1 | 22 | 10 | | | 10 | 207 |
| Civil Rights - Race | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | 1 | 2 | 1 | | 2 | | 1 | | 2 | | 1 | | 10 |
| Customer Service - TSO | 1 | 2 | 1 | | 2 | | 1 | | 2 | | 1 | | 10 |
| Expedited Passenger Screening Program | 28 | 23 | 27 | 21 | 22 | 19 | 23 | 21 | 11 | 6 | 11 | 17 | 229 |
| Expedited Passenger Screening Program | - TSA Appl | 2 | | | 1 | | | | | | | | 3 |
| Expedited Passenger Screening Program | 28 | 21 | 27 | 21 | 21 | 19 | 23 | 21 | 11 | 6 | 11 | 17 | 226 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | age | 1 | | | | 4 | | 1 | | 2 |
| Mishandling of Passenger Property - Disa No Jurisdiction | irrayed items. | Carry-on | or Checked | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | | | ' | 2 | | | | | | | 1 | | 3 |
| Patdown - Flyer | | | | 1 | | | | | | | 1 | | 2 |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 2 | 1 | 1 | | 1 | | | | 1 | 6 |
| Property - Special Handling - Damaged It | | | | 1 | 1 | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | 1 | | | | 1 | | | | 1 | 3 |
| Screening | | 1 | | | | 1 | 1 | | 2 | 1 | 3 | | 9 |
| Screening - Inconsistency | | 4 | | | | 1 | 4 | | 1 | 4 | | | 2 |
| Screening - Procedures/Process 2024 | 24 | 1 | 13 | 22 | | | 1 | | 1 | 1 | 3 | | 7 |
| Customer Service | 1 | 17 | 13 | 23 | | | | | | | | | 77 |
| Customer Service - TSO | 1 | 1 | | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 21 | 14 | 8 | 18 | | | | | | | | | 61 |
| Expedited Passenger Screening Program | | 14 | 8 | 18 | | | | | | | | | 61 |
| Intranet/Internet Inquiries | | | 1 | | | | | | | | | | 1 |
| Intranet/Internet Inquiries - General | | | 1 | | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | 3 | 2 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 1 | 1 | | | | | | | | | 4 |
| Property - Special Handling - Damaged It | | Jn | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |

| | | | I SA COIILA | ci Center (| ICC) Data | 1001 - FUIA | | | | | | | |
|-------------------------------------------|------------|------------|-------------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GSN | | 2 | | | | 2 | 1 | | 1 | 1 | | | 7 |
| 2022 | | | | | | 2 | | | | 1 | | | 3 |
| Expedited Passenger Screening Program | | | | | | 2 | | | | | | | 2 |
| Expedited Passenger Screening Program | - DoD | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | cal Supplies | | | | | | 1 | | | 1 |
| 2023 | | 1 | | | | | 1 | | 1 | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wounded | Warrior | | | | | | 1 | | | | | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | 1 |

| | | | | Center (TCC | • | | | | | | | | |
|-----------------------------------------------------------------------------|-----------------------|----------|------------|-------------|----|----|----|----|----|----|-----|--------|-------|
| egories | | | | | | | | | | | | 09-Sep | Total |
| so | 29 | 34 | 33 | 31 | 18 | 40 | 30 | 26 | 24 | 22 | 24 | 32 | 343 |
| 2022 | 8 | 10 | 13 | 7 | 12 | 25 | 16 | 10 | 15 | 10 | 8 | 11 | 145 |
| Civil Rights | | | | | 1 | 2 | 2 | | | | | | Ę |
| Civil Rights - Age | | | | | | 4 | 1 | | | | | | 1 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | otion | | | | 4 | 1 | 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina Customer Service | | | 4 | | 1 | 4 | | | 4 | 4 | | | |
| | 2 | | 1 | | | 1 | 1 | | 1 | 1 | | 1 | 3 |
| Customer Service - TSO | 2 | 7 | | | 0 | 1 | 1 | 0 | 1 | 1 | 7 | | 40 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 1 | 7 | 7 | 6 | 8 | 19 | 11 | 8 | 12 | 8 | 7 | 9 | 10 |
| | | 2 | 7 | | 0 | 2 | 44 | 0 | 40 | 0 | 7 | 0 | |
| Expedited Passenger Screening Program | 4 | 5 | 1 | 6 | 8 | 17 | 11 | 8 | 12 | 8 | - / | 9 | 10: |
| Identification (ID) Requirements | | | | | | | | | | | | | |
| Identification (ID) Requirements - Domest | IC | | 1 | | | | | 4 | | 4 | | | |
| Mishandling of Passenger Property | 1 /h 4: i- | <u> </u> | | | | | 1 | 1 | | 1 | | | |
| Mishandling of Passenger Property - Dam | | | lead Dames | | | | 1 | 4 | | 4 | | | |
| Mishandling of Passenger Property - Dam | iaged/Missing He I | emsCnec | ked Bagga | ge | | 4 | | 1 | | 1 | | | |
| Patdown | | | | | | 1 | | | | | | | |
| Patdown - Children | | | 4 | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devices | | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | 2 | 3 | 1 | 2 | | | 1 | 1 | | | 1 | 1 |
| Property - Special Handling - Damaged Ite | | 1 | 1 | 1 | 2 | | | | | | | 1 | |
| Property - Special Handling - Damaged Ite | | | 2 | | | | | | 1 | | | | |
| Property - Special Handling - Missing Item | ns - Checke | 1 | | | | | | 1 | | | | | |
| Screening | | | | | 1 | 1 | 1 | | 1 | | 1 | | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | 1 | | 1 | | |
| 2023 | 10 | 14 | 8 | 11 | 6 | 15 | 14 | 16 | 9 | 12 | 16 | 21 | 15 |
| Civil Rights | | | | | | | | 1 | | | 1 | | |
| Civil Rights - Perceived Religion | | | | | | | | | | | 1 | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Customer Service | 1 | | 2 | 1 | | 2 | 2 | 1 | | | 2 | 3 | 14 |
| Customer Service - Others | | | | | | | | | | | | 1 | |
| Customer Service - TSO | 1 | | 2 | 1 | | 2 | 2 | 1 | | | 2 | 2 | 1 |
| Expedited Passenger Screening Program | 9 | 12 | 4 | 8 | 6 | 10 | 8 | 10 | 9 | 9 | 9 | 16 | 11 |
| Expedited Passenger Screening Program | 1 | | | 1 | | 2 | | | 1 | | | | |
| Expedited Passenger Screening Program | 8 | 12 | 4 | 7 | 6 | 8 | 8 | 10 | 8 | 9 | 9 | 16 | 10 |
| 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 | 1 | | ; |
| Mishandling of Passenger Property - Dam | iaged/Missii | 1 | | | | | | | | 1 | 1 | | ; |
| No Jurisdiction | | | 1 | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | 1 | | | |
| Patdown | | | | | | 1 | | 3 | | | | | |
| Patdown - Flyer | | | | | | 1 | | 3 | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | l Necessary Med | lication | 1 | | | | | 1 | | | | | |
| Property - Special Handling | l location in the | | | 2 | | 1 | 1 | | | 1 | 1 | | |
| Property - Special Handling - Damaged Ite | l ems - Carry-On | | | 1 | | 1 | | | | 1 | 1 | | |
| Property - Special Handling - Missing Item | | | | 1 | | ' | | | | ' | ' | | |
| Property - Special Handling - Missing Item | | | | | | | 1 | | | | | | |
| Screening | lo onocitou | | | | | 1 | 3 | | | | 1 | 1 | |
| Screening - Children | | | | | | ' | | | | | ' | 1 | |
| Screening - Inconsistency | | | | | | | 1 | | | | | ' | |
| Screening - Procedures/Process | | | | | | 1 | 2 | | | | 1 | | |
| 2024 | 11 | 10 | 12 | 13 | | ' | | | | | ' | | 4 |
| Civil Rights | | 10 | 12 | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 7 | 8 | 11 | 10 | | | | | | | | | 30 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 8 8 | 11 | 9 | | | | | | | | | 3 |
| Locks | , | 1 | - 11 | 9 | | | | | | | | | 3 |
| | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | lagod/Missi: | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | iageɑ/Missii İ | 1 | | 4 | | | | | | | | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | |
| Screening | 2 | | 1 | | | | | | | | | | ; |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | | Contact C | | | | | | | | | | |
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| ories | | | | | | | | | | | | 9-Sep | Total |
| | 50 | 51 | 43 | 52 | 31 | 36 | 38 | 42 | 48 | 20 | 48 | 39 | 49 |
| 2022 | 15 | 15 | 11 | 16 | 14 | 19 | 18 | 20 | 31 | 10 | 29 | 20 | 21 |
| Additional Information Required/Insufficient Inf | | TMALL ONL | V | | 1 | | | | | | | | |
| Additional Information Required/Insufficier Airline | l Iniomiation - t | INIAIL ON | LT | | 1 | | | | 1 | | | | |
| | | | | | | | | | 1 | | | | |
| Airline - Lost Baggage | | | | 4 | 4 | | | | ı | | | | |
| Civil Rights | | | | 1 | 1 | | | | | | | | |
| Civil Rights - National Origin | -4: | | | 4 | 1 | | | | | | | | |
| Civil Rights - Racial Profiling or Discrimina | | | | 1 | | | | | | | | | |
| Customer Service | 1 | | | 2 | | 3 | | | | | 3 | 1 | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | | | 1 | | 3 | | | | | 3 | 1 | |
| Expedited Passenger Screening Program | 12 | 14 | 9 | 11 | 12 | 15 | 17 | 17 | 25 | 10 | 19 | 15 | 17 |
| Expedited Passenger Screening Program | | 2 | | 1 | 1 | | | 2 | | | 3 | | |
| Expedited Passenger Screening Program | 12 | 12 | 9 | 10 | 11 | 15 | 17 | 15 | 25 | 10 | 16 | 15 | 16 |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Lost and Found | | 1 | | | | | | | | | | | |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | 4 | 2 | |
| Mishandling of Passenger Property - Dam | aged/Missing Ito | emsC | 1 | | | | | | | | 1 | 2 | |
| Mishandling of Passenger Property - Dam | aged/Missing Ite | emsChec | ked Baggag | ge | | | | | | | 2 | | |
| Mishandling of Passenger Property - Disa | rrayed ItemsC | arry-on or (| Checked | | | | | | | | 1 | | |
| Patdown | | | | | | | 1 | | | | 2 | 1 | |
| Patdown - Flyer | | | | | | | 1 | | | | 2 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 |) Ostomates | | | | | 1 | | | | | | | |
| Property - Special Handling | 1 | | | 1 | | | | 2 | 2 | | | | |
| Property - Special Handling - Damaged Ite | l ' ems - Carry-On | | | ' | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Item | | | | 1 | | | | 2 | | | | | |
| Screening | 1 | | | 1 | | | | 1 | 3 | | 1 | 1 | |
| <u> </u> | ı | | | ı | | | | ı | 3 | | 1 | ı | |
| Screening - Inconsistency | 4 | | | | | | | | | | I | 4 | |
| Screening - Lengthy Lines | 1 | | | | | | | | • | | | 1 | |
| Screening - Procedures/Process | | | | 1 | | | | 1 | 3 | | | | |
| 023 | 20 | 19 | 20 | 23 | 17 | 17 | 20 | 22 | 17 | 10 | 19 | 19 | 22 |
| Civil Rights | | 1 | | | | | 1 | 2 | 1 | | | | |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | | | | | |
| Civil Rights - Race | | | | | | | 1 | 2 | 1 | | | | |
| Customer Service | | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | 1 |
| Customer Service - TSO | | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | 1 |
| Expedited Passenger Screening Program | 18 | 13 | 16 | 19 | 14 | 16 | 12 | 12 | 11 | 6 | 14 | 14 | 16 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | 1 | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | 18 | 12 | 15 | 19 | 14 | 16 | 12 | 12 | 11 | 6 | 13 | 14 | 16 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | 1 | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missing Ite | emsCarry | -on Luggag | je | | | 1 | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missing Ite | emsChec | ked Bagga | ge | | | | | 1 | | | | |
| Mishandling of Passenger Property - Disa | rrayed ItemsC | arry-on or (| Checked | 1 | | | | | | | | | |
| No Jurisdiction | | | | | | | 1 | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | 1 | 1 | | | | | |
| Patdown | 1 | 2 | | | | | 2 | 2 | | | | 1 | |
| Patdown - Flyer | | 2 | | | | | 2 | 2 | | | | 1 | |
| Patdown - General | 1 | | | | | | | | | | | ' | |
| | 1 | | | | | | | 4 | 4 | | | | |
| Persons w/ Disabilities (PWD) | L | | | | | | | 1 | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Breast Ca | | P P | 1 KA . P 1 = | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | a Medical S | upplies | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Seg | jway | | | | | | 1 | | | | | |
| Property - Special Handling | | | 1 | 1 | | | | | | 1 | 1 | 1 | |
| Property - Special Handling - Damaged Ite | ome Corry On | | 1 | | | | | | | 1 | | 1 | |
| | | | | 1 | | | | | | | 1 | | |
| Property - Special Handling - Missing Item | | | | | | | 2 | 3 | 1 | 2 | 3 | 2 | 2 |
| Property - Special Handling - Missing Item Screening | | 1 | 2 | 1 | 2 | | _ | | | | | | |
| | ns - Checked 1 | 1 | 2 | | 2 | | | | 1 | | | | |
| Screening | ns - Checked 1 | 1 | 2 | | 2 | | 2 | | 1 | 1 | | 1 | |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | ns - Checked 1 oyee | 1 | | | | | | 2 | 1 | 1 | 3 | 1 | |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process | ns - Checked 1 oyee 1 | | 1 | 1 | 2 | | 2 | 2 | 1 | | 3 | | |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | ns - Checked 1 oyee 1 cated Items | 1 | 1 | 1 | | | | 2 | 1 | | 3 | | 1 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | ns - Checked 1 oyee 1 | | 1 1 | 1 13 | | | | | 1 | | 3 | | 5 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Cotton Customer Service | ns - Checked 1 oyee 1 cated Items | 1 | 1 1 12 | 1 1 13 5 | | | | | 1 | | 3 | | 5 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 024 Customer Service Customer Service - TSO | ns - Checked 1 oyee 1 cated Items 15 | 1 | 1 1 12 1 | 1 1 13 5 5 | | | | | 1 | | 3 | | į |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Customer Service Customer Service - TSO Expedited Passenger Screening Program | ns - Checked 1 oyee 1 cated Items 15 | 1 17 | 1 1 12 1 1 8 | 1 1 1 1 5 5 6 | | | | | 1 | | 3 | | 1 • • • • • • • • • • • • • • • • • • • |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | ns - Checked 1 oyee 1 cated Items 15 12 12 | 1 | 1 1 12 1 | 1 1 13 5 5 | | | | | 1 | | 3 | | 1 • |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise O24 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 1 oyee 1 cated Items 15 12 12 1 1 | 1 17 | 1 1 12 1 1 8 | 1 1 1 1 5 5 6 | | | | | 1 | | 3 | | 1 • |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise O24 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | ns - Checked 1 oyee 1 cated Items 15 12 12 | 1 17 | 1 1 12 1 1 8 | 1 1 13 5 5 6 6 | | | | | 1 | | 3 | | |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Cottomer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) | 1 oyee 1 cated Items 15 12 12 1 1 1 | 1 17 | 1 1 12 1 1 8 | 1 1 13 5 5 6 6 6 1 1 | | | | | 1 | | 3 | | |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im | 1 oyee 1 cated Items 15 12 12 1 1 1 | 1 17 | 1 1 12 1 1 8 | 1 1 13 5 5 6 6 | | | | | 1 | | 3 | | 1 • |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) | 1 oyee 1 cated Items 15 12 12 1 1 1 | 1 17 | 1 1 12 1 1 8 | 1 1 13 5 5 6 6 6 1 1 | | | | | 1 | | 3 | | 1 5 4 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im | ns - Checked 1 oyee 1 cated Items 15 12 12 11 1 pairment | 1 17 | 1 1 12 1 1 8 | 1 1 13 5 5 6 6 | | | | | 1 | | 3 | | 1 5 4 4 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling | ns - Checked 1 oyee 1 cated Items 15 12 12 11 1 pairment | 1 17 | 1 1 12 1 1 8 | 1 1 13 5 5 6 6 6 | | | | | 1 | | 3 | | 1 5 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling | ns - Checked 1 oyee 1 cated Items 15 12 12 1 1 pairment ems - Checked | 1 17 15 15 15 2 | 1 1 12 1 1 8 8 8 | 1 1 13 5 5 6 6 6 | | | | | 1 | | 3 | | 1 5 4 4 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency | ns - Checked 1 oyee 1 cated Items 15 12 12 11 1 pairment ems - Checked 2 | 1 17 15 15 15 15 15 15 15 15 15 15 15 15 15 | 1 1 12 1 1 1 8 8 | 1 1 13 5 5 6 6 6 | | | | | 1 | | 3 | | 1 5 |
| Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling | ns - Checked 1 oyee 1 cated Items 15 12 12 11 1 pairment ems - Checked 1 | 1 17 15 15 15 2 | 1 1 12 1 1 8 8 8 | 1 1 13 5 5 6 6 6 | | | | | 1 | | 3 | | 1 5 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GST | | | | 1 | | | | | | 3 | 1 | | 5 |
| 2022 | | | | 1 | | | | | | 2 | 1 | | 4 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pair | n/trauma) | | | | | | | | 1 | | | |
| Screening | | | | | | | | | | 1 | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | 1 | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |

| | | 1 | SA Conta | ct Center (| ГСС) Data | Tool - FOIA | | | | | | | |
|----------------------------------------------------------|---------------|-------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GTF | 8 | 4 | 5 | 11 | 3 | 4 | 7 | 7 | 4 | 4 | 5 | 2 | 64 |
| 2022 | 2 | 1 | 1 | 3 | 2 | 4 | 5 | 4 | 2 | 1 | 3 | 2 | 30 |
| Expedited Passenger Screening Program | 1 | 1 | | 3 | 1 | 3 | 5 | 3 | 1 | | 2 | 2 | 22 |
| Expedited Passenger Screening Program | 1 | 1 | | 3 | 1 | 3 | 5 | 3 | 1 | | 2 | 2 | 22 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | 1 | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | isability (N | ot Wheelcha | air or Scoo | ter) | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | 1 | | 1 | | | 2 |
| Screening | | | | | 1 | | | | | | 1 | | 2 |
| Screening - Procedures/Process | | | | | 1 | | | | | | 1 | | 2 |
| 2023 | 3 | 1 | 4 | 6 | 1 | | 2 | 3 | 2 | 3 | 2 | | 27 |
| Additional Information Required/Insufficient Information | ormation | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficier | nt Informatio | on - EMAIL | ONLY | 1 | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 2 | 4 | 1 | | | 3 | 2 | 1 | 2 | | 16 |
| Expedited Passenger Screening Program | 1 | | 2 | 4 | 1 | | | 3 | 2 | 1 | 2 | | 16 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missii | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | 1 | | | 1 | | | 2 | | | 1 | | | 5 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | 1 | | | 1 | | | 1 | | | 4 |
| 2024 | 3 | 2 | | 2 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | 3 | 2 | | 1 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 3 | 2 | | 1 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |

| | | | TSA Con | tact Center | (TCC) Data | Tool - FOIA | 1 | | | | | | |
|--------------------------------------------|-------------|-------------|---------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GTR | 4 | 1 | | 6 2 | 2 1 | 3 | 3 | | 3 | 2 | 2 | 1 | 28 |
| 2022 | | 1 | | 1 | 1 | 2 | 2 | | 2 | 1 | 1 | 1 | 12 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 7 |
| Expedited Passenger Screening Program | - TSA Pre0 | Check | | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 7 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checke | d | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2023 | 4 | | | 2 | | 1 | 1 | | 1 | 1 | 1 | | 11 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | 1 | | 1 | 1 | 1 | | 6 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | 1 | | 1 | 1 | 1 | | 6 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) No | t Breast Ca | ncer | | | 1 | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2024 | | | | 3 2 | 2 | | | | | | | | 5 |
| Expedited Passenger Screening Program | | | | 1 ' | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Pre0 | Check | | 1 ' | 1 | | | | | | | | 2 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | 1 ' | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 ' | 1 | | | | | | | | 2 |

| | | | OA OOMa | t Center (| oo, bata | | | | | | | | |
|--------------------------------------------|---------------|-----------|------------|------------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| GUC | 1 | | 4 | 1 | 2 | 2 | 1 | 2 | 1 | 4 | 1 | 1 | 20 |
| 2022 | | | | | 1 | 1 | 1 | 2 | | 2 | 1 | 1 | 9 |
| Expedited Passenger Screening Program | | | | | | | 1 | 2 | | 2 | 1 | 1 | 7 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | 1 | 1 | | 2 | 1 | 1 | 6 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | s - Opt In | | | | | 1 | | | | | 1 |
| Patdown | | | | | 1 | 1 | | | | | | | 7 |
| Patdown - Children | | | | | | 1 | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| 2023 | | | 1 | | 1 | 1 | | | 1 | 2 | | | (|
| Expedited Passenger Screening Program | | | 1 | | 1 | 1 | | | 1 | 2 | | | (|
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | 1 | 1 | | | 1 | 2 | | | (|
| 2024 | 1 | | 3 | 1 | | | | | | | | | ! |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | | | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | t Wheelch | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|-------------|--------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| GUM | 10 | 16 | 12 | 12 | 8 | 14 | 13 | 15 | 11 | 10 | 13 | 18 | 15 |
| 2022 | | | | 3 | 2 | 8 | 6 | 10 | 7 | 6 | 8 | 14 | 6 |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transo | gender | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | 3 | 2 | 8 | 6 | 10 | 6 | 6 | 7 | 13 | 6 |
| Expedited Passenger Screening Program | - Active Du | ty Military | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | - DoD | | | | | 3 | | 1 | 1 | 2 | | | |
| Expedited Passenger Screening Program | - TSA Appli | ication Prog | ıram | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 3 | 2 | 5 | 6 | 8 | 5 | 3 | 6 | 13 | 5 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | s - Opt In | | | | | 1 | | | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Ba | ggage | | | | | 1 | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | |
| 2023 | 6 | 10 | 8 | 6 | 6 | 6 | 7 | 5 | 4 | 4 | 5 | 4 | 7 |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 5 | 9 | 8 | 6 | 6 | 5 | 6 | 5 | 3 | 4 | 4 | 4 | 6 |
| Expedited Passenger Screening Program | - DoD | | 1 | | 1 | 1 | | 1 | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 4 | 9 | 7 | 6 | 5 | 4 | 6 | 4 | 3 | 3 | 4 | 4 | 5 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | |
| No Jurisdiction | | | | | | 1 | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | 1 | | | | | | | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2024 | 4 | 6 | 4 | 3 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 5 | 4 | 3 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 4 | 4 | 3 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | ct Center (T 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------|--------------------|-------------|-----------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| HDN | 4 | 6 | 8 | 16 | 7 | 9 | . 4 | | | 6 | 7 | . 3 | 75 |
| 2022 | | 5 | 3 | 4 | 2 | 5 | 2 | 1 | 2 | | 3 | 3 | 30 |
| Expedited Passenger Screening Program | | 2 | 1 | 3 | 1 | 4 | 2 | 1 | 2 | | 3 | 2 | 21 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | 1 | 3 | | 4 | 2 | 1 | 2 | | 3 | 2 | 20 |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | 2 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missii | 2 | | | | | | | | | | | |
| Notice of Violation/Civil Penalties | l | 1 | | | | | | | | | | | |
| Notice of Violation/Civil Penalties - Gener | al | 1 | | | | | | | | | | | |
| Patdown | | | | | | 1 | | | | | | 1 | |
| Patdown - Children | | | | | | 1 | | | | | | | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Iten | ı ns - Carry-On | ı | 1 | | | | | | | | | | |
| Screening | I | | | 1 | 1 | | | | | | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | |
| 2023 | | | 2 | 3 | 5 | 4 | 2 | 2 | | 6 | 4 | | 2 |
| Airline | | | | • | • | | _ | | | • | 1 | | |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | |
| Customer Service | | | | | 1 | 1 | | | | | · · | | |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | | |
| Expedited Passenger Screening Program | | | | 2 | 4 | 2 | 2 | 1 | | 6 | 3 | | 2 |
| Expedited Passenger Screening Program | L TSΔ PreCh | neck | | 2 | 4 | 2 | 2 | | | 6 | 3 | | 2 |
| Patdown | I | ICOK | 1 | | | | | ' | | 0 | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | - ' | | | 1 | | | | | | | |
| Property - Special Handling - Damaged It | ome Corny (|)n | | | | 1 | | | | | | | |
| Screening | l | ווע | 1 | 1 | | 1 | | 1 | | | | | |
| Screening - Lengthy Lines | | | - 1 | 1 | | | | 1 | | | | | |
| Screening - Procedures/Process | | | 1 | - 1 | | | | 1 | | | | | |
| 2024 | 4 | 1 | 3 | 9 | | | | ı | | | | | 1 |
| Civil Rights | 4 | 1 | 3 | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | |
| Customer Service | | | 4 | | | | | | | | | | |
| Customer Service - CSM | | | 1 | 3 1 | | | | | | | | | |
| Customer Service - CSM Customer Service - TSO | | | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 4 | | | | | | | | | |
| | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program Persons w/ Disabilities (PWD) | 3 | 1 | 1 | <u>4</u> | | | | | | | | | ! |
| Persons w/ Disabilities (PWD) - Medically | / Nonnanan: N | Andinatia- | and Madi- | | | | | | | | | | |
| · · · · · · · · · · · · · · · · · · · | / ivecessary r | viedication | | 1 | | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry-0 | JN | 1 | | | | | | | | | | |
| Screening Providence (Providence) | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | I SA CUIILA | ci Center (| icc) Data | 1001 - FOIF | ٠ | | | | | | |
|--------------------------------------------|--------------|------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HGR | 1 | 1 | 3 | 1 | 3 | | 2 | | 1 | 1 | | 2 | 15 |
| 2022 | 1 | | | 1 | 2 | | 1 | | | 1 | | 1 | 7 |
| Expedited Passenger Screening Program | | | | | 2 | | 1 | | | | | 1 | 4 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 2 | | 1 | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | y Necessary | Medication | and Medic | al Supplies | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checke | d | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2023 | | 1 | | | 1 | | 1 | | 1 | | | 1 | 5 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | 1 | 2 |
| Expedited Passenger Screening Program | i - TSA PreC | heck | | | | | | | 1 | | | 1 | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged I | tems - Checl | 1 | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2024 | | | 3 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | 3 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 3 | | | | | | | | | | 3 |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FUIA | ١. | | | | | | |
|---------------------------------------|------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HIB | 3 | 2 | 1 | 1 | | 1 | | | | 1 | 1 | 1 | 11 |
| 2022 | 1 | 1 | 1 | 1 | | | | | | | | 1 | 5 |
| 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 PreC | 1 | | | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2023 | 1 | 1 | | | | 1 | | | | 1 | 1 | | 5 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | 1 | | | | 1 | | | | | 1 | | 4 |
| Expedited Passenger Screening Program | 1 | 1 | | | | 1 | | | | | 1 | | 4 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | rsa Contac | | | | | | | | | | |
|--------------------------------------------|-----------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HLN | 4 | 9 | ~ | 7 | 5 | 3 | _ | 4 | _ | 12 | 5 | 4 | 66 |
| 2022 | | 3 | 2 | 3 | 1 | 1 | 1 | 1 | 2 | 11 | 3 | 2 | 30 |
| Customer Service | | | | | | 1 | | 1 | | | | | 2 |
| Customer Service - TSO | | | | | | 1 | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | 2 | 1 | 1 | | 1 | | 2 | 11 | 3 | 2 | 24 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | Jram | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | 1 | 1 | | 1 | | 2 | 11 | 3 | 1 | 23 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not | t Wheelch | air or Scoot | 1 | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |
| 2023 | 2 | 2 | 1 | | 4 | 2 | 1 | 3 | 3 | 1 | 2 | 2 | 23 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | 1 | 2 |
| Customer Service | | | | | | 1 | | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | 1 | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | 1 | 1 | 1 | 3 | 2 | 1 | | 1 | 14 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | Jram | | 1 | | | | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | | 1 | 1 | 3 | 1 | | | 1 | 11 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 2 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | 2 | | | | | | | | 2 |
| 2024 | 2 | 4 | 3 | 4 | | | | | | | | | 13 |
| Civil Rights | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 3 | | 4 | | | | | | | | | 9 |
| Expedited Passenger Screening Program | 2 | 3 | | 4 | | | | | | | | | g |
| Screening | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| egories | 40.0-4 | 4 1 1 | | 14 1 (| 00 Fab | 00 Man | 04 4 | OF Mari | 00 1 | 07 1 | 00 4 | 00.0 | Takal |
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| | | | | | | 03-Mar | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| NL 2022 | 229 | 260 | 282 | 231 | 178 | 207 | 208 | 232 | 205 | 198 | 173 | 205 | 2,608 |
| 2022 Airline | 39 | 62 | 80 | 67 | 86 | 100 | 88 | 97 | 108 | 90 | 86 | 104 | 1,007 |
| Airline - Policy/Regulations/Service | | | | 1 1 | | | | | | | | | <u>1</u> |
| Civil Rights | 1 | | 5 | 1 | 2 | | | | 2 | 1 | 2 | 4 | 18 |
| Civil Rights - Age | · · · · · · | | 1 | ı | | | | | | | | 4 | 10 |
| Civil Rights - National Origin | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | 2 | | 2 | 3 | 7 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 2 | 1 | 2 | | | | | | | | 6 |
| Civil Rights - Screening of Religious Cultur | | onial Items | | ' | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tran | | idoi | 1 | | | | | | | | | | 1 |
| Claims | .ogo.i.ao. | | 1 | | | | | | | | 1 | | 2 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 9 | 10 | 4 | 7 | 9 | 6 | 13 | 6 | 7 | 9 | 7 | 5 | 92 |
| Customer Service - Others | 9 | 10 | 4 | ' | 3 | 0 | 10 | 0 | - 1 | 3 | - ' | J | 1 |
| Customer Service - TSO | 9 | 9 | 4 | 7 | 9 | 6 | 13 | 6 | 7 | 9 | 7 | 5 | 91 |
| Expedited Passenger Screening Program | 22 | 41 | 57 | 46 | 65 | 75 | 63 | 74 | 89 | 68 | 66 | 82 | 748 |
| Expedited Passenger Screening Program | | 1 | 31 | 1 | 00 | 7.5 | 00 | 74 | 03 | 00 | 00 | 02 | 2 |
| Expedited Passenger Screening Program | | 1 | 1 | 1 | 2 | 3 | 1 | 1 | 3 | 2 | 2 | 2 | 18 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 5 | 2 | 1 | 3 | 7 | 3 | 2 | 1 | 2 | | 2 | 38 |
| | 4 | 34 | | | | | | | | | 6 | | |
| Expedited Passenger Screening Program | 18 TCA/DUC | | 54 | 43 | 60 | 65 | 58 | 71 | 84 | 63 | 58 | 78 | 686 |
| Expedited Passenger Screening Program | - ISA/DHS | 1 | | | | | 1 | | 1 | 1 | | | 4 |
| Identification (ID) Requirements | | | | 1 | | 1 | | | | | | | 2 |
| Identification (ID) Requirements - Domesti | | | | 1 | | 1 | | | | | | | 2 |
| Locks | 1 | | 1 | | | | 1 | 1 | 1 | | | | 5 |
| Locks - General | 1 | | | | | | | | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | | | | 1 | 1 | | | | | 3 |
| Mishandling of Passenger Property | 1 | | 2 | 1 | 2 | 2 | 2 | 2 | | 1 | 2 | 5 | 20 |
| Mishandling of Passenger Property - Dama | aged/Missing | ItemsC | 1 | | 1 | | | 1 | | | 2 | 4 | 9 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | 1 | 1 | 2 | 1 | | 1 | | 1 | 9 |
| Mishandling of Passenger Property - Disar | rayed Items | Carry-on | 1 | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | | 1 | | 1 | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Patdown | | 2 | 3 | | | | 1 | 3 | 2 | 1 | 2 | | 14 |
| Patdown - Flyer | | | 3 | | | | 1 | 3 | 2 | 1 | 2 | | 12 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | |
| Patdown - Non-Flyer Persons w/ Disabilities (PWD) | 1 | 1 2 | | 2 | | 2 | 1 | 1 | 1 | 2 | | | 12 |
| • | 1 | | | 2 | | 2 | 1 | 1 | 1 | 2 | | | |
| Persons w/ Disabilities (PWD) | 1 | | | 2 | | | 1 | 1 | 1 | 2 | | | 12 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | | 2 | Body | | | | 1 | | 1 | 1 | | | 12 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D | evices - Attac | 2 | Body | | | | 1 | | | | | | 12 1 3 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically | evices - Attac Necessary | 2 hed to the E | | 2 | | 1 | 1 | | | | | | 12 1 3 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D | evices - Attac Necessary | 2 hed to the E | | 2 | | 1 | | | | 1 | | | 12 1 3 2 3 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche | evices - Attac Necessary | hed to the E 2 Wheelchair | or Scooter) | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 12 1 3 2 3 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha | vevices - Attac Necessary isability (Not \ 1 1 | hed to the E 2 Wheelchair | | 2 | 1 1 | 1 1 3 | | 1 | | 1 | 1 | 2 | 12 1 3 2 3 2 1 28 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling Property - Special Handling - Damaged Ite | Necessary isability (Not \ 1 1 ems - Carry-Or | hed to the E 2 Wheelchair | or Scooter) 4 1 | 2 | | 1 | 1 2 | 1 | 1 | 1 | | | 12 1 3 2 3 2 1 28 9 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | Necessary isability (Not \ 1 1 ems - Carry-Orems - Check | hed to the E 2 Wheelchair 3 | or Scooter) | 2 | | 1 1 3 2 | 1 | 3 2 | 1 | 1 | | | 12 1 3 2 3 2 1 28 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | Necessary isability (Not \ 1 1 ems - Carry-Orems - Check | hed to the E 2 Wheelchair 3 | or Scooter) 4 1 | 2 1 | | 1 1 3 2 | 1 2 | 1 | 3 | 1 1 3 | | 1 | 12 1 3 2 3 2 1 28 9 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item | Necessary isability (Not \ 1 1 ems - Carry-Orems - Check | hed to the E 2 Wheelchair 3 | or Scooter) 4 1 | 2 | | 1 1 3 2 | 1 2 | 3 2 | 1 | 1 | 1 | 1 | 12 1 3 2 3 2 1 28 9 9 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Iten Request for Assistance | Necessary isability (Not \ 1 1 ems - Carry-Orems - Check | hed to the E 2 Wheelchair 3 | or Scooter) 4 1 | 2 1 | | 1 1 3 2 | 1 2 | 3 2 | 3 | 1 1 3 | 1 | 1 1 1 | 12 1 3 2 3 2 1 28 9 9 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other | Necessary isability (Not V 1 1 1 ms - Carry-Or ms - Checl s - Carry-On | hed to the E 2 Wheelchair 3 | or Scooter) 4 1 3 | 2 2 1 | 1 | 1 3 2 1 | 1 2 1 | 1 3 2 | 3 1 2 | 1 1 3 3 | 1 1 1 | 1 1 1 | 12 1 3 2 3 2 1 28 9 9 9 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening | Necessary isability (Not \ 1 1 ems - Carry-Orems - Check | hed to the E 2 Wheelchair 3 | or Scooter) 4 1 | 2 1 | | 1 3 2 1 | 1 2 1 1 5 | 3 2 | 3 | 1 1 3 | 1 1 1 4 | 1 1 1 1 5 | 12 1 3 2 3 2 1 28 9 9 9 1 9 2 2 2 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency | nevices - Attac Necessary isability (Not V 1 1 ems - Carry-Or ems - Checl s - Carry-On 1 | hed to the E 2 Wheelchair 3 1 3 | or Scooter) 4 1 3 | 2 1 1 5 | 7 | 1 1 3 2 1 1 10 3 | 1 2 1 | 1 3 2 1 | 3 1 2 3 | 1 1 3 3 | 1 1 1 | 1 1 1 | 12 1 3 2 3 2 1 28 9 9 9 1 9 2 2 61 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines | nevices - Attac Necessary isability (Not V 1 1 ems - Carry-Or ems - Checl s - Carry-On 1 | hed to the E 2 Wheelchair 3 1 3 | or Scooter) 4 1 3 | 2 1 1 5 5 2 | 7 | 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 1 1 5 3 | 1 3 2 2 1 7 7 1 | 1 3 3 1 2 2 3 3 | 1 1 3 3 5 | 1 1 4 2 | 1 1 1 1 5 | 12 1 3 2 3 2 1 28 9 9 1 9 2 2 61 9 |
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| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Shoe Screening 2023 Additional Information Required/Insufficient Info Additional Information Required/Insufficien Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights | nevices - Attace Necessary isability (Not \ 1 1 2 ms - Carry-On 1 3 1 2 87 ormation | hed to the E 2 Wheelchair 3 n 3 4 1 3 115 | or Scooter) 4 1 3 3 | 2 1 1 5 2 3 | 7 4 3 92 | 1 1 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 1 1 5 3 | 1 3 2 1 7 1 6 135 | 1 3 1 2 3 1 1 1 1 97 | 1 1 3 3 5 5 | 1 1 4 2 2 87 | 1 1 1 1 5 1 | 12 1 3 2 3 2 1 28 9 9 9 1 9 2 61 9 13 38 1 1,272 1 1 2 1 |
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| | | | | | | Tool - FOI | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------|------------------|------------------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 11- | Nov 1 | 2-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Locks | | 3 | | | | 1 | 1 | 1 | | | 1 | | 7 |
| Locks - Missing or Damaged Lock | | 3 | | | | 1 | 1 | 1 | | | 1 | | |
| Mishandling of Passenger Property | 3 | 2 | 5 | 2 | | 2 | | | 2 | 8 | | 3 | 27 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | 1 | | 1 | | | 1 | 5 | | 1 | 12 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 4 | 1 | | 1 | | | 1 | 2 | | 2 | 14 |
| Mishandling of Passenger Property - Disa | rrayed ItemsCa | rry-on or | Checked | | | | | | | 1 | | | |
| No Jurisdiction | | | 1 | 1 | | | | | | 2 | 1 | | į |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | 2 | 1 | | 4 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | | 3 | 1 | 2 | | 2 2 | 3 | 1 | 1 | 3 | | 2 | 20 |
| Patdown - Flyer | | 3 | 1 | 2 | | 1 2 | | | 1 | 3 | | 2 | 19 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 3 | | 1 2 | 4 | | | 3 | 5 | 2 | 22 |
| Persons w/ Disabilities (PWD) - Autism S | nectrum | ' | | | | 1 2 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | /Mental [| Dieability | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | /ivieritai t | Disability | | | 1 | | | | | I | 1 | |
| | | | | | | I | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | 2 | | | | | | - 2 |
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| Persons w/ Disabilities (PWD) - Medically | | | nd Medic | 1 | | 1 | 2 | | | 1 | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Mobility D | | neelch | 1 | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Seg | way | | | | | | | | 1 | | | |
| Property - Special Handling | 3 | 1 | 2 | | | 3 2 | 3 | 3 | 2 | 4 | 2 | 3 | 28 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | 1 | 2 | 1 | | 1 | (|
| Property - Special Handling - Damaged Ite | | | 1 | | | 1 | 1 | | | 1 | | | |
| Property - Special Handling - Missing Item | | | | | | 2 | | | | | 1 | | |
| Property - Special Handling - Missing Item | | | 1 | | | 2 | | 1 | | 2 | | | |
| Request for Assistance | io - Orieokeu | 1 | - 1 | | | _ | | I | | | 1 | | |
| • | | I I | | | | | | | | | 1 | | 2 |
| Request for Assistance - Other | MCLICO: | | | | | | | | | | 1 | | |
| Request for Assistance - Wounded Warrio | | 1 | _ | - | | 4 - | - | | - | _ | | | - |
| Screening | 1 | 3 | 9 | 6 | | 4 6 | | | 6 | 7 | 7 | 6 | 7 |
| Screening - Crew Member or Airline Empl | | | 2 | | | | 2 | | | | | | 4 |
| Screening - Inconsistency | 1 | | 2 | 2 | | 1 1 | 2 | . 1 | | 2 | | 3 | 1: |
| Screening - International Screening | | | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | | 2 | | 1 | | 1 2 | | | 2 | 1 | 1 | | 1 |
| Screening - Procedures/Process | | | 4 | 3 | | 2 3 | 5 | 6 | 4 | 3 | 3 | 3 | 3 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | 1 | | | | | | | | 3 | | |
| 2024 | 103 | 83 | 85 | 58 | | | | | | | | | 329 |
| Civil Rights | 2 | 3 | 2 | 4 | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | _ | | 1 | | | | | | | | | | |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | |
| | | 1 | | - ' | | | | | | | | | |
| Civil Rights - Profiling | 4 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | 2 | 4 | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | 2 | | | | | | | | | |
| Claims | | | | 1 | | | | | | | | | |
| Claims - Status | | | | 1 | | | | | | | | | |
| Customer Service | 2 | 9 | 9 | 11 | | | | | | | | | 31 |
| Customer Service - TCC | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 2 | 9 | 8 | 11 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 80 | 58 | 62 | 30 | | | | | | | | | 23 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | 3 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 79 | 55 | 59 | 27 | | | | | | | | | 22 |
| Locks | | 00 | 33 | 1 | | | | | | | | | 22 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 3 | 3 | 3 | 4 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | J | 3 | 2 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 2 | 2 | 2 | | | | | | | | | |
| | - ' | 3 | 3 | 2 | | | | | | | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | _ | | | | | | | | | | |
| Patdown | 4 | | 2 | | | | | | | | | | |
| Patdown - Children | 2 | | 1 | | | | | | | | | | |
| Patdown - Flyer | 1 | | 1 | | | | | | | | | | |
| Patdown - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | | | |
| | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| | arments/D | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General | 1 | ication | - 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | 1 Necessary Med | | 1 | 4 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling | 1 Necessary Medi 5 | 6 | 1 | 4 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite | 1 Necessary Medi 5 | 6 1 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | Necessary Med | 6 1 2 | 3 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ita Property - Special Handling - Damaged Ita Property - Special Handling - Missing Item | 1 Necessary Medi 5 2 1 2 | 6 1 2 1 | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item | 1 Necessary Medi 5 2 1 2 | 6 1 2 | 3 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ita Property - Special Handling - Damaged Ita Property - Special Handling - Missing Item | 1 Necessary Medi 5 2 1 2 | 6 1 2 1 | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item | 1 / Necessary Medi 5 / 2 / 1 / 2 / 2 / 2 / 1 / 2 / 2 / 5 - Checke / 5 | 6 1 2 1 2 | 1 2 | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl | 1 / Necessary Medi 5 / 2 / 1 / 2 / 2 / 2 / 1 / 2 / 2 / 5 - Checke / 5 | 6 1 2 1 2 | 1 2 3 | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | 1 / Necessary Medi 5 / 2 / 1 / 2 / 2 / 2 / 1 / 2 / 2 / 5 - Checke / 5 | 6 1 2 1 2 | 1 2 3 1 | 2 1 1 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl | 1 / Necessary Medi 5 / 2 / 1 / 2 / 2 / 2 / 1 / 2 / 2 / 5 - Checke / 5 | 6 1 2 1 2 | 1 2 3 | 2 1 1 1 | | | | | | | | | 1 |

| | | | ISA Conta | ct Center (| icc) Data | 1001 - FUIA | ١ | | | | | | |
|--------------------------------------------|--------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| НОВ | | 1 | 3 | 1 | | | | 2 | 2 | 3 | 1 | | 13 |
| 2022 | | 1 | 2 | | | | | 2 | | | | | 5 |
| Customer Service | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service - TSO | | 1 | | | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | n - TSA PreC | Check | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | ms - Carry-O |)n | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| 2023 | | | | 1 | | | | | 2 | 3 | 1 | | 7 |
| Civil Rights | | | | | | | | | 2 | 1 | | | 3 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Screening of Religious or C | ultural Garm | ents | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | 1 | 1 | | 3 |
| Expedited Passenger Screening Program | n - TSA PreC | Check | | 1 | | | | | | 1 | 1 | | 3 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |

| tegories | 40.0-4 | | A Contact | | | | 04.4 | 05.14 | 00 1 | 07 11 | 00 4 | 00.0 | T-4-1 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-------------------------|-------------------------|------------------------------------|--------------------|---------------------------------------------|---------------------------|------------------------------|------------------------------|--------------------|-------------------------------|--------------------------------|------------------------------------------------------------------------------------------------|
| <u> </u> | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IOU | 173 | 174 | 151 | 140 | 74 | 118 | 108 | 100 | 101 | 105 | 134 | 147 | 1,525 |
| 2022 | 35 | 50 | 41 | 32 | 32 | 57 | 54 | 45 | 50 | 50 | 66 | 49 | 561 |
| Additional Information Required/Insufficient Information Required/Insufficient | | EMAIL O | NII V | | | | | | 1 | | | | 1 |
| Additional Information Required/Insufficier Airline | l momation | - EIVIAIL O | INL T | | | | 1 | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 2 | | 1 | 1 | | 2 | 1 | | | | | 1 | 8 |
| Civil Rights - National Origin | 1 | | ı | I | | | 1 | | | | | 1 | - 8 |
| Civil Rights - National Origin Civil Rights - Perceived Religion | 1 | | 1 | | | | | | | | | | 1 |
| | 1 | | ı | | | 0 | | | | | | 4 | 2 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimina | otion | | | 4 | | 2 | | | | | | 1 | 3 |
| | auon I | | | 1 | | | 4 | | | | | | 1 |
| Civil Rights - Transgender Screening | | 45 | | 4 | | | 1 | 4 | 0 | | 4.4 | | 1 |
| Customer Service | 2 | 15 | 6 | 4 | 4 | 7 | | 4 | 8 | 6 | | 8 | 75 |
| Customer Service - Others | | 2 | | 4 | | | | 4 | 0 | | 1 | | 3 |
| Customer Service - TSO | 2 | 13 | 6 | 4 | 4 | 7 | 07 | 4 | 8 | 6 | 10 | 8 | 72 |
| Expedited Passenger Screening Program | 18 | 24 | 24 | 17 | 16 | 25 | 37 | 29 | 37 | 29 | 43 | 27 | 326 |
| Expedited Passenger Screening Program | | | | | | | 1 | | 1 | | | | 2 |
| Expedited Passenger Screening Program | | 3 | 2 | 1 | 1 | | 2 | | 1 | 2 | 3 | 1 | 16 |
| Expedited Passenger Screening Program | 18 | 21 | 22 | 16 | 15 | 25 | 34 | 29 | 35 | 27 | 40 | 26 | 308 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | 1 |
| Locks | | 1 | | | | | | | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | 1 | | | | 2 |
| Lost and Found | | 1 | | | | | | 1 | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 2 | | | 3 | 2 | 1 | | 1 | 3 | | 14 |
| Mishandling of Passenger Property - Dam | laged/Missing | ItemsC | 1 | | | 1 | 2 | 1 | | 1 | 1 | | 7 |
| Mishandling of Passenger Property - Dam | | 1 | | | | 2 | | | | | 1 | | 5 |
| Mishandling of Passenger Property - Disa | | -Carry-on | 1 | | | | | | | | 1 | | 2 |
| No Jurisdiction | , | , | | 1 | | | | 1 | | | 1 | | 3 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | 1 | | | ı | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | ' | | | | | 1 |
| Patdown | 3 | 1 | | 2 | 1 | 3 | 2 | 1 | | 1 | | 3 | 17 |
| Patdown - Flyer | | 1 | | 2 | 1 | | | 1 | | 1 | | | |
| | 3 | - | | | 1 | 3 | 2 | 1 | | 1 | | 3 | 16 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | 3 | 2 | 3 | 2 | | 1 | 2 | 1 | 1 | 17 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | ledication a | ind Medical | | | 1 | 1 | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | | | | 1 | 1 | | | | 1 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesi | | nd Casts | | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | 1 | 1 | | | | | | 1 | 4 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Breast Milk | /Baby Form | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ar | nmunition | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 4 | 3 | 1 | 3 | 3 | 3 | 2 | 1 | 5 | 1 | 2 | 31 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | 2 | | 2 | 1 | 2 | | | | | 2 | 10 |
| Property - Special Handling - Damaged Ite | ems - Checl | 2 | | | | | | 1 | | 2 | | | 5 |
| Property - Special Handling - Missing Item | | | | 1 | 1 | 1 | 1 | 1 | 1 | 2 | | | 9 |
| Property - Special Handling - Missing Item | | 1 | 1 | | | 1 | | | | 1 | 1 | | 7 |
| Screening | 4 | 2 | 3 | 3 | 6 | 11 | 6 | 6 | 1 | 6 | 6 | 7 | 61 |
| Screening - Children | - | | | | | | | | 1 | | | | 1 |
| Screening - Crew Member or Airline Empl | ovee | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | -,00 | 1 | | | | | 1 | 4 | | 3 | ı | 1 | 10 |
| Screening - Inconsistency Screening - Lengthy Lines | | ı | 2 | 1 | 2 | 3 | 1 | 4 | | 3 | 1 | 1 | 11 |
| Screening - Lengthy Lines Screening - Procedures/Process | 4 | 1 | 1 | 2 | 3 | 7 | 3 | 2 | | 3 | | 5 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | I | I | | 1 | | 1 | | | 3 | 4 | 5 | 35 |
| 2023 | | 50 | E^ | | | 1 | | | | | ^^ | 00 | |
| Additional Information Required/Insufficient Inf | 64 | 52 | 50 | 60 | 42 | 61 | 54 | 55 | 51 1 | 55 | 68 | 98 | 710 |
| | | EMAIL O | NII V | | | | | | | | | | 2 |
| Additional Information Required/Insufficier | | - EMAIL O | | 1 | | | | | 1 | | | | 2 |
| Civil Rights | 2 | | 3 | | | 1 | 1 | 1 | | | 1 | | 9 |
| | | | | | | 1 | 1 | | | | 1 | | 4 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 1 | | 2 | | | | | | | | | | 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | 1 | | 2 1 | | | | | 1 | | | | | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims | 1 | | | | | | | 1 | | | | 1 | 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General | 1 | | | | | | | 1 | | | | 1 | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims | 1 | 5 | | 7 | 6 | 6 | 10 | 8 | 3 | 9 | 21 | | 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General | 1 | 5 5 | 1 | 7 7 | 6 | 6 | 10 10 | | 3 | 9 | 21 21 | 1 | 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service | 1 1 | | 3 | | | | | 8 | | | | 1 16 | 1 1 100 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 6 6 | 5 | 3 3 | 7 | 6 | 6 | 10 | 8 | 3 | 9 | 21 | 1 16 16 | 1 1 100 100 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 6 6 44 2 | 5 | 3 3 | 7 | 6 27 | 6 36 | 10 31 | 8 8 36 | 3 37 1 | 9 36 | 21 | 1 16 16 58 | 1 100 100 445 9 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 6 6 44 | 5 41 | 3 3 3 | 7 38 | 6 27 1 | 6 36 36 | 10 31 2 | 8 8 36 1 | 3 37 1 36 | 9 36 1 | 21 30 | 1 16 16 58 | 1 1 100 100 445 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks | 1 1 1 6 6 6 44 2 42 1 | 5 41 | 3 3 3 | 7 38 | 6 27 1 | 6 36 36 2 | 10 31 2 | 8 8 36 1 | 3 37 1 36 2 | 9 36 1 | 21 30 | 1 16 16 58 | 1 100 100 445 9 436 5 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock | 6 6 6 44 2 42 | 5 41 | 3 3 3 | 7 38 | 6 27 1 | 6 36 36 | 10 31 2 | 8 8 36 1 | 3 37 1 36 | 9 36 1 | 21 30 | 1 16 16 58 | 1 100 100 445 9 436 5 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found | 1 1 1 6 6 6 44 2 42 1 | 5 41 | 3 3 3 | 7 38 | 6 27 1 | 6 36 36 2 | 10 31 2 | 8 8 36 1 | 3 37 1 36 2 | 9 36 1 | 21 30 | 1 16 16 58 1 57 | 1 100 100 445 9 436 5 5 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA | 6 6 6 44 2 42 1 | 5 41 41 | 3 3 31 31 | 7 38 38 | 6 27 1 | 6 36 36 2 2 | 10 31 2 | 8 8 36 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 | 1 16 16 58 1 57 | 1 100 100 445 9 436 5 5 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 1 1 1 6 6 6 44 2 42 1 1 | 5 41 41 | 3 3 3 31 31 | 7 38 38 | 6 27 1 | 6 36 36 2 2 | 10 31 2 | 8 8 36 1 | 3 37 1 36 2 | 9 36 1 35 | 21 30 30 | 1 16 16 58 1 57 | 1 100 100 445 9 436 5 5 1 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 1 1 6 6 6 44 2 42 1 1 1 | 5 41 41 2 1 | 3 3 31 31 | 7 38 38 38 | 6 27 1 | 6 36 36 2 2 2 | 10 31 2 | 8 8 36 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 4 2 | 1 16 16 58 1 57 | 1 100 100 445 9 436 5 5 1 1 1 24 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 1 1 6 6 6 44 2 42 1 1 1 1 aged/Missii 1 | 5 41 41 | 3 3 3 31 31 | 7 38 38 | 6 27 1 | 6 36 36 2 2 2 4 3 1 | 10 31 2 29 | 8 8 36 1 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 | 1 16 16 58 1 57 | 1 100 100 100 445 9 436 5 5 1 1 24 13 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction | 1 1 1 6 6 6 44 2 42 1 1 1 | 5 41 41 2 1 | 3 3 3 31 31 | 7 38 38 38 | 6 27 1 | 6 36 36 2 2 2 | 10 31 2 | 8 8 36 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 4 2 | 1 16 16 58 1 57 | 1 100 100 100 445 9 436 5 5 1 1 24 13 11 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 1 1 6 6 6 44 2 42 41 1 1 aged/Missil 1 | 5 41 41 2 1 | 3 3 3 31 31 | 7 38 38 38 | 6 27 1 | 6 36 2 2 2 4 3 1 | 10 31 2 29 | 8 8 36 1 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 4 2 | 1 16 16 58 1 57 | 1 100 100 100 445 9 436 5 5 1 1 1 24 13 11 6 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 1 1 1 6 6 6 44 2 42 1 1 1 1 aged/Missii 1 | 5 41 41 2 1 | 3 3 3 31 31 | 7 38 38 38 | 6 27 1 | 6 36 36 2 2 2 4 3 1 | 10 31 2 29 | 8 8 36 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 4 2 | 1 16 16 58 1 57 | 1 100 100 100 445 9 436 5 5 1 1 1 24 13 11 6 2 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other | 1 1 6 6 6 44 2 42 41 1 1 aged/Missil 1 | 5 41 41 2 1 | 3 3 3 31 31 | 7 38 38 38 3 1 2 | 6 27 1 26 | 6 36 36 2 2 4 3 1 1 | 10 31 2 29 29 | 8 8 36 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 4 2 2 | 1 16 16 58 1 57 | 1 100 100 445 9 436 5 5 1 1 24 13 11 6 2 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 1 1 6 6 6 44 2 42 41 1 1 aged/Missil 1 | 5 41 41 2 1 | 3 3 3 31 31 | 7 38 38 38 | 6 27 1 | 6 36 2 2 2 4 3 1 | 10 31 2 29 | 8 8 36 1 35 | 3 37 1 36 2 2 | 9 36 1 35 | 21 30 30 4 2 | 1 16 16 58 1 57 | 1 100 100 100 445 9 436 5 5 1 1 1 24 13 11 6 2 |

| Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato | 10-Oct 1 eneral) Not | 11-Nov 1 | 2-Dec 0 | 1-Jan 1 | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tot |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------|-------------|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically | | | | - 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically | | | | 3 | | 2 | | 1 | 2 | 3 | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically | eneral) Not | D | _ | 3 | | | | | | 3 | - 1 | | |
| Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically | | Breast Cance | Г | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | 2 | | 1 | | | 1 | 1 | | | |
| | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | Medication an | d Medical S | Supplies | | | | | 1 | | 1 | | |
| | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | _ | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | 3 | 3 | 4 | 5 | 2 | 2 | 3 | 2 | 1 | 1 | 2 | 5 | |
| Property - Special Handling - Damaged Ite | 2 | | 2 | 1 | | | 3 | | | | | 2 | |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | 1 | | | | 1 | | 1 | |
| Property - Special Handling - Missing Item | s - Carry-C | 2 | 1 | 1 | 2 | 1 | | 1 | 1 | | 2 | | |
| Property - Special Handling - Missing Iten | 1 | 1 | 1 | 3 | | | | 1 | | | | 2 | |
| Screening | 5 | 1 | 7 | 2 | 5 | 6 | 6 | 3 | 4 | 3 | 7 | 11 | |
| Screening - Inconsistency | | | 2 | | 1 | | 1 | | 1 | 2 | 3 | 2 | |
| Screening - Lengthy Lines | 1 | | | | 1 | | | | | | | 2 | |
| Screening - Procedures/Process | 4 | 1 | 5 | 2 | 3 | 6 | 5 | 3 | 3 | 1 | 4 | 7 | |
| 2024 | 74 | 72 | 60 | 48 | | | | | | | | | |
| Civil Rights | | 1 | 2 | 1 | | | | | | | | | |
| Civil Rights - Race | | 1 | | 1 | | | | | | | | | |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- | Not Tranca | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | TNUL Trailisy | eridei | 1 | | | | | | | | | | |
| Customer Service | 9 | 16 | 18 | 13 | | | | | | | | | |
| | 9 | 10 | | 13 | | | | | | | | | |
| Customer Service - Others | | | 1 | | | | | | | | | | |
| Customer Service - TCC | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 9 | 16 | 16 | 13 | | | | | | | | | |
| Expedited Passenger Screening Program | 45 | 36 | 23 | 22 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 45 | 34 | 23 | 22 | | | | | | | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Lost and Found | | | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 3 | | 6 | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | 1 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 4 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dama | | a ItemsII | 1 | | | | | | | | | | |
| No Jurisdiction | 1 | g itomo o | 1 | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | I | | 1 | - 1 | | | | | | | | | |
| No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | | | 1 | 1 | | | | | | | | | |
| | 4 | | | - 1 | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | 4 | | _ | | | | | | | | | |
| Patdown | 1 | 4 | | 2 | | | | | | | | | |
| Patdown - Flyer | 1 | 4 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | 2 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ | Segway | 1 | | | | | | | | | | |
| Property - Special Handling | 2 | 3 | 4 | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Carry | 1 | 1 | 2 | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | 1 | 2 | | | | | | | | | | |
| Screening | 11 | 9 | 4 | 4 | | | | | | | | | |
| Screening - Children | 1 | <u> </u> | 7 | | | | | | | | | | |
| Screening - Children Screening - Inconsistency | 2 | 3 | | 1 | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | | 3 | 4 | - 1 | | | | | | | | | |
| | 2 | | 1 | _ | | | | | | | | | |
| Screening - Procedures/Process | 6 | 5 | 3 | 2 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confisc Screening - Security Breach | cated Items | 1 | | 1 | | | | | | | | | |

| tegories | 10-Oct | | | 1-Jan | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------------------------------------|---------------------|----------------|------------|-------|--------|----------------------|--------|---------|--------|--------|--------|--------|-------|
| IPN | 50 | 56 | 45 | 61 | 35 | 44 | 41 | 36 | | 34 | | | 50 |
| 2022 | 11 | 11 | 5 | 8 | 9 | 8 | 10 | 11 | | 16 | | | 14 |
| Customer Service | | 1 | | | 1 | | 1 | | 1 | 1 | | 1 | |
| Customer Service - TSO | | 1 | | | 1 | | 1 | | 1 | 1 | | 1 | |
| Expedited Passenger Screening Program | 11 | 9 | 5 | 7 | 8 | 8 | 8 | 9 | 20 | 12 | 16 | 14 | 12 |
| Expedited Passenger Screening Program | - DoD | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | 1 | 1 | | 2 | | |
| Expedited Passenger Screening Program | 11 | 8 | 5 | 7 | 8 | 8 | 8 | 8 | 18 | 12 | 14 | 14 | 12 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | 1 | | | 1 | |
| Mishandling of Passenger Property - Dan | | | | ge | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dan | naged/Missino | g ItemsChe | cked Baç | 1 | | | 1 | | 1 | | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | | 1 | | | | | |
| Screening | | | | | | | | 1 | | 2 | | 2 | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | 1 | |
| Screening - Procedures/Process | 4- | ^- | | | | | | 1 | | 1 | | 1 | |
| 2023 | 17 | 27 | 29 | 28 | 26 | 36 | 31 | 25 | 22 | 18 | 11 | 14 | 28 |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | 4 | 1 | 4 | 4 | 0 | | 4 | 4 | | 4 | 4 | | |
| Customer Service | 1 | | 1 | 1 | 2 | | 1 | 1 | | 1 | | | 1 |
| Customer Service - TSO | 1 | 1 | 1 | 1 | 2 | 00 | 1 | 1 | 40 | 1 | | 4.4 | |
| Expedited Passenger Screening Program | 16 | 24 | 26 | 27 | 22 | 32 | 23 | 16 | 18 | 10 | | 14 | 23 |
| Expedited Passenger Screening Program | | | 4 | 2 | 1 | - 1 | | | | | 1 | 1 | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 3 | 1 | 24 | 04 | 1 | 22 | 40 | 40 | 40 | 7 | | |
| Mishandling of Passenger Property | 16 | 21 | 25 1 | 24 | 21 | 31 | 23 | 16 1 | 18 | 10 | | 13 | 2: |
| Mishandling of Passenger Property - Dan | nagod/Missing | Itomo C | 1 | | | | 1 | ı | | 2 | | | |
| Mishandling of Passenger Property - Dan | | | okod Boggo | 00 | | | ı | 1 | | | | | |
| No Jurisdiction | lageu/iviissiii(| rterrisCrie | ckeu bayya | ige | | | 1 | 1 | | 1 | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | ' | | | |
| Patdown | | | | | 1 | | | | | 1 | 1 | | |
| Patdown - Flyer | | | | | 1 | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | 1 | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Autism S | l Spectrum | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Mental I | Disability | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | | es | | | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | 3 | 1 | | | 1 | | |
| Property - Special Handling - Damaged It | ı tems - Carrv-0 | On | | | | | 1 | 1 | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iter | | | | | | | 2 | | | | | | |
| Screening | 1 | 1 | | | 1 | 3 | 2 | 6 | 3 | 2 | | | |
| Screening - Inconsistency | | | | | | | | 1 | 1 | | | | |
| Screening - International Screening | | | | | | | | | | 1 | | | |
| Screening - Lengthy Lines | | | | | | 1 | 2 | 2 | 1 | | | | |
| Screening - Procedures/Process | | 1 | | | 1 | 2 | | 3 | 1 | 1 | | | |
| 2024 | 22 | 18 | 11 | 25 | | | | | | | | | 7 |
| Customer Service | 1 | 1 | 2 | | | | | | | | | | |
| Customer Service - TSO | 1 | 1 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 17 | 16 | 8 | 23 | | | | | | | | | (|
| Expedited Passenger Screening Program | - TSA Applic | ation Proç | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 17 | 16 | 7 | 21 | | | | | | | | | (|
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missino | temsChe | cked Baç | 1 | | | | | | | | | |
| Midianaling of Facebongon Freporty Dan | | | | 4 | | | | | | | | | |
| Patdown | 2 | | | 1 | | | | | | | | | |
| | 2 | | | 1 | | | | | | | | | |
| Patdown Patdown - Flyer Screening | | | 1 | | | | | | | | | | |
| Patdown Patdown - Flyer | 2 | | 1 | | | | | | | | | | |

| | | | | t Center (T | | | | | | | | | |
|--------------------------------------------|----------------|-------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| łRL | 9 | 9 | 10 | 8 | 8 | 9 | 6 | 8 | 8 | 6 | | | 99 |
| 2022 | 2 | 2 | 5 | 5 | 2 | 5 | 5 | 4 | 6 | 3 | 3 | 3 | 45 |
| Civil Rights | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | | 1 | | | | 1 | | | 1 | | | 4 |
| Customer Service - TSO | | | 1 | | | | 1 | | | 1 | | | |
| Expedited Passenger Screening Program | 2 | 1 | 3 | 5 | 2 | 3 | 1 | 2 | 3 | 2 | ! 1 | 2 | 27 |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 4 | 1 | 3 | 1 | 2 | 3 | 2 | ! 1 | 2 | 23 |
| HAZMAT Endorsement | | | | | | | 1 | | | | | | |
| HAZMAT Endorsement - General | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | 1 | | | 1 | |
| Patdown | | | | | | 1 | | | | | | | |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | air or Scoot | er) | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | d | | | | | | 1 | | | | | |
| Screening | | | 1 | | | | 1 | 1 | 2 | | 1 | | |
| Screening - Inconsistency | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | 1 | | | | 1 | 1 | 1 | | 1 | | ; |
| 2023 | 3 | 3 | 3 | | 6 | 4 | 1 | 4 | 2 | 3 | 6 | 6 | 4 |
| Civil Rights | 2 | | | | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | |
| Customer Service | | 2 | 1 | | | | 1 | 2 | 1 | | 2 | | |
| Customer Service - TSO | | 2 | 1 | | | | 1 | 2 | 1 | | 2 | | ! |
| Expedited Passenger Screening Program | 1 | 1 | 2 | | 5 | 3 | | | | 2 | . 2 | 4 | 2 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | | 5 | 3 | | | | 2 | . 2 | 4 | 2 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | 2 | |
| Mishandling of Passenger Property - Dam | iaged/Missin | g ItemsC | arry-on Lug | gage | | | | 1 | | | 1 | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked Bag | gage | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | | 1 | | 1 | | | |
| Property - Special Handling - Damaged It | ems - Carry- | On | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Iten | ns - Checked | d | | | | | | 1 | | | | | |
| Screening | | | | | | 1 | | | 1 | | 1 | | |
| Screening - Crew Member or Airline Emp | oyee | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | 1 | | |
| 2024 | 4 | 4 | 2 | 3 | | | | | | | | | 13 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | 2 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Att | ached to th | e Body | 1 | | | | | | | | | |
| Property - Special Handling | | 1 | , | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | |

| tegories | 10-Oct | | | Center (TC | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------------------|-----------------|---------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | | | | | | | • | | | | | | |
| HSV | 33 | 40 | 40 | 31 | 16 | 35 | 27 | 33 | 30 | 24 | | | 37 |
| 2022 | 4 | 9 | 4 | 5 | 6 | 19 | 13 | 16 | 9 | 12 | 16 | 18 | 13 |
| Customer Service | 1 | | | 1 | | 1 | 2 | | | | | | |
| Customer Service - CSM | 1 | | | | | | | | | | | | |
| Customer Service - TCC | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | | | 1 | 2 | | | | | | |
| Expedited Passenger Screening Program | 3 | 9 | 4 | 4 | 5 | 15 | 10 | 14 | 8 | 9 | 13 | 18 | 113 |
| Expedited Passenger Screening Program | 2 | | | | | | | 2 | | 1 | 1 | | (|
| Expedited Passenger Screening Program | - TSA Appl | 2 | | 2 | 1 | 1 | 1 | 1 | | | 1 | 3 | 1: |
| Expedited Passenger Screening Program | 1 | 7 | 4 | 2 | 4 | 14 | 9 | 11 | 8 | 8 | 11 | 15 | 9 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsUnsp | ecified Luc | gage | | | | 1 | | | | | |
| Patdown | 1 | | | 33- | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | |
| | | _ | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged It | ems - Checke | d | | | | | | 1 | | | | | |
| Screening | | | | | 1 | 3 | 1 | | 1 | 1 | 3 | | 1 |
| Screening - Procedures/Process | | | | | 1 | 3 | 1 | | 1 | 1 | 3 | | 1 |
| 2023 | 18 | 20 | 13 | 16 | 10 | 16 | 14 | 17 | 21 | 12 | 19 | 9 | 18 |
| Civil Rights | | | | | | 2 | | | | | 1 | | |
| Civil Rights - Age | | | | | | | | | | | 1 | | |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | 1 | | | | | | | |
| Customer Service | 1 | 3 | 1 | | 1 | - 1 | 1 | 1 | 1 | | 1 | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | | |
| | 1 | 3 | 1 | | 1 | 10 | 1 | 1 | | | 1 | 1 | 1 |
| Expedited Passenger Screening Program | 15 | 17 | 12 | 11 | 6 | 12 | 13 | 14 | 18 | 9 | 12 | 7 | 14 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Applica | ition Progran | n | | | | | 2 | | 1 | | | |
| Expedited Passenger Screening Program | 15 | 17 | 12 | 10 | 6 | 12 | 13 | 12 | 18 | 8 | 12 | 7 | 14 |
| Mishandling of Passenger Property | 2 | | | | | | | 1 | | | 1 | | |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | | ItemsChec | ked Bagga | ae | | | | | | | 1 | | |
| Mishandling of Passenger Property - Disa | | | a Dagga | 90 | | | | | | | | | |
| Patdown | 1 | | | 2 | | | | | | | | | |
| | | | | 2 | | | | | | | | | |
| Patdown - Flyer | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | l | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | Wheelchair | or Scooter) | | | | | | | 1 | | | |
| Property - Special Handling | | | | | 1 | | | | 1 | | 2 | | |
| Property - Special Handling - Damaged It | ems - Carry-O | n | | | | | | | | | 2 | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | 1 | | | | 1 | | | | |
| Screening | | | | 3 | 2 | 2 | | 1 | 1 | 2 | 2 | 1 | 1 |
| Screening - Crew Member or Airline Emp | lovee | | | | 1 | | | | | | | | |
| Screening - Inconsistency | ľ | | | | | | | | 1 | | 1 | | |
| Screening - Inconsistency Screening - Lengthy Lines | | | | 1 | | | | | - ' | | | 1 | |
| Screening - Procedures/Process | | | | 2 | 1 | 1 | | 1 | | 2 | 1 | | |
| | t l It | | | | - 1 | | | - 1 | | | ı | | |
| Screening - Retrieving Abandoned/Confis | | | | | | 1 | | | | | | | _ |
| 2024 | 11 | 11 | 23 | 10 | | | | | | | | | 5 |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Customer Service | 1 | | 3 | 2 | | | | | | | | | |
| Customer Service - CSM | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 1 | | 2 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 6 | 10 | 17 | 6 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 10 | 16 | 6 | | | | | | | | | 3 |
| | 0 | 10 | 10 | 0 | | | | | | | | | |
| Mishandling of Passenger Property | 10.41 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | iaged/iVIISSII | 1 | | | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | Wheelch | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | |
| | 3 | | 1 | 1 | | | | | | | | | |
| Screening | | | | | | | | | | | | | ; |
| Screening - Lengthy Lines | | | | | | | | | | | | | |
| Screening Screening - Lengthy Lines Screening - Procedures/Process | 1 2 | | 1 | 1 | | | | | | | | | |

| | | | | | | a Tool - FOIA | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|-----------|-------------|--------|---------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HTS | 3 | 3 | 8 | 3 | | | 3 | 2 | 3 | 4 | 1 | 4 | 34 |
| 2022 | | | 2 | | | | 1 | 2 | 3 | | | 2 | 10 |
| Customer Service | | | 1 | | | | | | 1 | | | 1 | |
| Customer Service - TSO | | | 1 | | | | | | 1 | | | 1 | |
| Expedited Passenger Screening Program | | | 1 | | | | | 1 | 2 | | | 1 | : |
| Expedited Passenger Screening Program | - TSA Applic | ation Pro | gram | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 1 | | | | | 1 | 1 | | | 1 | |
| Patdown | | | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | 1 | | | | | |
| 2023 | | 2 | 2 | 1 | | | 2 | | | 4 | 1 | 2 | 14 |
| Civil Rights | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | 2 | | | | 1 | | | 3 | | 1 | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreCh | eck | 2 | | | | 1 | | | 3 | | 1 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | Ĺ | | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledication | and Medic | al Supplies | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | 1 | | | |
| Screening | , | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2024 | 3 | 1 | 4 | 2 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | 3 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | | mplovee | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsC | 1 | | | | | | | | | | |
| No Jurisdiction | 1 | , | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| Education (Control of the Control of | | | | | | | | | | | | | |

| egories | 10-Oct 1 | 1-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------|-----------------------------------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| VN | 11 | 5 | 8 | | 11 | 9 | 8 | | 13 | 10 | | 8 | 10141 |
| 2022 | • • • • • • • • • • • • • • • • • • • • | J | 1 | | 2 | 3 | 2 | | 13 | 3 | | 6 | 2 |
| Airline | | | | 2 | | 3 | | 3 | | 3 | - ' | | 4 |
| | | | | | | | | 1 | | | | | |
| Airline - Lost Baggage | | | | | | | | | | | | | |
| Customer Service | | | | | 1 | | | 1 | | | | | |
| Customer Service - TSO | | | | | 1 | | | 1 | | | | | |
| Expedited Passenger Screening Program | | | 1 | | 1 | 2 | 2 | | | 1 | 1 | 6 | |
| Expedited Passenger Screening Program | - TSA PreChe | ck | 1 | | 1 | 2 | 2 | 1 | | 1 | 1 | 6 | |
| Mishandling of Passenger Property | | | | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | temsCl | necked Ba | 2 | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Checked | | | | | | | | | 1 | | | |
| Screening | | | | | | 1 | | | | 1 | | | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2023 | 2 | 2 | 2 | 3 | 9 | 6 | 6 | 6 | 13 | 7 | 3 | 2 | |
| Airline | 1 | | | | | | 1 | | | | | | |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | |
| Civil Rights | | | | | | | 1 | | | | | | |
| - | | | | | | | 1 | | | | | | |
| Civil Rights - Not Specified Customer Service | | | | | 0 | | 1 | | | | 1 | 1 | |
| | | | | | 2 | | | | | | | | |
| Customer Service - TSO | | | | | 2 | | | | | | 1 | 1 | |
| Expedited Passenger Screening Program | 1 | | 2 | | 7 | 4 | 3 | 4 | 8 | 6 | 1 | | |
| Expedited Passenger Screening Program | | tion Prog | | 1 | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | | 2 | 2 | 7 | 3 | 3 | | 8 | 6 | 1 | | |
| Locks | | | | | | | | 1 | 1 | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | 1 | | | | |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | 1 | | | | | | | |
| No Jurisdiction | | | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 1 | |
| Patdown | | 1 | | | | | | | 1 | 1 | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Patdown - Flyer as Observer | | | | | | | | | 1 | 1 | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged Ite | me - Carry-Or | , | | | | 1 | | | | | | | |
| Screening | ans - Carry-Or | 1 | | | | - ' | 1 | 1 | 2 | | 1 | | |
| <u> </u> | | | | | | | - 1 | | 3 | | 1 | | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | | 3 | | | | |
| Screening - Security Breach | | | | | | | 1 | | | | | | |
| 2024 | 9 | 3 | 5 | 6 | | | | | | | | | |
| Animals | 1 | | | | | | | | | | | | |
| Animals - Carry-On | 1 | | | | | | | | | | | | |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - CSM | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 7 | 2 | 2 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Applica | tion Proa | ram | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 7 | 2 | 2 | 2 | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aned/Missing | temsCl | necked Ba | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | aged/Missing | 1 | 1 | | | | | | | | | | |
| , | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| Property - Special Handling | 0 | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | |
| Screening | 1 | | 1 | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| HVR | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| | | | | | | Tool - FOIA | | | | | | | |
|----------------------------------------------|---------------|--------|--------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HXD | 5 | 4 | 5 | 2 | | 5 | 6 | 6 | 2 | 5 | 4 | 2 | 46 |
| 2022 | 3 | | 3 | 1 | | 4 | 5 | 2 | | 3 | 2 | 2 | 2 |
| Civil Rights | 1 | | | | | 1 | | | | 1 | | | |
| Civil Rights - Racial Profiling or Discrimin | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | 1 | | | | 1 | | | |
| Customer Service | 1 | | 1 | | | | | | | | | | |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | 1 | | 3 | 3 | 2 | | | 2 | 2 | 1 |
| Expedited Passenger Screening Program | - TSA PreCl | neck | 1 | 1 | | 3 | 3 | 2 | | | 2 | 2 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | | | | 1 | | | |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | | | | | | | | | |
| Screening | | | | | | | 2 | | | 1 | | | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2023 | 1 | 3 | 2 | | | 1 | 1 | 4 | 2 | 2 | 2 | | 1 |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | | 2 | | | | 1 | | 1 | 1 | 2 | | |
| Expedited Passenger Screening Program | - TSA PreCl | neck | 2 | | | | 1 | | 1 | 1 | 2 | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical I | Devices - At | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | ems - Carry- | On | | | | | | 1 | | | | | |
| Screening | 1 | 1 | | | | 1 | | 2 | 1 | 1 | | | |
| Screening - Procedures/Process | 1 | 1 | | | | 1 | | 2 | 1 | 1 | | | |
| 2024 | 1 | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| HYA | | | | 1 | | | | | | | 1 | | 2 |
| 2022 | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | 1 | | 1 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | Jram . | 1 | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | | ISA Contac | x Center (| icc) Data | 1001 - FUIA | | | | | | | |
|------------------------------------------|--------------|-----------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HYS | | 1 | 1 | 1 | | 1 | | 3 | | | | 1 | 8 |
| 2022 | | | 1 | | | 1 | | 2 | | | | 1 | 5 |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | | | | 1 | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | 1 | | | | 1 | 3 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | tems - Checl | ked | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2023 | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missiı | ng ItemsC | arry-on Lug | gage | | | | 1 | | | | | 1 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |

| Catagorias | 40.0-4 | | SA Contact | | - | | 04.4 | 05.14 | 00 1 | 07 11 | 00 4 | 00.0 | T-4-1 |
|---------------------------------------------------|----------------|-------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IAD | 471 | 390 | 423 | 358 | 209 | 375 | 410 | 429 | 418 | 361 | 357 | 424 | 4,625 |
| 2022 | 66 | 72 | 70 | 52 | 59 | 191 | 211 | 211 | 226 | 174 | 183 | 217 | 1,732 |
| Additional Information Required/Insufficient Info | formation | | | | | | | | | 1 | | | 1 |
| Additional Information Required/Insufficier | nt Information | - EMAIL O | NLY | | | | | | | 1 | | | 1 |
| Airline | | | | | | | | 2 | | 2 | 1 | | 5 |
| Airline - Lost Baggage | | | | | | | | 1 | | 2 | 1 | | 4 |
| Airline - Policy/Regulations/Service | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 1 | 2 | 3 | 1 | 2 | | 1 | 1 | 1 | | 3 | | 15 |
| Civil Rights - Race | · | | | | | | 1 | | 1 | | 2 | | 4 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | 3 | 1 | 1 | | ' | | | | | | 7 |
| | | | | - 1 | | | | | | | | | |
| Civil Rights - Screening of Religious Cultu | | | IS . | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Claims | | 1 | 1 | | | | | | | | | | 2 |
| Claims - Status | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service | 5 | 6 | 3 | 6 | 4 | 1 | 3 | 8 | 6 | 6 | 5 | 9 | 62 |
| Customer Service - CSM | | 1 | | | | | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 5 | 3 | 5 | 4 | 1 | 3 | 8 | 6 | 6 | 5 | 9 | 60 |
| | 3 | 1 | 3 | J | - 4 | - ' | 3 | 0 | 0 | 0 | 3 | 9 | 1 |
| Duplicate E-mail | | | | | | | | | | | | | |
| Duplicate E-mail - General | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 45 | 49 | 48 | 35 | 46 | 188 | 199 | 185 | 202 | 150 | 152 | 182 | 1,481 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | 1 | | | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | - DoD | | 1 | 2 | | 5 | 4 | | 3 | 4 | | 1 | 20 |
| Expedited Passenger Screening Program | 1 | 3 | 3 | 3 | 1 | 1 | 8 | 4 | 3 | 6 | 8 | 5 | 46 |
| Expedited Passenger Screening Program | | 44 | 43 | 30 | 45 | 177 | 184 | 177 | 194 | 136 | 142 | 176 | 1,392 |
| Expedited Passenger Screening Program | | 2 | 1 | | | 4 | 3 | 4 | 1 | 3 | 2 | | 20 |
| Hazardous Materials Safety | ISABIIS | | - 1 | 1 | | 7 | 3 | 4 | 1 | 3 | | | 20 |
| | | | | | | | | | | | | | |
| Hazardous Materials Safety - General | | | | 1 | | | | | 1 | | | | 2 |
| Locks | 1 | 1 | 1 | 1 | | | | | | 1 | | 1 | 6 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | 1 | 1 | | | | | | 1 | | 1 | 5 |
| Lost and Found | 2 | 1 | | 1 | 1 | | 1 | | 2 | 1 | | 1 | 10 |
| Lost and Found - Airport/TSA | 2 | 1 | | 1 | 1 | | 1 | | 2 | 1 | | 1 | 10 |
| Mishandling of Passenger Property | | 2 | | ' | ' | 1 | 2 | 4 | 3 | 4 | 6 | 6 | 28 |
| | 1/N 4: i | | | | | | | | 3 | | | | |
| Mishandling of Passenger Property - Dam | | nemsCa | rry-on Lugga | age | | | 1 | 2 | | 1 | 3 | 6 | 13 |
| Mishandling of Passenger Property - Dam | | 2 | | | | 1 | | 1 | 3 | 2 | 2 | | 11 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on c | or Checked | | | | 1 | 1 | | 1 | 1 | | 4 |
| No Jurisdiction | | 1 | 2 | | | | | | 3 | 2 | 2 | 4 | 14 |
| No Jurisdiction - No Referral | | 1 | | | | | | | 1 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | 2 | | | | | | 2 | 2 | 1 | 4 | 11 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | 1 |
| Patdown | 1 | 1 | | | 1 | | 1 | 1 | | | | 1 | 6 |
| Patdown - Flyer | 1 | 1 | | | 1 | | 1 | 1 | | | | 1 | 6 |
| | <u>'</u> | | 4 | | | | | | 4 | - 4 | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | 2 | | 1 | 4 | 1 | 1 | 3 | 2 | 17 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devic | es | | | 1 | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | | | 1 | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelchai | ir or Scooter | ۲) | | | | 1 | | | | | 1 |
| | | | ii oi ocoolei |) | 4 | | | ' | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casis | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | 1 | | | | | 2 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 1 | 8 | 3 | 2 | | | 1 | 4 | 3 | 6 | 3 | 34 |
| Property - Special Handling - Damaged Ite | |)n | 4 | | | | | 1 | 1 | 1 | 4 | 1 | 12 |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | 1 | | | | | | - | | 4 |
| Property - Special Handling - Missing Item | | | 2 | 1 | 1 | | | | | | 1 | 1 | 7 |
| | | 4 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | 1 | 1_ | 1 | | _ | _ | 3 | 2 | 1 | 1 | 11 |
| Screening | 6 | 5 | 3 | 4 | 1 | 1 | 3 | 5 | 3 | 3 | 5 | 8 | 47 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | 2 | | | | | | 1 | | | | 1 | 4 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | 1 | 2 |
| Screening - Procedures/Process | 6 | 3 | 1 | 4 | | 1 | 1 | 3 | 3 | 2 | 4 | 5 | 33 |
| Screening - Retrieving Abandoned/Confis | | | 2 | | 1 | • | 1 | | | 1 | 1 | 1 | 7 |
| 2023 | | 179 | 189 | 197 | 150 | 184 | 199 | 218 | 192 | 187 | 174 | 207 | 2,273 |
| | 197 | 1/9 | 109 | | 150 | 104 | 199 | 210 | 192 | 107 | 1/4 | 207 | |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 3 | 1 | 1 | 2 | | 2 | 1 | 2 | | | 1 | 2 | 15 |
| Civil Rights - Constitutional Rights | 1 | 1 | | 1 | | | | | | | | | 3 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | 1 | | 1 | | | 2 | | 2 | | | | 2 | 8 |
| Civil Rights - Screening of Religious Cultu | | nonial Item | | 1 | | | | | | | | | 1 |
| | | omai itelli | | - 1 | | | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | _ | _ | _ | - | _ | _ | _ | _ | - | | _ | |
| Customer Service | 11 | 7 | 9 | 7 | 8 | 8 | 7 | 7 | 5 | 8 | 3 | | 87 |
| Customer Service - Others | | | | | | | | 1 | | | | 1 | 2 |
| Customer Service - TSO | 11 | 7 | 9 | 7 | 8 | 8 | 7 | 6 | 5 | 8 | 3 | 6 | 85 |
| Expedited Passenger Screening Program | 171 | 154 | 154 | 164 | 128 | 143 | 169 | 191 | 165 | 158 | 144 | 170 | 1,911 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 3 | | | 1 | 1 | | - ' | 1 | | 10 |
| Expedited Passenger Screening Program | 3 | 4 | 2 | 4 | 1 | 5 | 2 | 2 | 1 | 3 | | 3 | 31 |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 147 | 149 | 156 | 125 | 135 | 165 | 187 | 163 | 152 | 141 | 166 | 1,853 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | 2 | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 16 |
| | | | | | | | | | | | | | |

| Mishandling of Passenger Property - Damged Missing Items-Unspecified 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Hazardous Materials Safety - General Locks - General Locks - General Locks - General Locks - General Locks - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing or Damaged Lock Lock - Missing Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - Lock - L | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Hazardous Meterials Safely - General | 1 1 2 4 4 1 4 3 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Locks - Missing ro Damaged Lock | 1 2 4 1 2 3 1 2 3 1 4 1 2 3 1 4 1 4 4 5 5 5 5 1 3 5 7 47 1 2 2 1 1 4 3 20 1 2 1 2 18 1 3 3 3 3 20 1 1 1 1 2 2 1 16 1 1 2 2 2 16 1 1 3 13 16 1 2 1 1 3 16 1 2 1 1 3 16 1 1 1 2 2 2 4 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Locks - General | 1 |
| Locks - Missing or Damaged Lock 1 | 1 2 3 4 4 5 5 5 5 1 3 5 7 47 1 2 2 1 1 4 3 20 1 2 3 2 1 2 18 2 1 1 1 3 3 3 20 2 1 1 6 2 1 1 3 3 3 3 20 1 1 1 2 2 16 1 1 2 2 2 16 1 1 2 2 2 16 1 2 1 1 3 15 1 2 2 2 4 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Lost and Found | 1 |
| Lost and Found | 1 |
| Lost and Found - Airport/TSA | 1 |
| Mishandling of Passenger Property | 5 5 5 1 3 5 7 47 1 2 2 1 1 4 3 20 1 2 3 2 1 2 18 2 1 1 3 3 3 20 1 1 3 3 3 20 1 1 1 2 2 16 1 1 1 2 2 16 1 1 1 2 2 16 1 1 1 3 16 16 2 1 1 3 16 16 3 1 1 3 16 16 4 1 1 1 3 16 4 1 1 1 4 4 14 4 4 14 4 4 1 1 1 1 |
| Mishandling of Passenger Property - Dam 1 | 1 |
| Mishandling of Passenger Property - Dam 1 | 1 |
| Mishandling of Passenger Property - Damaged/Missing Lens-Unspecified 1 | 1 |
| Mishandling of Passenger Property - Disarrayed Items—Carry-on 1 1 2 2 1 | 1 3 2 1 6 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 6 1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Disarrayed Items-Carry-on 1 | 2 1 1 6 2 1 1 3 3 3 20 1 1 2 2 2 16 1 1 2 2 2 16 1 2 1 1 3 16 1 2 1 1 3 15 1 1 2 2 4 14 1 1 2 2 4 14 1 1 1 1 4 14 1 1 1 1 1 4 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 < |
| No Jurisdiction - No Referral | 2 |
| No Jurisdiction | 2 |
| No Jurisdiction - No Referral | 1 1 1 2 1 1 2 2 2 1 2 1 3 16 1 2 1 1 3 15 1 1 1 1 1 4 1 1 1 1 4 4 1 1 1 1 4 4 2 2 4 14 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 5 5 5 2 4 2 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 9 1 1 1 9 9 11 103 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| No Junsdiction - Refer to CBP | 1 1 2 2 2 16 1 2 1 3 16 2 1 1 3 15 - - - 1 1 1 2 2 4 14 1 1 1 1 4 1 1 1 1 4 2 3 1 1 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| No Jurisdiction - Refer to Other 1 | 1 2 1 1 3 16 1 2 1 1 3 15 1 1 1 2 2 4 14 1 1 1 1 4 14 1 1 1 1 4 14 1 1 1 1 4 1 1 4 1 1 4 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown Flyer 2 1 3 1 1 1 1 2 1 1 1 3 Patdown Flyer 2 1 2 1 1 1 1 1 2 1 1 1 3 Patdown Flyer as Observer 1 1 | 1 |
| Patdown - Flyer as Observer | 1 |
| Patdown - Flyer | 1 |
| Persons w/ Disabilities (PWD) | 1 1 2 2 2 4 14 14 14 1 1 1 1 4 14 15 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | 1 1 2 2 4 14 1 1 1 1 4 1 2 3 2 3 1 2 3 3 1 1 1 1 1 1 4 1 2 4 2 4 5 50 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 < |
| Persons w/ Disabilities (PWD) - Autism Spectrum | 1 1 1 1 4 1 1 2 3 2 1 2 3 1 1 1 1 1 1 1 1 2 2 4 2 4 5 50 3 1 2 1 1 19 4 1 2 1 1 9 11 103 4 1 2 9 9 11 103 2 2 1 2 1 1 2 3 2 1 3 18 2 2 3 2 1 3 18 2 2 3 2 1 3 18 18 2 2 3 2 1 3 18 18 1 1 5 620 3 4 4 4 4 4 4 4 4 4 4 4 4 4 <td< td=""></td<> |
| Persons w/ Disabilities (PWD) - Diabetes | 1 1 1 1 4 1 1 2 3 2 1 2 3 1 1 1 1 1 1 1 1 2 2 4 2 4 5 50 3 1 2 1 1 19 4 1 2 1 1 9 11 103 4 1 2 9 9 11 103 2 2 1 2 1 1 2 3 2 1 3 18 2 2 3 2 1 3 18 2 2 3 2 1 3 18 18 2 2 3 2 1 3 18 18 1 1 5 620 3 4 4 4 4 4 4 4 4 4 4 4 4 4 <td< td=""></td<> |
| Persons w/ Disabilities (PWD) - Hearing Impairment | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | 1 2 3 1 1 1 1 1 1 1 1 1 2 1 1 3 5 2 4 2 4 5 50 3 1 1 2 1 1 1 19 1 3 1 2 1 1 1 9 1 3 1 2 1 1 1 9 1 3 1 2 1 1 1 9 1 3 1 2 1 1 1 9 1 4 1 2 2 1 1 1 1 9 2 2 1 1 1 1 8 2 1 1 1 1 1 1 1 1 8 2 2 3 2 1 3 18 5 5 4 6 6 6 6 9 64 1 1 5 620 620 620 64 4 6 6 6 7 64 64 6 6 6 7 64 65 6 7 64 66 6 7 64 67 68 68 68 68 68 68 68 68 69 64 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 60 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | 1 2 3 1 1 1 1 1 1 1 1 1 2 1 1 3 5 2 4 2 4 5 50 3 1 1 2 1 1 1 1 9 1 3 1 2 1 1 1 9 1 3 1 2 1 1 1 9 1 4 1 2 1 1 1 1 9 2 2 1 1 1 1 9 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w Disabilities (PWD) - Service Animals | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Service Animals | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelch 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Wheelch 1 | 1 |
| Property - Special Handlling | 9 5 2 4 2 4 5 50 8 1 1 2 1 1 1 19 1 1 2 1 1 1 9 1 1 2 2 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 12 |
| Property - Special Handling - Damaged Items - Carry | 3 1 1 2 1 1 1 9 1 3 1 2 10 1 9 10 1 1 9 10 1 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 |
| Property - Special Handling - Damaged Items - Carry | 3 1 1 2 1 1 1 9 1 3 1 2 10 1 9 10 1 1 9 10 1 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 |
| Property - Special Handling - Damaged Its | 1 2 1 1 9 1 3 1 2 10 4 1 |
| Property - Special Handling - Missing Items - Carry-C | 3 1 2 10 4 1 2 2 12 2 8 8 12 9 9 11 103 2 1 1 1 1 8 2 1 1 1 1 8 1 1 1 1 8 2 2 3 2 1 3 18 3 5 4 6 6 6 9 64 1 1 5 620 1 1 4 4 4 4 4 4 4 4 1 1 1 |
| Property - Special Handling - Missing Item 2 1 4 1 2 2 2 | 1 1 2 2 12 2 8 8 12 9 9 11 103 1 1 1 1 1 1 2 1 1 1 1 8 1 1 1 1 3 2 2 3 2 1 3 18 5 5 4 6 6 6 9 64 1 1 5 620 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 <t< td=""></t<> |
| Screening | 2 8 8 12 9 9 11 103 2 1 1 4 2 1 1 1 1 8 1 1 1 3 18 2 2 3 2 1 3 18 6 5 4 6 6 6 9 64 1 1 5 620 1 4 4 4 4 4 4 4 1 1 |
| Screening | 2 8 8 12 9 9 11 103 2 1 1 4 2 1 1 1 1 8 1 1 1 3 18 2 2 3 2 1 3 18 6 5 4 6 6 6 9 64 1 1 1 5 620 1 1 4 4 4 4 4 4 1 1 1 1 |
| Screening - Children | 1 1 4 2 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Crew Member or Airline Employee | 2 1 1 1 8 2 1 1 1 1 1 8 1 1 1 3 3 2 2 3 2 1 3 18 6 5 4 6 6 6 6 9 64 1 1 5 620 620 64 65 4 6 6 6 6 9 64 1 1 5 620 64 4 65 6 6 6 9 64 1 1 5 |
| Screening - Inconsistency | 2 |
| Screening - International Screening 1 | 1 1 1 3 18 2 2 3 2 1 3 18 5 5 4 6 6 6 9 64 1 1 5 620 1 1 5 620 1 1 4 4 4 4 1 1 |
| Screening - International Screening 1 | 1 1 1 3 18 2 2 3 2 1 3 18 5 5 4 6 6 6 9 64 1 1 5 620 1 1 5 620 1 1 4 4 4 4 1 1 |
| Screening - Lengthy Lines 2 3 2 2 3 2 1 3 2 1 3 2 | 2 2 3 2 1 3 18 5 5 4 6 6 6 9 64 1 1 5 620 1 1 4 4 4 4 1 1 |
| Screening - Procedures/Process 3 | 5 5 4 6 6 6 9 64 1 1 5 620 1 1 1 4 4 4 4 1 |
| Screening - Retrieving Abandoned/Confis 2 1 1 1 | 1 1 5 620 1 1 1 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Retrieving Abandoned/Confis 2 1 1 1 1 1 1 1 1 1 | 1 1 5 620 1 1 1 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| 2024 208 139 164 109 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information Information I | 620 1 1 4 4 4 1 |
| Additional Information Required/Insufficient Inf 1 Additional Information Required/Insufficient 1 Airline 3 1 Airline - Policy/Regulations/Service 3 1 Civil Rights 2 1 1 Civil Rights - Age 1 1 Civil Rights - National Origin 1 1 Civil Rights - Perceived Religion 1 1 | 1 1 4 4 4 1 |
| Additional Information Required/Insufficie 1 Airline 3 1 Airline - Policy/Regulations/Service 3 1 Civil Rights 2 1 1 Civil Rights - Age 1 1 Civil Rights - National Origin 1 1 Civil Rights - Perceived Religion 1 1 | 1 4 4 4 1 1 |
| Airline 3 1 Airline - Policy/Regulations/Service 3 1 Civil Rights 2 1 1 Civil Rights - Age 1 1 Civil Rights - National Origin 1 1 Civil Rights - Perceived Religion 1 1 | 4 4 4 1 1 |
| Airline - Policy/Regulations/Service 3 1 Civil Rights 2 1 1 Civil Rights - Age 1 1 Civil Rights - National Origin 1 1 Civil Rights - Perceived Religion 1 1 | 4 4 1 1 |
| Airline - Policy/Regulations/Service 3 1 Civil Rights 2 1 1 Civil Rights - Age 1 1 Civil Rights - National Origin 1 1 Civil Rights - Perceived Religion 1 1 | 4 4 1 1 |
| Civil Rights 2 1 1 Civil Rights - Age 1 1 Civil Rights - National Origin 1 1 Civil Rights - Perceived Religion 1 1 | 4 1 1 |
| Civil Rights - Age 1 Civil Rights - National Origin 1 Civil Rights - Perceived Religion 1 | <u>1</u> 1 |
| Civil Rights - National Origin 1 Civil Rights - Perceived Religion 1 | 1 |
| Civil Rights - National Origin 1 Civil Rights - Perceived Religion 1 | |
| Civil Rights - Perceived Religion 1 | |
| | 1 |
| A COUNTY TO A COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE CO | |
| Civil Rights - Race 1 | 1 |
| Customer Service 5 7 8 9 | 29 |
| | |
| | |
| | 1 |
| DHS TRIP 1 1 1 | 1 28 |
| DHS TRIP - General 1 1 1 | 1 |
| | 1 28 3 |
| | 1 28 3 3 |
| | 1 28 3 3 517 |
| Expedited Passenger Screening Program 3 2 8 1 | 1 28 3 3 |
| | 1 28 3 3 517 |
| | 1 28 3 3 517 4 14 |
| | 1 28 3 3 517 4 14 |
| Freedom of Information Act (FOIA) - General 1 | 1 28 3 3 517 4 14 499 |
| Locks 2 | 1 28 3 3 517 4 14 |
| | 1 28 3 3 517 4 14 499 1 |
| | 1 28 3 3 517 4 14 499 1 1 |
| | 1 28 3 3 517 4 14 499 1 1 2 2 2 |
| Lost and Found - Airport/TSA 1 1 | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| | 1 28 3 3 517 4 14 499 1 1 1 |
| · | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 18 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 | 1 28 3 3 3 517 4 4 499 1 1 1 2 2 2 2 2 2 18 7 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missii 1 2 4 | 1 28 3 3 3 517 4 4 499 1 1 2 2 2 2 2 18 7 7 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missii 1 2 4 | 1 28 3 3 3 517 4 4 499 1 1 1 2 2 2 2 2 2 1 8 7 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 | 1 28 3 3 3 517 4 4 499 1 1 2 2 2 2 2 18 7 7 7 3 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 | 1 28 3 3 3 517 4 4 14 499 1 1 2 2 2 2 2 2 18 7 7 7 3 3 1 1 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction 3 2 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 18 7 7 7 3 3 1 5 5 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction 3 2 No Jurisdiction - No Referral 1 | 1 28 3 3 3 517 4 4 499 1 1 1 2 2 2 2 2 2 18 7 7 7 7 3 3 1 1 5 5 1 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction 3 2 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 18 7 7 7 7 3 3 1 5 1 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction No Jurisdiction - No Referral 1 1 No Jurisdiction - Refer to CBP 2 2 | 1 28 3 3 3 517 4 414 499 1 1 1 2 2 2 2 2 18 7 7 7 3 1 1 5 5 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Dissurated ItemsCarry-on 1 No Jurisdiction No Referral 1 No Jurisdiction - Refer to CBP 2 No Jurisdiction - Refer to Other 2 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 2 3 8 8 7 7 7 3 3 1 1 5 5 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam aged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction No Jurisdiction - No Referral 1 1 No Jurisdiction - Refer to CBP 2 2 No Jurisdiction - Refer to Other 2 Patdown 1 1 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 1 18 5 5 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 3 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction 3 2 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 2 No Jurisdiction - Refer to Other 2 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 3 8 8 7 7 7 3 3 1 5 5 1 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction 3 2 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 2 No Jurisdiction - Refer to Other 2 Patdown - Flyer 1 1 1 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 1 18 5 1 1 5 5 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 2 No Jurisdiction - Refer to Other 2 Patdown 1 1 1 Patdown - Flyer 1 1 1 Persons w/ Disabilities (PWD) 1 1 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction 3 2 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 2 No Jurisdiction - Refer to Other 2 Patdown 1 1 Patdown - Flyer 1 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Dam 4 2 1 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 2 No Jurisdiction - Refer to Other 2 Patdown 1 1 1 Patdown - Flyer 1 1 1 Persons w/ Disabilities (PWD) 1 1 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction No Jurisdiction 3 2 No Jurisdiction - No Referral 1 1 No Jurisdiction - Refer to CBP 2 2 No Jurisdiction - Refer to Other 2 2 Patdown 1 1 1 Persons W/ Disabilities (PWD) 1 1 1 Persons W/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 1 Persons W/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 1 | 1 28 3 3 3 517 4 4 499 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction No Jurisdiction - No Referral 1 - No Jurisdiction - Refer to CBP 2 - No Jurisdiction - Refer to Other 2 - Patdown 1 1 - Persons w/ Disabilities (PWD) 1 1 - Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 - - Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 - - Property - Special Handling 4 2 2 3 | 1 28 3 3 3 3 517 4 4 499 499 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction No Jurisdiction - No Referral 1 - No Jurisdiction - Refer to CBP 2 - No Jurisdiction - Refer to Other 2 - Patdown 1 1 - Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 1 - Persons w/ Disabilities (PWD) - Wheelchair/ Scooter 1 - - Property - Special Handling 4 2 2 3 Property - Special Handling - Damaged It 1 1 1 | 1 28 3 3 3 3 517 4 4 4 499 1 1 1 1 1 4 4 99 1 1 1 1 1 4 4 99 1 1 1 1 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missis 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Diamaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Diamaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Damaged ItemsCarry-on 1 2 Mishandling of Passenger Property - Damaged ItemsChecked 1 2 Mishandling of Passenger Property - Damaged ItemsCarry-on 1 2 No Jurisdiction - Refer to Carry 2 2 No Jurisdiction - Refer to CBP 2 2 No Jurisdiction - Refer to Other 2 2 Patdown - Flyer 1 1 1 Persons W/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Wheelcally Necessary Medication and Medic 1 | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 No Jurisdiction No Jurisdiction - No Referral 1 - No Jurisdiction - Refer to CBP 2 - No Jurisdiction - Refer to Other 2 - Patdown 1 1 - Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 1 - Persons w/ Disabilities (PWD) - Wheelchair/ Scooter 1 - - Property - Special Handling 4 2 2 3 Property - Special Handling - Damaged It 1 1 1 1 | 1 28 3 3 3 3 517 4 4 4 499 1 1 1 1 1 4 4 99 1 1 1 1 1 4 4 99 1 1 1 1 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missin 1 2 4 Mishandling of Passenger Property - Damaged/Missing Items—U 1 2 Mishandling of Passenger Property - Diamaged/Missing Items—U 1 2 Mishandling of Passenger Property - Diamaged/Missing Items—U 1 2 Mishandling of Passenger Property - Diamaged/Missing Items—U 1 2 Mishandling of Passenger Property - Damaged/Missing Items—U 1 2 Mishandling of Passenger Property - Damaged/Missing Items—U 1 2 Mishandling of Passenger Property - Damaged/Missing Items—U 1 2 Mishandling of Passenger Property - Damaged Items—U 1 2 No Jurisdiction 3 2 2 No Jurisdiction - Refer to CBP 2 2 Patdown 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically and Medically a | 1 28 3 3 3 517 4 4 14 499 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| Mishandling of Passenger Property 4 1 6 7 Mishandling of Passenger Property - Damaged/Missis 1 2 4 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Damaged/Missing ItemsU 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 1 No Jurisdiction 3 2 2 No Jurisdiction - No Referral 1 1 1 No Jurisdiction - Refer to CBP 2 2 2 No Jurisdiction - Refer to Other 2 2 2 Patdown 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 1 1 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 2 3 3 3 3 3 3 3 3 3 4 2 2 3 3 3 9 3 4 2 2 3 3 | 1 28 3 3 3 517 4 4 14 499 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| | |
| Customer Service 5 7 8 9 | 29 |
| | 29 |
| | |
| Customer Service - Others 1 | |
| | |
| Customer Service - TSO 5 7 7 9 | |
| | 1 |
| DHS TRIP 1 1 1 1 | 1 28 |
| | 1 28 |
| | 1 28 3 |
| | 1 28 3 |
| | 1 28 3 3 |
| | 1 28 3 3 |
| | 1 28 3 3 517 |
| Expedited Passenger Screening Program 3 2 8 1 | 1 28 3 3 517 4 |
| Expedited Passenger Screening Program 181 108 127 83 | 1 28 3 3 517 4 |
| Freedom of Information Act (FOIA) | 1 28 3 3 517 4 |
| | 1 28 3 3 517 4 14 |
| Freedom of information act (FOIA) - General 1 | 1 28 3 3 517 4 14 499 |
| Locks 2 | 1 28 3 3 517 4 14 499 1 |
| | 1 28 3 3 517 4 14 499 1 |
| Locks - Missing or Damaged Lock 2 | 1 28 3 3 517 4 14 499 1 1 1 |
| Lost and Found 1 1 | 1 28 3 3 517 4 14 499 1 1 1 |
| | 1 28 3 3 517 4 14 499 1 1 1 2 |
| Lost and Found - Airport/TSA 1 1 1 | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| Lost and Found - Airport/ ISA I 1 1 1 | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| LUST GIRG I VIGING - MILLUOTI I OM | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| | 1 28 3 3 517 4 499 1 1 1 2 2 2 2 2 2 |
| | 1 28 3 3 517 4 4 14 499 1 1 2 2 2 2 2 |
| | 1 28 3 3 517 4 14 499 1 1 2 2 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening - Inconsistency | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | 1 | 3 | | | | | | | | | | 5 |
| Screening - Procedures/Process | 3 | 6 | 2 | | | | | | | | | | 11 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |

| | | | I SA CUIILA | ici center (1 | CC) Data | 1001 - 1 012 | • | | | | | | |
|-------------------------------------------|------------|--------|-------------|---------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IAG | 3 | 3 | | 5 | 3 | | | 1 | 1 | | 3 | | 19 |
| 2022 | 1 | | | | 2 | | | | | | 1 | | 4 |
| Expedited Passenger Screening Program | | | | | 2 | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 2 | | | | | | | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| 2023 | 2 | 3 | | 1 | 1 | | | 1 | 1 | | 2 | | 11 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 3 | | | 1 | | | | 1 | | 2 | | 8 |
| Expedited Passenger Screening Program | 1 | 3 | | | 1 | | | | 1 | | 2 | | 8 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| 2024 | | | | 4 | | | | | | | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 3 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 3 | | | | | | | | | 3 |

| Categories | 40.0=4 | | | | - | 00I - FOIA | 04 4 | OF Mari | 00 1 | 07 1 | 00 4 | 00 0 | Total |
|-----------------------------------------------------------------------------|------------------|-------------------|--------------|----------|--------|------------|--------|---------|--------|--------|--------|----------|-------|
| | | | 2-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IAH | 663 | 612 | 607 | 563 | 389 | 603 | 618 | 628 | 559 | 512 | 489 | 565 | 6,808 |
| 2022 | 121 | 150 | 112 | 133 | 129 | 302 | 326 | 298 | 278 | 267 | 229 | 272 | 2,617 |
| Additional Information Required/Insufficient Info | | EMAIL ON | LV | | | | | | 1 1 | | | 1 | 2 |
| Additional Information Required/Insufficier Airline | it imormation | I - EIVIAIL ON | LT | 2 | 1 | | | 1 | 1 | | 1 | 1 | 6 |
| Airline - Policy/Regulations/Service | | | | 2 | 1 | | | 1 | | | 1 | 1 | 5 |
| Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | | | | | 1 | | | 1 | | | 1 | 1 | 1 |
| Animals | | | | | 1 | | 1 | | | | | | 2 |
| Animals - Carry-On | | | | | 1 | | 1 | | | | | | 2 |
| Civil Rights | 8 | | 4 | 5 | 6 | 3 | 5 | 4 | 2 | 5 | 2 | 6 | 50 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | 1 | 1 | | | | 3 | | 1 | 1 | | 7 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | 2 | 2 | 1 | 1 | 2 | | 4 | 12 |
| Civil Rights - Racial Profiling or Discrimina | 4 | | 3 | 4 | 3 | | | | | | | | 14 |
| Civil Rights - Screening of Religious Cultu | ral and Cere | monial Items | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | 2 | | 1 | | | 2 | 1 | 2 | 9 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | 1 | | | | 1 | | | | 3 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Claims | 1 | | 1 | | | | | | | 2 | | | 4 |
| Claims - Status | 1 | | 1 | | | | | | | 2 | | | 4 |
| Customer Service | 29 | 41 | 22 | 17 | 19 | 28 | 26 | 27 | 30 | 27 | 21 | 32 | 319 |
| Customer Service - Others | | 1 | 1 | | 1 | 2 | | | | 1 | 2 | | 8 |
| Customer Service - TCC | | 1 | | | | 1 | | | | | | | 2 |
| Customer Service - TSO | 29 | 39 | 21 | 17 | 18 | 25 | 26 | 27 | 30 | 26 | 19 | 32 | 309 |
| Duplicate E-mail | 3 | | | | | | | | | | | | 3 |
| Duplicate E-mail - General | 3 | | | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 56 | 70 | 67 | 70 | 68 | 235 | 253 | 229 | 224 | 209 | 187 | 203 | 1,871 |
| Expedited Passenger Screening Program | | Military | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | 7 | | | 1 | 0 | 2 | | | 0 | 0 | 3 |
| Expedited Passenger Screening Program | | 6 | 7 | 5 | 4 | 4 | 3 | 5 | 9 | 8 | 8 | | 66 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 64 Employees (| 60 Opt In | 65 | 63 | 230 | 249 | 221 | 215 | 201 | 178 | 199 1 | 1,797 |
| Hazardous Materials Safety | - 134/013 [| inployees - C | 2 2 | | 1 | | | 1 | | | 1 | 1 | 2 |
| Hazardous Materials Safety - General | | | 2 | | | | | | | | | | 2 |
| Human Capital | | | | 1 | | | | | | | | | |
| Human Capital - Prospective Employment | with TSA | | | 1 | | | | | | | | | |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | |
| Identification (ID) Requirements - ID Matc | l hina Ticket | 1 | | | | | | | | | | | |
| Locks | 2 | | | | 1 | | 1 | | | | | | 4 |
| Locks - Missing or Damaged Lock | 2 | | | | 1 | | 1 | | | | | | 4 |
| Lost and Found | | | | 1 | | 1 | 1 | | 1 | | | 1 | 5 |
| Lost and Found - Airport/TSA | | | | 1 | | 1 | 1 | | 1 | | | 1 | 5 |
| Mishandling of Passenger Property | 1 | 7 | 2 | 2 | 3 | 2 | 5 | 7 | 5 | | 1 | 4 | 39 |
| Mishandling of Passenger Property - Dam | aged/Missiı | 3 | | 1 | 2 | | 1 | 5 | 1 | | | 3 | 16 |
| Mishandling of Passenger Property - Dam | 1 | 3 | 2 | 1 | 1 | 2 | 4 | 1 | 4 | | 1 | | 20 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | 1 | | | | 1 | 3 |
| No Jurisdiction | 1 | 2 | 1 | 2 | 3 | 6 | 2 | 4 | | 3 | 2 | 4 | 30 |
| No Jurisdiction - No Referral | | | | | | 1 | 1 | 1 | | | 1 | | 4 |
| No Jurisdiction - Refer to CBP | | 1 | 1 | 2 | 1 | 3 | 1 | 2 | | 3 | 1 | 3 | 18 |
| No Jurisdiction - Refer to Department of S | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | 1 | | | 2 | 2 | | | | | | 1 | 7 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Patdown | | 1 | | 7 | 3 | 1 | 4 | 2 | 3 | 2 | 6 | 5 | 34 |
| Patdown - Children | | 1 | | | 1 | | | | | 1 | | | 3 |
| Patdown - Flyer | | | | 6 | 1 | 1 | 4 | 2 | 3 | 1 | 5 | 5 | 28 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | 1 | | 2 |
| Patdown - General Persons w/ Disabilities (PWD) | 1 | | | | 1 | 2 | | | | - 4 | | 2 | 1 |
| Persons w/ Disabilities (PWD) - Autism S | | 6 | 2 | 5 | 4 | 3 | 6 | 1 | | 1 | | 2 | 32 |
| Persons w/ Disabilities (PWD) - Addism 5 | | ntal /Mantal F |)icobility | | | 1 | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntai /ivientai L | лѕарінцу | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | 1 | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | ledical Dev | 1 | ı | | | 1 | | I | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | | ched to the R | lody | 1 | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | 1 | | ı | | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | nedication an | a Mcaloa | ГОПРРПСЗ | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | | 2 | | | | 1 | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Service A | | 1 | | | | • | | | | • | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | - " | auma) | | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | 2 | | 2 | | | 2 | | | | | | 6 |
| Prohibited & Permitted Items | 2 | 1 | | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Alcohol and | d Tobacco | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Chemical/h | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | | | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 7 | 4 | 8 | 13 | 12 | 13 | 8 | 2 | 10 | 2 | 3 | 87 |
| Property - Special Handling - Damaged Ite | | 2 | 3 | 2 | 6 | 3 | 4 | 2 | | 5 | | 1 | 30 |
| Property - Special Handling - Damaged Ite | 2 | | | 2 | 1 | | 1 | | 1 | 1 | | | 8 |
| Property - Special Handling - Missing Item | ns - Carry-C | 4 | 1 | 3 | 2 | 8 | 3 | 5 | | 3 | 1 | | 30 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | 4 | 1 | 5 | 1 | 1 | 1 | 1 | 2 | 19 |
| Screening | 12 | 14 | 7 | 12 | 7 | 11 | 9 | 13 | 9 | 8 | 7 | 10 | 119 |
| Screening - Children | | | | | | | | 1 | | | | | 1 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | | SA Contact | | • | | | | | | | | |
|-------------------------------------------------------|-----------------------|---------------|------------|--------|----------|--------|--------|--------|--------|--------|--------|--------|--------------------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Inconsistency | 1 | 2 | | 1 | 2 | 1 | 3 | 3 | | 2 | 2 | 1 | 18 |
| Screening - International Screeni | ng | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | 4 | | 1 | | 3 | 1 | 1 | 2 | 1 | 1 | 2 | 18 |
| Screening - Procedures/Process | 8 | 8 | 5 | 10 | 5 | 7 | 5 | 7 | 7 | 4 | 4 | | 77 |
| Screening - Retrieving Abandone | ed/Confiscated Items | | 1 | | | | | 1 | | 1 | | | 3 |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 |
| TSA Contact Information - Gener | al | | | | | | | 1 | | | | | 1 |
| TWIC | ui . | | | | | | | | 1 | | | | 1 |
| TWIC - Status | | | | | | | | | 1 | | | | 1 |
| 2023 | 266 | 257 | 272 | 228 | 260 | 301 | 292 | 330 | 281 | 245 | 260 | 293 | 3,285 |
| | ficient Int 1 | 25/ | 212 | 1 | 1 | 301 | 292 | 330 | 1 | 245 | 1 | 293 | |
| Additional Information Required/Insuf | | | | | | | | | | | 1 | | 5 |
| Additional Information Required/ | nsufficier 1 | | | 1 | 1 | | | | 1 | | | | 5 |
| Airline | | 2 | | 1 | | 1 | | | | 1 | | 1 | 6 |
| Airline - Lost Baggage | | 2 | | | | | | | | 1 | | | 3 |
| Airline - Policy/Regulations/Servi | ce | | | 1 | | | | | | | | 1 | 2 |
| Airline - Wheelchair Assistance | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 5 | 2 | 3 | 4 | 1 | 1 | 7 | 4 | 2 | 3 | 1 | 2 | 35 |
| Civil Rights - Age | 1 | | | | | | | 1 | | | | | 2 |
| Civil Rights - Constitutional Right | ts | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | 2 | | | 1 | | | 4 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | 1 | 1 | | | | | 3 |
| Civil Rights - Race | 4 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | | 17 |
| Civil Rights - Screening of Religi | ous Cultural and Cere | emonial Ite | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gende | | | | 1 | | | 2 | | | | | 2 | 5 |
| Customer Service | 22 | 25 | 22 | 19 | 19 | 35 | 37 | 35 | 36 | 32 | 26 | | 327 |
| Customer Service - CSM | | 20 | 1 | | 10 | 50 | 01 | 00 | 00 | 02 | | - 13 | 1 |
| Customer Service - Others | | 2 | 1 | | | 2 | | | 1 | | 1 | | 6 |
| Customer Service - Others Customer Service - TCC | | | | | | | 1 | | 1 | | | | 1 |
| Customer Service - TSO | 00 | 22 | 04 | 40 | 40 | 22 | | 25 | 25 | 20 | 25 | | |
| | 22 | 23 | 21 | 19 | 19 | 33 | 36 | 35 | 35 | 32 | | | 319 |
| Expedited Passenger Screening Prog | | 189 | 208 | 161 | 199 | 213 | 190 | 230 | 193 | 154 | 188 | | 2,349 |
| Expedited Passenger Screening | | y Military | | 1 | 1 | | | | | | | 2 | 4 |
| Expedited Passenger Screening | | | | | | | 1 | 1 | | | 1 | | 3 |
| Expedited Passenger Screening | - | 4 | 7 | 5 | 8 | 6 | 3 | 2 | 2 | 4 | | | 55 |
| Expedited Passenger Screening | | 185 | 201 | 155 | 190 | 206 | 186 | 227 | 191 | 150 | 185 | | 2,284 |
| Expedited Passenger Screening | Program 1 | | | | | 1 | | | | | | 1 | 3 |
| Freedom of Information Act (FOIA) | | | | | | | | | | | | 1 | 1 |
| Freedom of Information Act (FOI | A) - General | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - Ge | neral | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | 1 | 2 | | 1 | 1 | | 1 | 1 | | 2 | 10 |
| Locks - Missing or Damaged Loc | k 1 | | 1 | 2 | | 1 | 1 | | 1 | 1 | | 2 | 10 |
| Lost and Found | 1 | | | 3 | | 2 | | 2 | | 1 | 1 | 1 | 11 |
| Lost and Found - Airport/TSA | 1 | | | 3 | | 2 | | 2 | | 1 | 1 | 1 | 11 |
| Mishandling of Passenger Property | 6 | 3 | 7 | 6 | 5 | 2 | 9 | 10 | 12 | 9 | 4 | 5 | 78 |
| Mishandling of Passenger Prope | rty - Dam 3 | 2 | 4 | 4 | 4 | 2 | 5 | 9 | 8 | 3 | 3 | 3 | 50 |
| Mishandling of Passenger Prope | | 1 | 3 | 1 | 1 | | 3 | 1 | 3 | 6 | | 1 | 22 |
| Mishandling of Passenger Prope | | | | 1 | | | 1 | | 1 | | | 1 | 6 |
| No Jurisdiction | 1 | 5 | 3 | 2 | 4 | | 2 | 3 | | 5 | | 1 | 26 |
| No Jurisdiction - No Referral | | | | | | | 1 | 3 | | 1 | | · · | 5 |
| No Jurisdiction - Refer to CBP | | 5 | 1 | 2 | 4 | | 1 | | | 4 | | 1 | 18 |
| No Jurisdiction - Refer to Other | 1 | | 2 | | 4 | | 1 | | | | | | 3 |
| | | 4 | | 2 | | 7 | 2 | 7 | 4 | 0 | | | |
| Patdown | 2 | 4 | 3 | 3 | 5 | 7 | 3 | 7 | 1 | 8 | | | 60 |
| Patdown - Flyer | 2 | 3 | 2 | 1 | 5 | 5 | 3 | 7 | 1 | 7 | | 8 | 52 |
| Patdown - Flyer as Observer | | | 1 | 1 | | 2 | | | | 1 | 1 | | (|
| Patdown - Non-Flyer | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 6 | 3 | 6 | 5 | 2 | 3 | 7 | 5 | 6 | 1 | 2 | |
| Persons w/ Disabilities (PWD) - A | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - | | ental /Mental | Disability | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - I | Diabetes | | | 1 | | | | 1 | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - | General 1 | | | 1 | | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - I | Hearing Impairment | | 1 | | | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - | nternal Medical Devi | ces | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - I | Medical Devices - Att | ached to the | Body | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - | | | , | 1 | 1 | 1 | 1 | | 3 | 2 | | | 10 |
| Persons w/ Disabilities (PWD) - | *1 | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - I | | | r or Scoot | 1 | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - I | | t wheelchai | . 01 00001 | - 1 | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - 1 | | - 1 | | | ' | | | | | | | | |
| | | 0 | 4 | | | | 4 | | | | | | |
| Persons w/ Disabilities (PWD) - | | 2 | 1 | | | | 1 | A | | | | | |
| Persons w/ Disabilities (PWD) - | | 0 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - | | | 1 | 1 | 3 | 1 | 1 | 2 | _ | 1 | | 1 | 1. |
| Property - Special Handling | 6 | 12 | 8 | 6 | 6 | 8 | 13 | 9 | 7 | 8 | | | 100 |
| Property - Special Handling - Da | | 3 | 3 | | 3 | 4 | 3 | 4 | 6 | 2 | | | 38 |
| Property - Special Handling - Da | | | | 1 | | | 1 | 1 | | 2 | | 1 | (|
| Property - Special Handling - Mis | | 5 | 4 | 4 | 3 | 2 | 6 | 3 | | 3 | | | 38 |
| Property - Special Handling - Mis | | 4 | 1 | 1 | | 2 | 3 | 1 | 1 | 1 | | 3 | 18 |
| Screening | 16 | 9 | 13 | 14 | 15 | 29 | 27 | 23 | 23 | 17 | 22 | 18 | 226 |
| | | | 1 | 1 | | 1 | 2 | | 2 | | | | 3 |
| Screening - Crew Member or Air | | 1 | | | | | | | | | | | |
| Screening - Crew Member or Airl Screening - Gate Pass | | 1 | ' | | | | | 1 | | | | | 1 |
| Screening - Gate Pass | | 1 | | 1 | 5 | 3 | 5 | 1 | 5 | 1 | 3 | 3 | |
| Screening - Gate Pass Screening - Inconsistency | ine Employee | | 2 | | 5 | 3 | 5 | 1 | 5 | 1 | 3 | | 30 |
| Screening - Gate Pass | ine Employee | | | | 5 | 3 | 5 | 1 | 5 | 1 | | 1 | 1 30 2 16 |

| Categories | 10.004 | | | | - | Tool - FOIA | | OE May | 06 1 | 07 11 | 00 4 | 00 600 | Total |
|---------------------------------------------------------------------|----------------|------------|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories December (December 1) | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Procedures/Process | 11 | 3 | 8 | 11 | 7 | | 19 | | 15 | 15 | 15 | | 157 |
| Screening - Retrieving Abandoned/Confis | 1 | 2 | 1 | 1 | 1 | 1 | | 2 | | | 1 | 1 | 11 |
| 2024 | 276 | 205 | 223 | 202 | | | | | | | | | 906 |
| Additional Information Required/Insufficient Inf | 1 | 1 | | | | | | | | | | | 2 |
| Additional Information Required/Insufficier | 1 | 1 | | | | | | | | | | | 2 |
| Airline | | | 1 | 1 | | | | | | | | | 2 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service | | | 4 | 1 | | | | | | | | | 1 |
| | 2 | | 1 | | | | | | | | | | 1 |
| Civil Rights Constitutional Bights | 3 | 6 | 3 | 5 | | | | | | | | | |
| Civil Rights - Constitutional Rights Civil Rights - National Origin | | 1 | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Perceived Religion | | 1 | - 1 | - 1 | | | | | | | | | |
| Civil Rights - Profiling | 1 | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | 3 | 1 | 2 | | | | | | | | | 7 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | ' | 1 | | | | | | | | | 3 |
| Civil Rights - Sexual Orientation - Not Tra | | | | 1 | | | | | | | | | 1 |
| Customer Service | 28 | 26 | 27 | 23 | | | | | | | | | 104 |
| Customer Service - TSO | 28 | 26 | 27 | 23 | | | | | | | | | 104 |
| Expedited Passenger Screening Program | 206 | 137 | 155 | 140 | | | | | | | | | 638 |
| Expedited Passenger Screening Program | 1 | 107 | 100 | 170 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | 6 | 2 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | | 136 | 149 | 138 | | | | | | | | | 626 |
| Freedom of Information Act (FOIA) | 200 | 130 | 1-3 | 100 | | | | | | | | | 1 |
| Freedom of Information Act (FOIA) - Gene | ıeral | 1 | | | | | | | | | | | 1 |
| Locks | | ' | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Lost and Found | | | | 3 | | | | | | | | | 3 |
| Lost and Found - Airport/TSA | | | | 3 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | 6 | 8 | 9 | | | | | | | | | 24 |
| Mishandling of Passenger Property - Dam | | 4 | 4 | 7 | | | | | | | | | 16 |
| Mishandling of Passenger Property - Dam | | | 4 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | 2 | | 1 | | | | | | | | | 3 |
| No Jurisdiction | | 3 | 2 | | | | | | | | | | 5 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | 3 | 1 | | | | | | | | | | 4 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | 1 | | | | | | | | | 1 |
| Ombudsman | | | 1 | | | | | | | | | | 1 |
| Ombudsman - General | | | 1 | | | | | | | | | | 1 |
| Patdown | 8 | 2 | 7 | 6 | | | | | | | | | 23 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 7 | 2 | 6 | 6 | | | | | | | | | 21 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 6 | 3 | 2 | | | | | | | | | 16 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 2 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | t Wheelcha | ir or Scoot | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | 1 | | | | | | | | | 3 |
| Property - Special Handling | 8 | 7 | 7 | 4 | | | | | | | | | 26 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 3 | | | | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | | 1 | | 1 | | | | | | | | | 5 |
| Property - Special Handling - Missing Item | | 2 | | 2 | | | | | | | | | 6 |
| Property - Special Handling - Missing Item | | 3 | 4 | 1 | | | | | | | | | 10 |
| Screening | 16 | 10 | 8 | 8 | | | | | | | | | 42 |
| Screening - Crew Member or Airline Empl | 2 | | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | 1 | | 2 | | | | | | | | | 4 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 13 | 9 | 7 | 3 | | | | | | | | | 32 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 2 | | | | | | | | | 2 |
| Screening - Security Breach | | | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct 1 | | | Center (TC 01-Jan (| 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------------------------------------------------------------------|----------------------|-----------|------------|------------------------|--------|--------|--------------|--------|--------|--------|--------|--------|-------|
| ICT | 24 | 42 | 2-Dec (| 27 27 | 23 | 31 | 04-Apr 20 | 13 | 20 | 26 | 06-Aug | | 295 |
| 2022 | 5 | 6 | 11 | 9 | 10 | 16 | 5 | 7 | 9 | 17 | 5 | | 112 |
| Civil Rights | J | • | | | | | | 2 | • | 1 | | | 3 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Profiling | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | | | | 1 |
| Claims | | | | | | | | 1 | | | | | 1 |
| Claims - General | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 1 | 2 | | | | | 3 | 2 | 1 | 1 | 10 |
| Customer Service - TSO | | | 1 | 2 | | | | | 3 | 2 | 1 | 1 | 10 |
| Expedited Passenger Screening Program | 3 | 6 | 7 | 6 | 9 | 13 | 5 | 2 | 4 | 10 | 3 | 11 | 79 |
| Expedited Passenger Screening Program | 1 | | | | 2 | | 1 | | | 2 | | | 6 |
| Expedited Passenger Screening Program | 2 | 6 | 7 | 6 | 7 | 13 | 4 | 2 | 4 | 8 | 3 | 11 | 73 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | 4 | 4 | 4 | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | 1 | 1 | 1 | | | 4 |
| Mishandling of Passenger Property - Dam | | toma Chan | kod Dogge | | | | | 1 | 1 | 4 | | | 3 |
| Mishandling of Passenger Property - Dam No Jurisdiction | laged/Missing i | ternsChec | keu bayya | ige | | | | | | 1 | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | 1 | | | 2 |
| Patdown - Flyer | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | ' | | | | | | | ' | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | ı Medical Devices | 3 | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | 1 | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It | ı ems - Carry-On | 1 | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | ems - Checked | | | | | 1 | | | | | | | 1 |
| Screening | | | 1 | 1 | 1 | 2 | | 1 | 1 | 1 | | | 8 |
| Screening - Procedures/Process | | | 1 | 1 | 1 | 2 | | 1 | 1 | 1 | | | 8 |
| 2023 | 5 | 20 | 10 | 7 | 13 | 15 | 15 | 6 | 11 | 9 | 10 | 7 | 128 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Customer Service | 1 | 1 | | | | | 2 | 1 | | 2 | | | 7 |
| Customer Service - TSO | 1 | 1 | | | | | 2 | 1 | | 2 | | | 7 |
| Expedited Passenger Screening Program | 4 | 15 | 8 | 6 | 13 | 11 | 12 | 5 | 9 | 7 | 9 | 6 | 105 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | 1 | 1 | 3 |
| Expedited Passenger Screening Program | 4 | 15 | 8 | 6 | 13 | 11 | 12 | 4 | 8 | 7 | 8 | 5 | 101 |
| Locks | | 2 | 1 | | | | | | | | | | 3 |
| Locks - Missing or Damaged Lock | | 2 | 1 | | | 0 | | | | | | | 3 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | logod/Missing I | tome Corn | , on Luggo | ao. | | 2 | | | | | | | 3 2 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | 1 | /-on Lugga | ge | | | | | | | | | 1 |
| Patdown | lageu/iviissii | 1 | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | l ems - Checked | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | 1 | | | 1 | 1 | | 1 | | 1 | 1 | 7 |
| Screening - Inconsistency | | 1 | 1 | | | • | | | | | 1 | • | 3 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | 1 | | | 1 | 4 |
| 2024 | 14 | 16 | 14 | 11 | | | | | | | | | 55 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | | | | | | 1 |
| Customer Service | 6 | 1 | 1 | 2 | | | | | | | | | 10 |
| Customer Service - TCC | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 1 | 1 | 2 | | | | | | | | | 9 |
| Expedited Passenger Screening Program | 6 | 11 | 10 | 8 | | | | | | | | | 35 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 6 | 11 | 9 | 8 | | | | | | | | | 34 |
| Mishandling of Passenger Property | | 2 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsChec | ked Baç | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | 1 | | | | | | | | | | 1 |
| Screening | 2 | 2 | | | | | | | | | | | 4 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 2 | | | | | | | | | | | 3 |

| | | TS | A Contact | Center (T | CC) Data 1 | ool - FOIA | ١ | | | | | | |
|---------------------------------------------|---------------|---------------|-------------|-----------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IDA | 9 | 8 | 9 | 13 | 6 | 10 | 9 | 3 | 8 | 11 | 5 | 8 | 99 |
| 2022 | 1 | 3 | 4 | 4 | 1 | 1 | 5 | 2 | 4 | 7 | 3 | 4 | 39 |
| Customer Service | | | 1 | 1 | | | | | 2 | | | | 4 |
| Customer Service - Others | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | | | | | | | | 2 | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 2 | 1 | | 4 | 2 | 1 | 6 | 2 | 3 | 24 |
| Expedited Passenger Screening Program | - TSA Applie | cation Progra | m | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 2 | 1 | | 4 | 2 | 1 | 5 | 2 | 3 | 23 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged It | | On | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-O | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | 1 | | 1 | | | 1 | 1 | 1 | 1 | 7 |
| Screening - Inconsistency | | | | | | | | | | 1 | 1 | 1 | 3 |
| Screening - Procedures/Process | | | 1 | 1 | | 1 | | | 1 | | | | 4 |
| 2023 | 1 | 1 | 3 | 5 | 5 | 9 | 4 | 1 | 4 | 4 | 2 | 4 | 43 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Screening of Religious or Co | ultural Garme | ents | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | 1 | | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | | 1 | 2 | 5 | 3 | 8 | 3 | 1 | 4 | 3 | 2 | | 35 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | 5 | 3 | 8 | 3 | 1 | 4 | 3 | 2 | 3 | 35 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsCar | ry-on Lugga | age | | | | | | | | 1 | 1 |
| Patdown | | | | | | 1 | 1 | | | | | | 2 |
| Patdown - Flyer as Observer | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2024 | 7 | 4 | 2 | 4 | | | | | | | | | 17 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | 2 | 1 | 1 | | | | | | | | | 9 |
| Expedited Passenger Screening Program | 5 | 2 | 1 | 1 | | | | | | | | | 9 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsChe | cked Baç | 1 | | | | | | | | | 1 |
| Patdown | | 1 | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | | 1 | | | | | | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |

| | | | OA OOIIII | , Comici (| TCC) Data | 001 - 1 017 | • | | | | | | |
|--------------------------------------------|-------------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IFP | 2 | 3 | 1 | | 2 | | 1 | | 2 | 2 | 1 | 1 | 18 |
| 2022 | | 1 | | | 2 | | 1 | | 2 | 1 | | 1 | 8 |
| Customer Service | | 1 | | | | | | | | 1 | | | |
| Customer Service - TSO | | 1 | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | | | | | 2 | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA PreCl | heck | | | 2 | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Item | s - Checked | | | | | | | | 1 | | | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2023 | | | | | | | | | | 1 | 1 | | |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2024 | 2 | 2 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |

| | | | TSA Contac | ct Center (| 「CC) Data T | ool - FOIA | | | | | | | |
|--------------------------------------------|----------------|-------------|--------------|-------------|-------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ILG | 2 | 3 | 3 | 2 | 3 | 3 | 1 | 2 | 7 | 4 | 2 | 4 | ; |
| 2022 | | | | | | | | | 4 | | | 1 | |
| Claims | | | | | | | | | | | | 1 | |
| Claims - General | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | | | | | | 4 | | | | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | gram | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | 3 | | | | |
| 2023 | 2 | 1 | 1 | | 3 | 3 | 1 | 2 | 3 | 4 | 2 | 3 | 2 |
| Customer Service | | | | | | | | 1 | | | 1 | | |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | |
| Expedited Passenger Screening Program | 2 | 1 | | | 2 | 1 | | | 2 | 2 | | 1 | 1 |
| Expedited Passenger Screening Program | 1 | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | 2 | | | | 2 | 2 | | 1 | |
| Patdown | | | | | | 1 | | 1 | | | | | |
| Patdown - Flyer | | | | | | 1 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | ot Wheelch | air or Scoot | er) | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesis | s/Amputees | and Casts | | | | | | | | 1 | | | |
| Screening | | | 1 | | 1 | 1 | 1 | | | 1 | | 2 | |
| Screening - Lengthy Lines | | | 1 | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | 1 | 1 | 1 | | | | | 2 | |
| 2024 | | 2 | 2 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | 2 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 2 | 1 | | | | | | | | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |

| ategories | 10-Oct 1 | | | | 02-Feb | ool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|-----------------|---------------|-----------|----|--------|----------------------|--------|--------|--------|--------|--------|--------|-------|
| ILM | 20 | 23 | 27 | 22 | 11 | 22 | 19 | 21 | 26 | 19 | | 15 | 25° |
| 2022 | 20 | 5 | 7 | 5 | 5 | 13 | 9 | 11 | 11 | 5 | | 7 | 92 |
| Civil Rights | _ | | | | | | 1 | | | 1 | 12 | | 3 |
| Civil Rights - Age | | | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | 1 | 1 | 1 | | 1 | 1 | | | | 1 | | |
| Customer Service - TSO | | 1 | 1 | 1 | | 1 | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 4 | 5 | 7 | 7 | 8 | 9 | 4 | 8 | 6 | 6 |
| Expedited Passenger Screening Program | - TSA Applicat | ion Program | | 2 | | | 1 | | 1 | | 1 | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 2 | 5 | 7 | 6 | 8 | 8 | 4 | 7 | 6 | 6 |
| Lost and Found | | | | | | | | 1 | 1 | | | | |
| Lost and Found - Airport/TSA | | | | | | | | 1 | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Disa | rrayed Items0 | Carry-on or C | Checked | | | | | | | | 1 | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | |
| Prohibited & Permitted Items - Knives/Too | ls/Razors/§ | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Medication | /Prescription/M | ledically | 1 | | | | | | | | | | |
| Property - Special Handling | | - | | | | 2 | | | | | | | |
| Property - Special Handling - Missing Item | ns - Carry-On | | | | | 2 | | | | | | | |
| Screening | 1 | | 1 | | | 3 | | 1 | 1 | | 1 | 1 | |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | 3 | | 1 | 1 | | 1 | 1 | |
| 2023 | 6 | 14 | 12 | 9 | 6 | 9 | 10 | 10 | 15 | 14 | 14 | 8 | 12 |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Baggage Requirements | | 1 | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | | | | | | | 1 | 1 | 1 | 2 | 1 | 2 | |
| Customer Service - TSO | | | | | | | 1 | 1 | 1 | 2 | 1 | 2 | |
| Expedited Passenger Screening Program | 5 | 8 | 8 | 7 | 3 | 8 | 9 | 7 | 9 | 12 | 12 | 5 | 9 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 5 | 7 | 8 | 7 | 3 | 8 | 9 | 7 | 8 | 12 | 12 | 5 | 9 |
| Locks | | | | 1 | 1 | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | | 1 | | | | |
| Lost and Found | | | | | | | | | 1 | | | | |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | 1 | 2 | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | 1 | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing I | temsCheck | ked Bagga | ge | | | | | 1 | | | | |
| Patdown | | | 2 | | | | | | | | | | |
| Patdown - Flyer | | | 2 | | | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Item | s - Checked | | 1 | | | | | | | | | | |
| Screening | | 5 | 1 | 1 | 2 | 1 | | 1 | | | 1 | 1 | 1 |
| Screening - Crew Member or Airline Empl | oyee | | 1 | | 1 | | | | | | | 1 | |
| Screening - Inconsistency | | | | | 1 | | | 1 | | | | | |
| Screening - Procedures/Process | | 5 | | 1 | | 1 | | | | | 1 | | |
| 2024 | 12 | 4 | 8 | 8 | | | | | | | | | 3: |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | 1 | 2 | | | | | | | | | | |
| Customer Service - TSO | | 1 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 9 | 3 | 5 | 7 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 9 | 3 | 5 | 6 | | | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Carry-On | | | 1 | | | | | | | | | |
| Screening | 2 | | 1 | | | | | | | | | | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | | SA Contac | i Center (| oc) Dala | IOUI - FUIA | 1 | | | | | | |
|-----------------------------------------|--------------|----------|------------|------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IMT | 1 | 2 | 6 | 1 | 1 | 2 | 2 | 3 | 1 | | 4 | 3 | 26 |
| 2022 | | 2 | 3 | | 1 | 2 | 1 | 2 | 1 | | 2 | 3 | 17 |
| Customer Service | | | 1 | | | | | | | | | 1 | 2 |
| Customer Service - TSO | | | 1 | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | 1 | 2 | | 1 | 2 | 1 | 1 | | | 1 | 2 | 11 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | | 1 | 2 | 1 | 1 | | | 1 | 2 | 11 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | 1 | | 1 | | 3 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2023 | 1 | | 3 | 1 | | | 1 | 1 | | | 2 | | 9 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | | | | | | | 2 | | 6 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | | | | | | | 2 | | 6 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missin | g ItemsC | hecked Bag | gage | | | | 1 | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |

| Cotomonico | 10.0.1 | | SA Contact | | | | | | ••• | | | | |
|--------------------------------------------------|---------------------|-------------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IND | 147 | 151 | 134 | 140 | 82 | 136 | 97 | 137 | 107 | 118 | 109 | 115 | 1,473 |
| 2022 | 32 | 37 | 38 | 34 | 29 | 64 | 37 | 49 | 45 | 47 | 54 | 51 | 517 |
| Airline | 1 | | | | | | | | | | | | 1 |
| Airline - Lost Baggage | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 2 | | | 1 | | | | | 1 | | 1 | | 5 |
| Civil Rights - Race | _ | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | - ' | | ' | | |
| | | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | 4 | 2 | 1 | 2 | 2 | 2 | 3 | 4 | 4 | 6 | 5 | 37 |
| Customer Service - Others | | | | | | | | | 1 | | | | 1 |
| Customer Service - TCC | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 2 | 4 | 2 | 1 | 2 | 1 | 2 | 3 | 3 | 4 | 6 | 5 | 35 |
| DHS TRIP | | | | | | - ' | | | | | 1 | | 1 |
| | | | | | | | | | | | | | |
| DHS TRIP - General | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 22 | 25 | 33 | 25 | 21 | 51 | 33 | 37 | 36 | 36 | 40 | 39 | 398 |
| Expedited Passenger Screening Program | | Military | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - DoD | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 3 | 2 | 3 | 4 | | 2 | 1 | 2 | | 1 | | 1 | 19 |
| Expedited Passenger Screening Program | | 23 | 30 | 21 | 20 | 49 | 32 | 35 | 36 | 33 | 40 | 38 | 376 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| | - 137/0113 L | Imployees | - Opt III | | 4 | | | | | ' | 4 | | |
| Lost and Found | | | | | 1 | | | | | | 1 | | 2 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | | 2 | | 1 | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lug | 2 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | -Carry-on | or Checked | | | 1 | | | | | | | 1 |
| No Jurisdiction | , | 22, 011 | 2.1001100 | 1 | | ' | | | | | 1 | | 2 |
| | | | | - 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | 2 | | 1 | 1 | 1 | 2 | | 1 | 9 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | 1 | | | | 2 | | 1 | 1 | 1 | 1 | | 1 | 8 |
| Persons w/ Disabilities (PWD) | · | 2 | | 1 | | 3 | | 2 | | | | | 8 |
| Persons w/ Disabilities (PWD) - Autism S | n o otrum | | | - 1 | | 1 | | | | | | | - 0 |
| | | | | | | | | | | | | | - ! |
| Persons w/ Disabilities (PWD) - Diapers/0 | jarments/Dre | ssings/Ma | SKS | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | Nedication | and Medic | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (N | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | | | 1 | | | | | 2 |
| Prohibited & Permitted Items | | 1 | | | | | | - ' | | | | | |
| | /Dahu Farm | | | | | | | | | | | | - 1 |
| Prohibited & Permitted Items - Breast Milk | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 3 | 2 | 2 | 1 | 2 | | 3 | 1 | | 2 | 1 | 20 |
| Property - Special Handling - Damaged Ite | ems - Carry-C | On | 1 | 1 | | | | 1 | 1 | | | | 4 |
| Property - Special Handling - Damaged Ite | 2 | | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | ns - Carry-C | 1 | | | | 1 | | 1 | | | 1 | | 4 |
| Property - Special Handling - Missing Item | | 2 | | 1 | 1 | 1 | | 1 | | | 1 | 1 | 9 |
| Screening | | 2 | 1 | 1 | 2 | | 1 | 3 | 2 | 5 | 2 | | 29 |
| | | | | - 1 | | 3 | - 1 | 3 | | 1 | 1 | 3 | |
| Screening - Inconsistency | | 2 | | | | | | | | 1 | ı | | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | 1 | 2 | 4 | 1 | 2 | 2 | 4 | 1 | 4 | 22 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | | 1 | 1 |
| Screening - Traveling with Cash | | | | | | | | 1 | | | | | 1 |
| 2023 | 60 | 66 | 51 | 64 | 53 | 72 | 60 | 88 | 62 | 71 | 55 | 64 | 766 |
| Additional Information Required/Insufficient Inf | | 00 | J1 | 0-4 | - 33 | 12 | 00 | 2 | 02 | - '' | 33 | 04 | 2 |
| | | ENAME O | DNII V | | | | | | | | | | |
| Additional Information Required/Insufficier | nt iniormation i | - EWAIL C | JINLY | | | | | 2 | | | | | 2 |
| Airline | | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | 1 | 1 | | 1 | | 2 | 4 | 4 | 1 | 1 | 15 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mplovee) | | | | | | | 1 | | | | | 1 |
| Civil Rights - Hair Patdowns | ,, | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | | | | |
| | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | L | | | | | | | 1 | 2 | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | ender | 1 | 1 | | 1 | | | | 1 | 1 | 1 | 6 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | 1 | 2 | 2 | | 3 | 2 | 1 | 9 | 1 | 6 | 6 | 2 | 35 |
| Customer Service - TCC | · | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 2 | | 2 | | 4 | 0 | 4 | | ^ | 0 | |
| | | 2 | 2 | | 3 | | 1 | 9 | 1 | 6 | 6 | | 34 |
| Expedited Passenger Screening Program | 54 | 61 | 41 | 57 | 48 | 64 | 51 | 42 | 34 | 45 | 35 | 48 | 580 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 4 | 6 | 4 | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 3 | | 27 |
| Expedited Passenger Screening Program | 48 | 54 | 37 | 56 | 45 | 62 | 50 | 41 | 33 | 44 | 32 | 48 | 550 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| | | | | | | - 1 | | | | | 4 | | |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | 1 | | 1 | 3 | 4 | | | 3 | 14 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lugga | age | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | | 1 | | | | | 1 | 2 | 3 | | | 2 | 10 |
| Mishandling of Passenger Property - Disa | | | or Checked | | 1 | | | 1 | | | | | 2 |
| No Jurisdiction | ayou nems- | July Toll | o. Oncored | | - 1 | | | | | | | | |
| | | | | | | | | 2 | 1 | | | | 3 |
| No Jurisdiction - No Referral | | | | | | | | 2 | 1 | | | | 3 |
| No Subject | | | | | | | | | | | 1 | | 1 |
| No Subject - General | | | | | | | | | | | 1 | | 1 |
| Patdown | | | 3 | 4 | | | | 2 | 2 | 1 | 3 | 3 | 18 |
| | - | | | | | | | | | | | | |

| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|------------------------------------------------------------------------------------------|---------------------|------------|-------------|--------|---------------|--------|--------|--------|--------|--------|--------|----------|------|
| Patdown - Children | | | 1 | , | , | , | p. | | | | | р | . 34 |
| Patdown - Flyer | | | 2 | 2 | | | | 2 | 1 | | 3 | 3 | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | <u> </u> | |
| Patdown - Non-Flyer | | | | 2 | | | | | 1 | - 1 | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 1 | 1 | 4 | 2 | | | |
| Persons w/ Disabilities (PWD) - Autism Sp | | - 1 | | | | | - 1 | 1 | 4 | 1 | | | |
| Persons w/ Disabilities (PWD) - Autism op | | Preset Can | cor | | | | 1 | | | - 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | elleral) NOCL | neast Can | icei | | | | - 1 | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | 1 | 1 | - 1 | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | 1 vrsion (pain/t | | | | | | | ı | 1 | | | | |
| | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ii/ Scoolei/ S | segway | | 0 | | | 4 | 2 | | 4 | | 4 | |
| Property - Special Handling | | \ | | 2 | | | 1 | | 2 | 1 | | 1 | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling - Missing Items | | | | | | | | 2 | 1 | 1 | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | 1 | | 1 | | | | |
| Screening | 2 | 1 | 4 | | 1 | 4 | 5 | 22 | 10 | 11 | | 6 | |
| Screening - Crew Member or Airline Emplo | yee | | | | | 1 | | | | | 1 | | |
| Screening - Inconsistency | | | | | 1 | | 1 | 1 | | 3 | | | |
| Screening - Lengthy Lines | | | | | | 1 | | | 5 | | 2 | 2 | |
| Screening - Procedures/Process | 2 | 1 | 4 | | | 2 | 2 | 9 | 5 | 8 | 5 | 4 | |
| 2024 | 55 | 48 | 45 | 42 | | | | | | | | | |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Civil Rights | 1 | 1 | 2 | | | | | | | | | | |
| Civil Rights - Perceived Religion | | 1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | 2 | | | | | | | | | | |
| Customer Service | 3 | 5 | 2 | 2 | | | | | | | | | |
| Customer Service - TSO | 3 | 5 | 2 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 36 | 35 | 34 | 30 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 34 | 33 | 33 | 29 | | | | | | | | | |
| Locks | | | 2 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 2 | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | 3 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 1 | | | | | | | | | |
| No Jurisdiction | | | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| Patdown | 4 | | 1 | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 3 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | 1 | ' | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | Medication | and Madia | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Di | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Prosthesi | aumity (1901 | vviidelcha | an or 30001 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prostnesi Persons w/ Disabilities (PWD) - Wheelcha | ir/ Secotor | 4 | | 1 | | | | | | | | | |
| | | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | | 2 | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | 2 | | | | | | | | | |
| Screening | 5 | 5 | 1 | 3 | | | | | | | | | |
| Screening - Children | | 1 | | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | 1 | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 4 | 3 | 1 | | | | | | | | | | |

| | | | I SA COIIL | ici Center (| TCC) Data | 1001 - FUIF | ١. | | | | | | |
|-------------------------------------------|--------------|-----------|------------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| INL | 1 | 3 | | | | | 1 | | | | 1 | 1 | |
| 2022 | | 2 | | | | | | | | | 1 | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Screening | | 2 | | | | | | | | | | | |
| Screening - Inconsistency | | 2 | | | | | | | | | | | |
| 2023 | 1 | | | | | | 1 | | | | | 1 | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | 1 | | | | | | |
| 2024 | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| IPL | 1 | | 1 | | 1 | | | | | 1 | 1 | | 5 |
| 2022 | 1 | | 1 | | 1 | | | | | | 1 | | 4 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | 1 | | 2 |
| No Jurisdiction | | | 1 | | 1 | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | 1 | | 1 | | | | | | | | 2 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|---------|--------|--------|--------|----------|--------|----------|---------|--------|--------|--------|-------|
| Categories | 10-000 | I I-NOV | 12-Dec | UI-Jan | UZ-Feb | US-IVIAI | 04-Apr | U5-IVIAY | UO-JUII | U/-Jui | vo-Aug | 09-Sep | TOLAI |
| IPT | | | | | | 1 | 1 | | | | | | 2 |
| 2022 | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| IRK | | | | | | | | 2 | | | | | 2 |
| 2022 | | | | | | | | 2 | | | | | 2 |
| DHS TRIP | | | | | | | | 1 | | | | | 1 |
| DHS TRIP - General | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |

| | | | | t Center (T | | | | | | | | | |
|--------------------------------------------|--------------------------------|-----------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SP | 20 | 28 | 24 | 32 | 17 | 28 | 16 | 20 | 14 | 13 | | | 23 |
| 2022 | 11 | 11 | 5 | 8 | 12 | 10 | 9 | 8 | 3 | 8 | 7 | 7 | 9 |
| Airline | | | | | | | 1 | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | | | 1 | | | | | | | | |
| Customer Service | 1 | 1 | 1 | | | | | | | 1 | | 1 | |
| Customer Service - TSO | 1 | 1 | 1 | | | | | | | 1 | | 1 | |
| Expedited Passenger Screening Program | 7 | 9 | 4 | 8 | 10 | 10 | 7 | 8 | 3 | 7 | 5 | 5 | 8 |
| Expedited Passenger Screening Program | - DoD | | | | | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 2 | 1 | 1 | | 1 | 1 | | | 1 | | | |
| Expedited Passenger Screening Program | 7 | 7 | 3 | 7 | 10 | 9 | 5 | 8 | 3 | 6 | 5 | 5 | 7 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsCa | arry-on Lug | gage | | | 1 | | | | | | |
| Patdown | | | | | 1 | | | | | | | 1 | |
| Patdown - Children | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |
| Screening | 1 | 1 | | | | | | | | | 2 | | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | 1 | | |
| 2023 | 7 | 9 | 10 | 11 | 5 | 18 | 7 | 12 | 11 | 5 | | 4 | 10 |
| Airline | , | 3 | 10 | 1 | | 10 | | 12 | | , | , | | 10 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | |
| Civil Rights | | | | - ' | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | 1 | | 1 | | 1 | - 1 | 2 | | | | | |
| Customer Service - TSO | | 1 | | 1 | | 1 | | 2 | | | | | |
| Expedited Passenger Screening Program | 7 | 8 | 40 | 7 | 5 | 17 | 2 | | 7 | 4 | 4 | 1 | |
| | | ō | 10 | - 1 | | | 3 | 9 | | 4 | 4 | 1 | 8 |
| Expedited Passenger Screening Program | 1 | 0 | 1 | | 1 | 1 | | | 1 | | | | |
| Expedited Passenger Screening Program | 5 | 8 | 9 | 7 | 4 | 16 | 3 | 9 | 6 | 4 | 4 | 1 | 7 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 1/2.4: | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin I | g ItemsCa | arry-on Lug | 1 | | | | | | | | | |
| Patdown | | | | 1 | | | 2 | | | | | 1 | |
| Patdown - Flyer | | | | 1 | | | 2 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-Oı | n | | | | | | 1 | | | | | |
| Screening | | | | | | | 1 | | 3 | 1 | | 2 | |
| Screening - Inconsistency | | | | | | | | | | 1 | | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | 1 | | 3 | | | 1 | |
| 2024 | 2 | 8 | 9 | 13 | | | | | | | | | 3 |
| Customer Service | | | 2 | 2 | | | | | | | | | |
| Customer Service - TSO | | | 2 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 8 | 6 | 11 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 8 | 6 | 11 | | | | | | | | | 2 |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FOIA | 1 | | | | | | |
|-----------------------------------------------|-------------|-----------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ITH | 4 | 3 | | 1 | 1 | 2 | 3 | 1 | 2 | | | | 17 |
| 2022 | | 1 | | | | 2 | 1 | | | | | | 4 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 2 | 1 | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 2 | 1 | | | | | | 3 |
| 2023 | 1 | 1 | | 1 | 1 | | 2 | 1 | 2 | | | | 9 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | 1 | | 1 | 1 | 1 | | | | 5 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | 1 | | 1 | 1 | 1 | | | | 5 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | ggage | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2024 | 3 | 1 | | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 3 | 1 | | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 3 | 1 | | | | | | | | | | | 4 |

| | | | TSA Contac | t Center (1 | ГСС) Data | Tool - FOIA | | | | | | | |
|----------------------------------------------|-------------------|-------------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ITO | 22 | 12 | 15 | 18 | 7 | 18 | 6 | | 14 | 17 | 12 | 10 | 171 |
| 2022 | 6 | 1 | 4 | 3 | 5 | 6 | 3 | 6 | 8 | 12 | 6 | 5 | 65 |
| Civil Rights | | | | | 1 | | | | | 2 | | | 3 |
| Civil Rights - Profiling | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | ation | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | 1 | | 1 | 1 | | 1 | | 4 |
| Customer Service - TSO | | | | | | 1 | | 1 | 1 | | 1 | | 4 |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 1 | | 3 | 2 | 2 | 4 | 9 | 2 | 5 | 36 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | | 1 | 1 | 1 | 2 | 3 | 2 | 2 | 4 | 8 | 2 | 4 | 32 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | s - Opt In | | | | | | | 1 | | | |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | |
| Identification (ID) Requirements - Domes | tic | | | 1 | | | | | | | | | |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | 1 | | 1 | | 1 | 3 | | |
| Mishandling of Passenger Property - Dan | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dan | | | | | | | | | | 1 | 2 | | |
| Mishandling of Passenger Property - Disa | arrayed Items | sCarry-on | or Checked | l | 1 | 1 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | ental /Ment | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iter | 1 1 | | | | | | | 1 | | | | | 2 |
| Screening | 2 | | | 1 | | | 1 | 1 | 3 | | | | 3 |
| Screening - Procedures/Process | 2 | | | 1 | | | 1 | 1 | 3 | | | | 8 |
| 2023 | 7 | 7 | 7 | 5 | 2 | 12 | 3 | 14 | 6 | 5 | 6 | 5 | 79 |
| Civil Rights | | | 1 | | | | | | | 1 | | | 2 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | 2 | | | | | 1 | | 3 |
| Customer Service - TSO | | | | | | 2 | | | | | 1 | | 3 |
| Expedited Passenger Screening Program | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 11 | 6 | 3 | 4 | 3 | 51 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | 1 | | | | 1 | | | | 1 | 3 |
| Expedited Passenger Screening Program | | 4 | | 3 | 2 | 3 | 3 | 10 | 6 | 3 | 4 | 2 | 48 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 2 | | | 2 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Dan | naged/Missir | 1 | 2 | | | 1 | | | | | | 1 | 5 |
| Mishandling of Passenger Property - Disa | | | | | | 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 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged It | ems - Check | ed | | | | | | | | 1 | | | |
| Screening | 1 | 1 | | | | 4 | | 3 | | | | 1 | 10 |
| Screening - Lengthy Lines | | | | | | 3 | | 1 | | | | 1 | 5 |
| Screening - Procedures/Process | | 1 | | | | 1 | | 2 | | | | | 4 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |
| 2024 | 9 | 4 | 4 | 10 | | | | | | | | | 27 |
| Customer Service | 2 | 1 | | 1 | | | | | | | | | 4 |
| Customer Service - TSO | 2 | 1 | | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 6 | 2 | 2 | 8 | | | | | | | | | 18 |
| Expedited Passenger Screening Program | | 2 | | 8 | | | | | | | | | 18 |
| Locks | | | 1 | 0 | | | | | | | | | 10 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | ı naged/Missir | a ItemsC | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | .agoa, wiiooii | 9 101110-30 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iter | ne - Carry C | 1 | | | | | | | | | | | |
| | no - Carry-U | - 1 | | | | | | | | | | | 1 |
| Screening Procedures/Process | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | | | | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------------|-------------|-------------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| VA | 17 | 23 | 33 | 22 | 18 | 28 | 18 | 9 | 15 | 12 | 10 | 15 | 220 |
| 2022 | 3 | 9 | 8 | 6 | 4 | 18 | 9 | 4 | 7 | 8 | 6 | 8 | 90 |
| Customer Service | | 2 | 1 | | | 4 | 3 | 1 | 2 | 1 | 1 | 2 | 1 |
| Customer Service - TSO | | 2 | 1 | | 4 | 4 | 3 | 1 | 2 | 1 | 1 | 2 | 17 |
| Expedited Passenger Screening Program | 1 TCA A == U:= | 3 | 4 | 5 | 4 | 12 | 3 | 3 | 4 | 7 | 3 | 3 | 52 |
| Expedited Passenger Screening Program | | | | | | 2 | 2 | | 4 | 1 | 2 | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 5 | 4 | 10 | 3 | 3 | 4 | 6 | 3 | 3 | 4 |
| Locks | | | | | | | 1 | | | | 1 | | |
| Locks - Missing or Damaged Lock | | | 4 | | | | 1 | | | | 1 | | |
| Lost and Found | | 1 | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | naged/Missing T | g itemsCr | пескеа вад | gage | | | | | | | | 1 | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Firearm/Ar | mmunition | 1 | | | | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | | | 1 | | | | | | | | | | |
| Screening | 2 | 2 | | 1 | | 2 | 2 | | 1 | | | 1 | |
| Screening - Children | | | | | | | 1 | | | | | | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 2 | 2 | | 1 | | 2 | 1 | | 1 | | | | |
| 2023 | 3 | 6 | 15 | 4 | 14 | 10 | 9 | 5 | 8 | 4 | 4 | 7 | 8 |
| Airline | | | | | | | | 1 | | | | | |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | |
| Civil Rights | | | 1 | | | | 1 | | | | 1 | | |
| Civil Rights - Race | | | 1 | | | | | | | | 1 | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | | 1 | | | | | | |
| Customer Service | 1 | 1 | 2 | 1 | 1 | 2 | 2 | | | 1 | 1 | 1 | 1 |
| Customer Service - TSO | 1 | 1 | 2 | 1 | 1 | 2 | 2 | | | 1 | 1 | 1 | 1 |
| Expedited Passenger Screening Program | 2 | 4 | 8 | 2 | 9 | 6 | 5 | 3 | 7 | 2 | 2 | 5 | 5 |
| Expedited Passenger Screening Program | | cation Proc | 1 | | | 1 | | | 1 | | | 1 | |
| Expedited Passenger Screening Program | | 4 | 7 | 2 | 9 | 5 | 5 | 3 | 6 | 2 | 2 | 4 | 5 |
| Lost and Found | _ | | | | | | | | | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | 1 | | 1 | | 1 | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | a ItemsCa | arry-on Lug | gage | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | | | 1 | 33- | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | | | or Checked | 1 | 1 | | | | | | | | |
| Patdown | | , | 1 | - | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | ! | | 2 | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal N | Andical Device | 200 | | | | - ' | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | | ,63 | | | 1 | | | | | | | ' | |
| Persons w/ Disabilities (PWD) - Wheelcha | | Soawov | | | 1 | 1 | | | | | | | |
| | aii/ 3000tei/ . | Segway | - 1 | | ı | - 1 | | | 1 | | | | |
| Property - Special Handling | ome Corn. |) n | 1 | | | | | | 1 | | | | |
| Property - Special Handling - Damaged It | ems - Carry-C | | | 1 | 1 | 1 | | | 1 | | | | |
| Screening Longthy Lines | | 1 | 1 | 1 | 1 | 1 | | | | | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | | | | | | | |
| Screening - Retrieving Abandoned/Confis | | | | 1 | | | | | | | | | |
| 2024 | 11 | 8 | 10 | 12 | | | | | | | | | 4 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | | 1 | 3 | 2 | | | | | | | | | |
| Customer Service - TSO | | 1 | 3 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 11 | 4 | 4 | 8 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 11 | 4 | 3 | 8 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | 1 | | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | Developme | ntal /Ment | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | 1 | | | | | | | | | |
| Property - Special Handling | ., 20001017 | 2 | | ' | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checke | 2 | | | | | | | | | | | |
| Screening | IIO - OHEUNE | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |

| | | | | | , | | | | | | | | |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| IWD | | | | 1 | 1 | 1 | | | 1 | | | | 4 |
| 2022 | | | | | 1 | 1 | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | | | | | 1 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| 2023 | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|--------------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JAC | 10 | 7 | 8 | 14 | 3 | 14 | 3 | | 8 | 19 | 15 | 9 | 11 |
| 2022 | | 1 | 6 | 3 | 1 | 9 | 1 | | | 3 | 10 | 5 | 3 |
| Expedited Passenger Screening Program | | 1 | 6 | 3 | 1 | 7 | | | | 1 | 9 | 2 | 3 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | gram | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 6 | 3 | 1 | 6 | | | | 1 | 9 | 2 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property - Dam | laged/Missir | ng ItemsC | hecked Bag | ggage | | 1 | | | | | | | |
| No Jurisdiction | | | | | | | 1 | | | | | | |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | | | | 1 | | |
| Screening | | | | | | 1 | | | | 1 | | 3 | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | 1 | | | | 1 | | 2 | |
| 2023 | 5 | 4 | 1 | 6 | 2 | 5 | 2 | | 8 | 16 | 5 | 4 | 5 |
| Customer Service | | | | | | | | | 1 | 3 | | | |
| Customer Service - TSO | | | | | | | | | 1 | 3 | | | |
| Expedited Passenger Screening Program | 2 | 4 | 1 | 4 | 2 | 5 | 2 | | 6 | 10 | 5 | 2 | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | 1 | 4 | 2 | 5 | 2 | | 6 | 10 | 5 | 2 | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling - Missing Item | ns - Checke | d | | 1 | | | | | | | | 1 | |
| Screening | 1 | | | 1 | | | | | 1 | 2 | | 1 | |
| Screening - Procedures/Process | 1 | | | 1 | | | | | 1 | 2 | | 1 | |
| 2024 | 5 | 2 | 1 | 5 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 4 | 2 | 1 | 5 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 4 | 2 | 1 | 5 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | SA Contact 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------|---------------|-------------|----------------------|--------|--------|--------|--------|--------|--------|---------|--------|--------|----------|
| JAN | 21 | 21 | 23 | 19 | 18 | 12 | | • | 15 | 24 | | | 220 |
| 2022 | 3 | 6 | 6 | 5 | 12 | 7 | 6 | 15 | 10 | 18 | 10 | 8 | 100 |
| Additional Information Required/Insufficient Inf | | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficier | nt Informatio | n - EMAIL C | ONLY | | | | | | | | 1 | | 1 |
| Civil Rights | N T | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | | | | 4 | 0 | 4 | 0 | | 0 | 1 | 4 | 1 |
| Customer Service - TSO | | 2 | | | 1 1 | 2 | 1 | 2 | | 2 | | 1 | 12 |
| Expedited Passenger Screening Program | 1 | 3 | 2 | 5 | 10 | 3 | 1 5 | 12 | 10 | 2 14 | | 1 4 | 12 75 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 3 | | 5 | 10 | 3 | 5 | 12 | 10 | 14 | 0 | 4 | 73 |
| Expedited Passenger Screening Program | | cation Proc | 1 | | | | 1 | 1 | | 1 | | | |
| Expedited Passenger Screening Program | 1 | 3 | 1 | 5 | 9 | 3 | 4 | 11 | 10 | 13 | 6 | 4 | 70 |
| Mishandling of Passenger Property | | | | | | | | | 10 | 1 | | , | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checked | | | | | | | 1 | | | |
| Patdown | | | 1 | | | | | 1 | | | | 1 | |
| Patdown - Flyer | | | 1 | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Att | ached to th | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | 1 | | | 1 | 1 | | | | | | 1 | ţ |
| Property - Special Handling - Damaged Ite | ems - Check | red | | | 1 | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Screening | 1 | | 2 | | | 1 | | | | 1 | 1 | 1 | - |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | 1 | | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | _ | 1 | 1 | | |
| 2023 | 9 | 7 | 6 | 10 | 6 | 5 | 6 | 8 | 5 | 6 | 8 | 6 | 82 |
| Civil Rights Civil Rights - Age | 1 | 1 | | | | | | | 1 | | | | 3 |
| Civil Rights - Age Civil Rights - National Origin | 1 | 1 | | | | | | | | | | | 1 |
| Civil Rights - National Origin | ' | | | | | | | | 1 | | | | |
| Customer Service | 2 | | 1 | | | | | | ı | 1 | 1 | 1 | 6 |
| Customer Service - TSO | 2 | | 1 | | | | | | | 1 | | 1 | 6 |
| Expedited Passenger Screening Program | 6 | 5 | 3 | 9 | 5 | 2 | 5 | 5 | 3 | 2 | | 2 | 51 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 6 | 5 | 3 | 9 | 4 | 2 | 5 | 5 | 3 | 2 | 4 | 2 | 50 |
| Locks | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | |
| Lost and Found | | | | | | | | | | | | 1 | |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | 2 | | 1 | 4 |
| Mishandling of Passenger Property - Dam | | | | age | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsCh | necked Baç | 1 | | | | | | 1 | | | |
| No Jurisdiction | | | | | | 1 | | | | | | | |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | |
| Patdown | | | | | | 1 | | | | | | | |
| Patdown - Flyer | | 4 | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I | mnairmant | <u> </u> | | | | | | | | | | | |
| | Прантнени | ı | 1 | | | | | 1 | | | | | |
| Property - Special Handling Property - Special Handling - Damaged Ite | ems - Check | red | 1 | | | | | ı | | | | | |
| Property - Special Handling - Missing Item | | | ' | | | | | 1 | | | | | |
| Screening | io Oriookok | 4 | 1 | | | 1 | 1 | 2 | 1 | 1 | 3 | 1 | 1 |
| Screening - Inconsistency | | | ' | | | ' | - ' | | 1 | 1 | | ' | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | 1 | 1 | 2 | | | 2 | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | |
| 2024 | 9 | 8 | 11 | 4 | | | | | | | | | 32 |
| Customer Service | 1 | 2 | 1 | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | 2 | 1 | 1 | | | | | | | | | į |
| Expedited Passenger Screening Program | 7 | 4 | 8 | 3 | | | | | | | | | 2: |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 6 | 4 | 8 | 3 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | |
| Screening | 1 | 1 | 2 | | | | | | | | | | 4 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | 2 | | | | | | | | | | 3 |

| Categories | 40.0-4 | | SA Contact | | - | | 04 4 | OF Marr | 00 1 | 07 1 | 00 4 | 00.0 | Tatal |
|---------------------------------------------------|----------------|-----------|---------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|----------|
| | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| JAX | 165 | 154 | 159 | 147 | 80 | 135 | 120 | 144 | 143 | 97 | 119 | | 1,594 |
| 2022 | 26 | 38 | 35 | 29 | 35 | 74 | 56 | 69 | 58 | 42 | 59 | 53 | 574 |
| Airline | | | | | | 1 | | | 1 | | | | 2 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | 1 | | | | 2 |
| Civil Rights | | 1 | 2 | | 1 | 1 | 1 | | 1 | 1 | | | 8 |
| Civil Rights - Headwear | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | 1 | 1 | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | 1 | | 1 | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | 1 | | | | | | | | | | 1 |
| Claims | Ĭ | | | | | | | 1 | | | | | 1 |
| Claims - General | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 3 | 0 | 4 | 0 | 7 | 7 | | 7 | 0 | 1 | 2 | |
| | | | 2 | 1 | 2 | 7 | | 2 | | 2 | | 3 | 37 |
| Customer Service - TSO | | 3 | 2 | 1 | 2 | 7 | 7 | 2 | 7 | 2 | 1 | 3 | 37 |
| Expedited Passenger Screening Program | 21 | 28 | 28 | 19 | 25 | 55 | 44 | 59 | 43 | 30 | 51 | 42 | 445 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | | 1 | 1 | | 3 | | | 1 | | 11 |
| Expedited Passenger Screening Program | 1 | 3 | 3 | 2 | | | | 1 | 3 | 5 | 2 | 2 | 22 |
| Expedited Passenger Screening Program | 17 | 22 | 24 | 17 | 24 | 54 | 43 | 55 | 40 | 25 | 48 | 40 | 409 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | 1 | | | | | | 3 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | | 1 | | | | | | | | | | 1 |
| Locks | İ | | | | 1 | | | | 2 | | | | 3 |
| | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | 2 | | | | 3 |
| Lost and Found | | | | 1 | 1 | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | 3 | 2 | 1 | 1 | | 8 |
| Mishandling of Passenger Property - Dam | laged/Missing | ItemsCh | ecked Bagga | age | | | | 2 | 2 | 1 | 1 | | 6 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | 1 | | | | | 2 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | <u>I</u> |
| Notice of Violation/Civil Penalties | | | | | | | | | | | 1 | | 1 |
| Notice of Violation/Civil Penalties - Gener | | | | | | | | | | | 1 | | 1 |
| Patdown | 1 | | 1 | | | 1 | | 1 | | 2 | 2 | | 11 |
| Patdown - Flyer | | | 1 | | | 1 | | 1 | | 2 | 2 | 2 | 9 |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Patdown - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 2 | 2 | 1 | | | 2 | | | 7 |
| Persons w/ Disabilities (PWD) - Autism S | nectrum | | | | | | 1 | | | _ | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| . , | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelchai | ir or Scooter | .) | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 2 | 2 | 1 | 2 | 2 | 2 | | 2 | | | 1 | 2 | 16 |
| Property - Special Handling - Damaged Ite | ems - Carrv-0 | On | | 1 | 1 | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | | 1 | | | | | | | | | | 1 | 3 |
| Property - Special Handling - Missing Item | | | | 1 | | 1 | | 1 | | | 1 | 1 | 6 |
| | | 1 | 1 | ' | 1 | ' | | 1 | | | | ' | 4 |
| Property - Special Handling - Missing Item | is - Checke | - 1 | - 1 | | - 1 | | | - 1 | | | | | |
| Public Affairs | | | | | | | | | | 1 | | | 1 |
| Public Affairs - Newspaper, Radio, TV Re | presentatives | | | | | | | | | 1 | | | 1 |
| Screening | 1 | 3 | | 6 | 1 | 5 | 3 | 1 | 2 | 3 | 2 | 3 | 30 |
| Screening - Children | | | | | | | | | | | 1 | | 1 |
| Screening - Crew Member or Airline Empl | oyee | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | 1 | | 1 | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | 5 | | 5 | 2 | 1 | 2 | 3 | 1 | 3 | 24 |
| Screening - Shoe Screening | · | 1 | | | | | | | | | | | 1 |
| 2023 | 62 | 63 | 58 | 62 | 45 | 61 | 64 | 75 | 85 | 55 | 60 | 78 | 768 |
| Additional Information Required/Insufficient Info | | - 00 | 30 | 02 | 40 | 01 | 04 | 73 | 03 | 1 | 00 | 70 | |
| | | ENAME O | NIL V | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | nt Information | - EMAIL O | NLY | | | | | | | 1 | | | 1 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | | | 2 | | | 1 | 3 | 3 | | 1 | 2 | 13 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | | | | | | 1 | 2 | 2 | | 1 | 2 | 9 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | 2 | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | l | , ridei | | | | | | 1 | | | | | 1 |
| | 4 | 4 | | 4 | | | | | | | 0 | | |
| Customer Service | 1 | 4 | 2 | 4 | 3 | 5 | 2 | 9 | 6 | 2 | 2 | | 43 |
| Customer Service - TSO | 1 | 4 | 2 | 4 | 3 | 5 | 2 | 9 | 6 | 2 | 2 | | 43 |
| Expedited Passenger Screening Program | 54 | 52 | 52 | 47 | 42 | 52 | 52 | 52 | 68 | 44 | 44 | 64 | 623 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | 1 | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | 2 | 3 | 1 | 4 | 4 | 1 | | | 2 | 1 | 1 | | 19 |
| Expedited Passenger Screening Program | | 49 | 49 | 42 | 38 | 50 | 52 | 51 | 65 | 43 | 42 | 64 | 597 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | 02 | 1 | | -10 | -12 | 0-1 | 3 |
| Locks | , SAIDING | 1 1 | 1 | 1 | | 1 | | 1 | | | | | 3 |
| | | ı | | | | - 1 | | | | | | | |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | 2 | | 2 | | 4 | 2 | | 13 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | 2 | | | | | 3 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | | | 1 | | | | 4 | 2 | | 9 |
| Mishandling of Passenger Property - Disa | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | 22, 0110 | 200.100 | 3 | | - | | | 3 | 1 | 2 | 1 | 11 |
| Patdown - Children | 1 | | | 1 | | | | | 1 | ı | | 1 | |
| | | | | | | | | | | | _ | | 2 |
| Patdown - Flyer | 1 | | | 2 | | | | | 1 | 1 | 2 | 1 | 8 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | 2 | 1 | 2 | 2 | 1 | 1 | 11 |
| | | | | | | | | | | | | | |

| | 10-Oct 1' | 1-Nov 1: | 2-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tot |
|--------------------------------------------------------------------------------------|--------------------|-----------------|-----------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | | | - 4 | , | | 1 | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | al /Mental D | isahility | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | ai /ivioritai D | roubility | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | evices - Attach | ed to the R | ody | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | Cumpling | | | - 1 | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D | | | | | | | | | | 4 | | | |
| | - ' ' | meeichail C | 30000 | 1 | | | 4 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ Se | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | 1 | | | | | 2 | | 1 | 1 | 1 | 1 | |
| Property - Special Handling - Damaged Ite | | | | | | | 1 | | | 1 | | | |
| Property - Special Handling - Missing Item | | | | | | | | 1 | 1 | | 1 | 1 | |
| Property - Special Handling - Missing Item | | 1 | | | | | 1 | | | | | | |
| Screening | 3 | 4 | 3 | 5 | | 1 | 5 | 5 | 2 | | 7 | 5 | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | 1 | | 1 | | | | |
| Screening - Inconsistency | 1 | 1 | 2 | 1 | | 1 | | 1 | | | | | |
| Screening - Lengthy Lines | | 1 | | | | | 2 | 1 | 1 | | 3 | 2 | |
| Screening - Procedures/Process | 1 | 2 | 1 | 4 | | | 1 | 3 | | | 4 | 3 | |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | | | | 1 | | | | | | |
| 024 | 77 | 53 | 66 | 56 | | | | | | | | | |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | |
| Advanced Imaging Technology (AIT) - Flye | r | | 1 | | | | | | | | | | |
| Civil Rights | '1 | | 3 | | | | | | | | | | |
| Civil Rights - Profiling | | | 1 | | | | | | | | | | |
| | | | - 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | 7 | 7 | 1 | 0 | | | | | | | | | |
| Customer Service | 7 | 7 | 6 | 3 | | | | | | | | | |
| Customer Service - TSO | 7 | 7 | 6 | 3 | | | | | | | | | |
| DHS TRIP | | 1 | | | | | | | | | | | |
| DHS TRIP - General | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 54 | 35 | 43 | 35 | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 2 | 2 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 49 | 32 | 41 | 34 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | |
| Locks | 1 | | 1 | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | 1 | 1 | | | | | | | | | |
| Lost and Found | | | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | 1 | 4 | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 2 | | | | | | | | | | |
| Mishandling of Passenger Property - Dama | | | | 1 | | | | | | | | | |
| | aged/iviissirig ii | .emsonsp 1 | 1 | 1 | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | 1 | | | | | | | | | | |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | |
| Notice of Violation/Civil Penalties - Genera | | | | 1 | | | | | | | | | |
| Patdown | 2 | | | 2 | | | | | | | | | |
| Patdown - Flyer | 2 | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | 2 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | edical Dev | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | dicatior | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (Not W | /heelch | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/(| 1 | | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 8 | 7 | 4 | 10 | | | | | | | | | |
| 0 | | / | 4 | 10 | | | | | | | | | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Our and the land of the | | | | | | | | | | | | | |
| Screening - Inconsistency | 1 | 3 | | | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 1 2 4 | 4 | 2 | 2 | | | | | | | | | |

| | | T | SA Contact | | • | | | | | | | | |
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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 |
| JFK | 1,051 | 1,006 | 1,132 | 968 | 653 | 766 | 687 | 745 | 762 | 790 | 831 | 747 | 10,138 |
| 2022 | 163 | 210 | 263 | 228 | 260 | 302 | 310 | 356 | 364 | 407 | 467 | 363 | 3,693 |
| Additional Information Required/Insufficient Inf | formation | | | | | 1 | | | | | | | 1 |
| Additional Information Required/Insufficier | | - EMAIL C | DNLY | | | 1 | | | | | | | 1 |
| Airline | 1 | | 1 | 1 | | | 1 | 3 | 3 | 4 | 5 | 1 | 20 |
| Airline - Lost Baggage | | | ' | - ' | | | - ' | 2 | 0 | 2 | 3 | | 7 |
| Airline - Policy/Regulations/Service | 1 | | | 1 | | | 1 | 1 | 3 | 2 | 1 | 1 | 11 |
| | ' | | 4 | ı | | | ı | 1 | 3 | | | | |
| Airline - Wheelchair Assistance | | _ | 1 | | | | | 40 | | | 1 | | 2 |
| Civil Rights | 1 | 5 | 4 | 4 | 4 | 4 | 6 | 10 | 1 | 3 | 7 | 4 | 53 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | 1 | 1 | | 3 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | 1 | 2 | | | | | | | 3 |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | | 2 | 6 | 1 | 1 | 5 | 2 | 17 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 4 | 4 | 2 | 1 | | | | | | | | 12 |
| Civil Rights - Sex/Gender/Gender Identity | | | • | 1 | 1 | | 2 | 1 | | | | 1 | 6 |
| Civil Rights - Sexual Orientation - Not Tra | | | | • | | | 1 | | | | | 1 | 2 |
| | lisgender | | | | 1 | | - ' | 3 | | 1 | 1 | ' | 6 |
| Civil Rights - Transgender Screening | | 4 | | | ı | | | 3 | | - 1 | | | |
| Claims | | 1 | | | | | | | 2 | | 1 | | 4 |
| Claims - General | | 1 | | | | | | | 1 | | | | 2 |
| Claims - Status | | | | | | | | | 1 | | 1 | | 2 |
| Customer Service | 26 | 31 | 29 | 22 | 25 | 39 | 34 | 37 | 49 | 63 | 53 | 52 | 460 |
| Customer Service - Others | 1 | | | | | | | | | | | 1 | 2 |
| Customer Service - TSO | 25 | 31 | 29 | 22 | 25 | 39 | 34 | 37 | 49 | 63 | 53 | 51 | 458 |
| DHS TRIP | | 1 | | | | | | 1 | 1 | 1 | | | 4 |
| DHS TRIP - General | | 1 | | | | | | 1 | 1 | 1 | | | 4 |
| Expedited Passenger Screening Program | 89 | 114 | 163 | 140 | 185 | 210 | 210 | 246 | 241 | 262 | 322 | 231 | 2,413 |
| Expedited Passenger Screening Program | | | 100 | 170 | 100 | 210 | 210 | 240 | 241 | 202 | 522 | 1 | 2,413 |
| | | iviiiitai y | | | | 4 | | | | | | - ' | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | | _ | _ | | 1 | | _ | | | | _ | 1 |
| | | 10 | 7 | 5 | 8 | 4 | 8 | 7 | 9 | 11 | 15 | 7 | 95 |
| Expedited Passenger Screening Program | | 103 | 156 | 135 | 175 | 204 | 202 | 239 | 232 | 250 | 307 | 223 | 2,311 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | 2 | 1 | | | | 1 | | | 5 |
| Freedom of Information Act (FOIA) | | | 1 | | | | | | | | | | 1 |
| Freedom of Information Act (FOIA) - Gene | eral | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety | | 2 | 1 | 1 | 4 | 2 | 4 | 2 | 2 | | 1 | 1 | 20 |
| Hazardous Materials Safety - General | | 2 | 1 | 1 | 4 | 2 | 4 | 2 | 2 | | 1 | 1 | 20 |
| Identification (ID) Requirements | | | 1 | 2 | 2 | 2 | | | | | | | 7 |
| Identification (ID) Requirements - Domest | ic | | | 2 | 2 | 2 | | | | | | | 6 |
| Identification (ID) Requirements - Real ID | | | 1 | | | | | | | | | | |
| Intranet/Internet Inquiries | | | I | | | | 4 | | | | | | 1 |
| | | | | | | | 1 | | | | | | |
| Intranet/Internet Inquiries - General | | | | | | | 1 | | | | | | 1 |
| Locks | 1 | 1 | | 1 | | 1 | 1 | 1 | | 3 | 1 | 4 | 14 |
| Locks - Missing or Damaged Lock | 1 | 1 | | 1 | | 1 | 1 | 1 | | 3 | 1 | 4 | 14 |
| Lost and Found | | | 1 | 2 | 1 | 3 | | | 2 | 5 | 2 | 1 | 17 |
| Lost and Found - Airport/TSA | | | 1 | 2 | 1 | 3 | | | 2 | 5 | 2 | 1 | 17 |
| Mishandling of Passenger Property | 6 | 7 | 5 | 9 | 2 | 3 | 7 | 2 | 7 | 5 | 10 | 9 | 72 |
| Mishandling of Passenger Property - Dam | 2 | 7 | 3 | 1 | | 1 | 3 | 2 | 1 | | 5 | 1 | 26 |
| Mishandling of Passenger Property - Dam | 4 | | 2 | 6 | 2 | 2 | 4 | | 5 | 3 | 5 | 7 | 40 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsUn | specified I | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | | | 1 | | | | | 1 | 2 | | 1 | 5 |
| No Jurisdiction | | 4 | 5 | 2 | 5 | 6 | 2 | 5 | 2 | 4 | 3 | 3 | 41 |
| No Jurisdiction - No Referral | | | J | | 1 | 0 | | 1 | | | 3 | 3 | 2 |
| | | 0 | 4 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | 2 | 1 | | 2 | 5 | 2 | 1 | 2 | 3 | 2 | 3 | 23 |
| No Jurisdiction - Refer to FAA | | _ | 1 | _ | | | | _ | | | | | 1 |
| No Jurisdiction - Refer to Other | | 2 | 3 | 2 | 2 | 1 | | 3 | | 1 | 1 | | 15 |
| Ombudsman | | | | | | | | | | | 1 | | 1 |
| Ombudsman - General | | | | | | | | | | | 1 | | 1 |
| Patdown | 2 | 4 | 4 | 2 | 3 | 4 | 5 | 10 | 3 | 7 | 13 | 9 | 66 |
| Patdown - Children | | 1 | | | | | 1 | | | | 1 | | 3 |
| Patdown - Flyer | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 9 | 3 | 7 | 11 | 8 | 58 |
| Patdown - Flyer as Observer | | | | | | 1 | | - | | | 1 | 1 | 3 |
| Patdown - General | | | | | | | | 1 | | | | | 1 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 6 | 8 | 6 | 7 | 5 | 3 | 5 | 9 | 4 | 8 | 4 | 71 |
| | | 0 | | 0 | - / | 5 | 3 | 5 | 9 | 4 | 0 | | |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Menta | l Disability | 1 | 1 | | 1 | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | 1 | 1 | | 1 | 2 | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dres | ssings/Mas | sks | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | - | | | 2 | 1 | | 1 | | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Internal M | /ledical Dev | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | | | 1 | 1 | | 1 | | | 1 | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Medically | | 2 | ' | ' | | | | | 3 | <u> </u> | 2 | | 8 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 1 | J | | | | 2 |
| | | \//b = = 1 - 1 | _ | | 4 | | | | _ | | _ | | |
| Persons w/ Disabilities (PWD) - Mobility E | | | 3 | 1 | 1 | | 1 | 1 | 2 | | 2 | | 11 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | 2 | | | | 1 | 1 | | | 8 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tı | rauma) | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 2 | 1 | | | 1 | | 1 | 1 | | | | 6 |
| Prohibited & Permitted Items | 3 | 3 | 5 | | | | | | | | | | 11 |
| Prohibited & Permitted Items - Alcohol and | | 1 | 3 | | | | | | | | | | 5 |
| Prohibited & Permitted Items - Breast Milk | | | 1 | | | | | | | | | | 1 |
| The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon | , . oa | | | | | | | | | | | | ' |

| | | TSA | Contact | Center (TC | C) Data Too | ol - FOIA | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------|---------------------------------------|--------------------------------------------|-------------------------------------------|-----------------------------------------|----------------------------------|----------------------------------------------------------------|--------------------------------------------------|------------------------------------------------|-------|
| egories | 10-Oct | 11-Nov 12 | 2-Dec | 01-Jan 0 | 2-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Prohibited & Permitted Items - Electronic | Devices | | 1 | | | | | | | | | | |
| Prohibited & Permitted Items - Food/Bev | e 2 | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Sporting (| Goods | 1 | | | | | | | | | | | |
| Property - Special Handling | 15 | 18 | 17 | 19 | 13 | 11 | 17 | 18 | 20 | 22 | 12 | 20 | 20 |
| Property - Special Handling - Damaged | | 4 | 2 | 7 | 1 | 2 | 5 | 8 | 8 | 7 | 4 | 6 | |
| Property - Special Handling - Damaged | | 1 | 3 | 3 | 1 | | 3 | 1 | 4 | 2 | 3 | 1 | 2 |
| Property - Special Handling - Missing Ite | | 9 | 9 | 4 | 7 | 4 | 7 | 3 | 5 | 7 | 2 | 6 | (|
| Property - Special Handling - Missing Ite | | 4 | 3 | 5 | 4 | 5 | 2 | 6 | 3 | 6 | 3 | 7 | |
| Request for Assistance | 3 | | J | | | J | | 0 | J | U | 2 | | • |
| | | | | | | | | | | | | | |
| Request for Assistance - Other | 40 | 40 | 40 | 47 | | 4.4 | 40 | 40 | 00 | 0.4 | 2 | 0.4 | |
| Screening | 12 | 13 | 18 | 17 | 9 | 11 | 19 | 16 | 22 | 24 | 26 | 24 | 2 |
| Screening - Crew Member or Airline Emp | l | 1 | 1 | | | | | | | | | | |
| Screening - Inconsistency | | 3 | 6 | | | | 5 | 4 | 2 | 3 | 3 | 6 | |
| Screening - International Screening | | | | | | | | | | 1 | 1 | | |
| Screening - Lengthy Lines | 1 | | 1 | 1 | 2 | | 1 | 3 | 2 | 1 | 2 | 6 | |
| Screening - Procedures/Process | 11 | 8 | 9 | 14 | 6 | 10 | 12 | 9 | 16 | 18 | 19 | 10 | 1 |
| Screening - Retrieving Abandoned/Confi | scated Items | 1 | 1 | 2 | 1 | 1 | 1 | | 2 | 1 | | 2 | |
| Screening - Traveling with Cash | | | | | | | | | | | 1 | | |
| Transfer to Security Specialist | 1 | | | | | | | | | | | | |
| Transfer to Security Specialist - Reportal | bl 1 | | | | | | | | | | | | |
| 2023 | 417 | 438 | 434 | 424 | 393 | 464 | 377 | 389 | 398 | 383 | 364 | 384 | 4,8 |
| Additional Information Required/Insufficient In | nformation | 2 | | | | | | 1 | | 1 | | | |
| Additional Information Required/Insufficion | | 2 | | | | | | 1 | | 1 | | | |
| Airline | 1 | | 5 | | | 2 | 1 | | 3 | 1 | 2 | 4 | |
| | ' | | 4 | | | | 1 | | 1 | ' | 1 | 1 | |
| Airline - Lost Baggage | | | | | | 4 | 1 | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | 1 | | | 1 | 1 | 1 | 3 | |
| Airline - Wheelchair Assistance | | | | | | 1 | | | 1 | | | | |
| Animals | | | | | | | 1 | | | | | | |
| Animals - Carry-On | | | | | | | 1 | | | | | | |
| Civil Rights | 6 | 6 | 4 | 10 | 2 | 8 | 10 | 5 | 6 | 7 | 7 | 4 | |
| Civil Rights - Age | | | | | | | 1 | 1 | | | | 1 | |
| Civil Rights - Civil Rights Violation (TSA | Employee) | | | | | 1 | | | | | | | |
| Civil Rights - Constitutional Rights | 1 | | | 1 | | | | | | | 1 | | |
| Civil Rights - Headwear | | | | ' | | | | | | | 1 | | |
| <u> </u> | | | | 0 | | | | | | 4 | - 1 | | |
| Civil Rights - National Origin | | | | 2 | | | | | | 1 | | | |
| Civil Rights - Not Specified | | | | | | | | 1 | | | | | |
| Civil Rights - Perceived Religion | | | | 1 | | 2 | 2 | | | | 1 | | |
| Civil Rights - Profiling | | | | | | | | | 2 | | | | |
| Civil Rights - Race | 3 | 5 | 2 | 3 | 1 | 3 | 4 | 3 | 3 | 3 | 4 | 2 | |
| Civil Rights - Screening of Religious Cult | tural and Cere | emonial Items | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identit | v. 3 | | 2 | 1 | 1 | 2 | | | 1 | 1 | | | |
| Civil Rights - Sexual Orientation - Not Tr | | 1 | | | | | 1 | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | 1 | | | 2 | | | 2 | | 1 | |
| Claims | | | 2 | ' | | 1 | | 1 | | 1 | 1 | | |
| | | | 1 | | | | | ı | | | ı | | |
| Claims - General | | | | | | 1 | | 4 | | 1 | 4 | | |
| Claims - Status | | | 1 | | | | | 1 | | | 1 | | |
| Customer Service | 35 | 55 | 51 | 52 | 41 | 53 | 41 | 46 | 45 | 50 | 46 | 41 | 5 |
| Customer Service - Others | | 1 | | | 1 | | | | | | | | |
| Customer Service - TCC | | 1 | | | | | | | | | | 2 | |
| Customer Service - TSO | 35 | 53 | 51 | 52 | 40 | 53 | 41 | 46 | 45 | 50 | 46 | 39 | 5 |
| DHS TRIP | | | | | | | 1 | | | | 1 | 1 | |
| DHS TRIP - General | | | | | | | 1 | | | | 1 | 1 | |
| Expedited Passenger Screening Program | 290 | 291 | 294 | 285 | 284 | 313 | 261 | 239 | 253 | 237 | 211 | 264 | 3,2 |
| Expedited Passenger Screening Program | | | 1 | 200 | 204 | 010 | 201 | 200 | 200 | 201 | 211 | 204 | 0,2 |
| Expedited Passenger Screening Program | | y iviiiitai y | - 1 | | | 4 | | | | 1 | | | |
| | | | _ | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | | 13 | 7 | 8 | 7 | 5 | 4 | 7 | 1 | 7 | 4 | 3 | |
| Expedited Passenger Screening Program | | 277 | 285 | 274 | 277 | 307 | 257 | 232 | 252 | 229 | 207 | 261 | 3,1 |
| Expedited Passenger Screening Prograr | n - TSA/DHS | 1 | 1 | 3 | | | | | | | | | |
| Hazardous Materials Safety | 2 | 1 | 1 | 2 | | | 2 | 1 | | 2 | 3 | | |
| Hazardous Materials Safety - General | 2 | 1 | 1 | 2 | | | 2 | 1 | | 2 | 3 | | |
| HAZMAT Endorsement | | | | 1 | | | | | | | | | |
| HAZMAT Endorsement - General | | | | 1 | | | | | | | | | |
| Locks | 4 | 1 | 5 | 2 | 2 | 2 | 1 | 3 | 4 | 2 | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | 3 | 4 | 2 | | 1 | |
| LOOKS - MISSING OF DAINAGED LOOK | | | F | 2 | 2 | 2 | | | 4 | | 1 | | |
| | 0 | 1 | 5 | 2 | 2 | 2 | 1 | | | | | | |
| Lost and Found | 2 | 1 1 | 1 | 2 | 2 | 2 | 1 | | 1 | 2 | | 1 | |
| Lost and Found - Airport/TSA | 2 | 1 1 1 | 1 1 | | | | | | 1 | 2 | 1 | 1 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 19 | 1 1 1 12 | 1 1 12 | 7 | 7 | 12 | 7 | 13 | 1 12 | 2 6 | 1 18 | 1 7 | |
| Lost and Found - Airport/TSA | 2 19 m 8 | 1 1 1 12 4 | 1 1 12 5 | 7 5 | 7 | 12 7 | | | 1 12 9 | 2 | 1 | 1 7 1 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 19 m 8 | 1 1 1 12 | 1 1 12 | 7 | 7 | 12 | 7 | 13 | 1 12 | 2 6 | 1 18 | 1 7 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dal | 2 19 m 8 m 10 | 1 1 1 12 4 7 | 1 1 12 5 5 | 7 5 2 | 7 | 12 7 | 7 5 | 13 7 | 1 12 9 | 2 6 5 | 1 18 10 | 1 7 1 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai | 2 19 m 8 m 10 maged/Missin | 1 1 1 12 4 7 | 1 1 12 5 5 | 7 5 2 | 7 | 12 7 | 7 5 | 13 7 | 1 12 9 | 2 6 5 | 1 18 10 | 1 7 1 5 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis | 2 19 m 8 m 10 maged/Missin a 1 | 1 1 1 12 4 7 g ItemsUnspe | 1 1 12 5 5 ecified Luq 2 | 7 5 2 ggage | 7 4 3 | 12 7 5 | 7 5 1 | 13 7 6 | 1 12 9 3 | 2 6 5 1 | 1 18 10 8 | 1 7 1 5 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction | 2 19 m 8 m 10 maged/Missin | 1 1 1 12 4 7 g ItemsUnspo | 1 1 12 5 5 ecified Lu | 7 5 2 | 7 4 3 | 12 7 | 7 5 1 | 13 7 | 1 12 9 3 | 2 6 5 | 1 18 10 8 | 1 7 1 5 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral | 2 19 m 8 m 10 maged/Missin a 1 | 1 1 1 12 4 7 g ItemsUnsper | 1 1 12 5 5 ecified Luq 2 1 | 7 5 2 ggage | 7 4 3 | 12 7 5 | 7 5 1 1 3 | 13 7 6 | 1 12 9 3 | 2 6 5 1 | 1 18 10 8 | 1 7 1 5 1 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 2 19 m 8 m 10 maged/Missin a 1 7 | 1 1 1 12 4 7 g ItemsUnspe | 1 1 12 5 5 ecified Luq 2 | 7 5 2 ggage | 7 4 3 | 12 7 5 | 7 5 1 | 13 7 6 | 1 12 9 3 | 2 6 5 1 | 1 18 10 8 9 1 | 1 7 1 5 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of | 2 19 m 8 m 10 maged/Missin a 1 7 | 1 1 1 12 4 7 g ItemsUnspir 1 4 | 1 1 12 5 5 ecified Luq 2 1 | 7 5 2 ggage | 7 4 3 11 1 8 | 12 7 5 | 7 5 1 1 3 | 13 7 6 | 1 12 9 3 | 2 6 5 1 | 1 18 10 8 9 1 4 | 1 7 1 5 1 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other | 2 19 m 8 m 10 maged/Missin a 1 7 State | 1 1 1 12 4 7 g ItemsUnsper 1 4 | 1 1 12 5 5 ecified Luq 2 1 | 7 5 2 ggage | 7 4 3 11 1 8 | 12 7 5 | 7 5 1 1 3 1 2 | 13 7 6 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 | 9 1 3 3 | 1 7 1 5 1 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown | 2 19 m 8 m 10 maged/Missin a 1 7 | 1 1 1 12 4 7 g ItemsUnspir 1 4 | 1 1 12 5 5 ecified Luq 2 1 | 7 5 2 ggage | 7 4 3 11 1 8 | 12 7 5 | 7 5 1 1 3 | 13 7 6 | 1 12 9 3 | 2 6 5 1 | 1 18 10 8 9 1 4 | 1 7 1 5 1 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other | 2 19 m 8 m 10 maged/Missin a 1 7 State | 1 1 1 12 4 7 g ItemsUnsper 1 4 | 1 1 12 5 5 ecified Luq 2 1 | 7 5 2 ggage | 7 4 3 11 1 8 | 12 7 5 | 7 5 1 1 3 1 2 | 13 7 6 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 | 9 1 3 3 | 1 7 1 5 1 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown | 2 19 m 8 m 10 maged/Missin a 1 7 State | 1 1 1 12 4 7 g ItemsUnsper 1 4 | 1 1 12 5 5 ecified Luq 2 1 | 7 5 2 ggage | 7 4 3 11 1 8 | 12 7 5 7 7 | 7 5 1 1 3 1 2 | 13 7 6 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 | 9 1 3 3 | 1 7 1 5 1 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | 2 19 m 8 m 10 maged/Missin a 1 7 State 4 | 1 1 1 12 4 7 g ItemsUnspo 1 4 3 | 1 1 12 5 5 5 5 5 2 2 1 1 | 7 5 2 2 ggage 2 2 7 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 | 7 5 1 1 3 3 1 2 2 3 3 | 13 7 6 2 1 1 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 | 9 1 3 2 2 | 1 7 1 5 1 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer | 2 19 m 8 m 10 maged/Missin a 1 7 State 4 | 1 1 1 12 4 7 g ItemsUnspo 1 4 3 1 11 | 1 1 12 5 5 5 5 ecified Lu _i 2 2 1 1 | 7 5 2 2 ggage 2 2 7 6 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 | 7 5 1 1 3 3 1 2 2 3 3 | 13 7 6 2 1 1 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 | 9 1 3 2 2 | 1 7 1 5 1 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General | 2 19 m 8 m 10 maged/Missin a 1 7 7 State 4 | 1 1 1 12 4 7 g ItemsUnspor 4 3 1 11 | 1 1 12 5 5 ecified Lug 2 1 1 | 7 5 2 2 ggage 2 2 7 6 1 1 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 7 6 1 5 | 7 5 1 1 3 1 2 3 3 3 | 13 7 6 2 1 1 14 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 6 | 1 18 10 8 9 1 4 1 3 2 | 1 7 1 5 1 4 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) | 2 19 m 8 m 10 maged/Missin a 1 7 7 State 4 | 1 1 1 12 4 7 g ItemsUnsper 1 4 3 1 11 | 1 1 12 5 5 ecified Lug 2 1 1 6 | 7 5 2 2 ggage 2 2 7 6 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 | 7 5 1 1 3 3 1 2 2 3 3 3 | 13 7 6 2 1 1 14 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 6 | 9 1 3 2 2 | 1 7 1 5 1 4 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | 2 19 m 8 m 10 maged/Missin a 1 7 State 4 4 6 6 1 1 | 1 1 1 12 4 7 g ItemsUnspri 1 4 3 1 11 7 4 | 1 1 12 5 5 ecified Lug 2 1 1 | 7 5 2 2 ggage 2 2 7 6 1 1 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 7 6 1 5 | 7 5 1 1 3 1 2 3 3 3 | 13 7 6 2 1 1 14 14 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 6 1 14 5 | 1 18 10 8 9 1 4 1 3 2 | 1 7 1 5 1 4 4 4 7 2 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dat Mishandling of Passenger Property - Dat Mishandling of Passenger Property - Dat Mishandling of Passenger Property - Dat Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive | 2 19 m 8 m 10 maged/Missin a 1 7 State 4 4 6 6 1 1 e /Developm | 1 1 1 12 4 7 g ItemsUnsper 1 4 3 1 11 | 1 1 12 5 5 5 ecified Lu ₁ 2 1 1 3 2 1 8 1 | 7 5 2 2 ggage 2 2 7 6 1 1 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 7 6 1 5 | 7 5 1 1 3 1 2 3 3 | 13 7 6 2 1 1 14 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 6 1 14 5 2 | 9 1 4 1 3 2 2 | 1 7 1 5 1 4 4 4 | |
| Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dis No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Department of No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | 2 19 m 8 m 10 maged/Missin a 1 7 State 4 4 6 6 6 1 1 e //Developm s | 1 1 1 12 4 7 g ItemsUnspri 1 4 3 1 11 7 4 | 1 1 12 5 5 ecified Lug 2 1 1 6 | 7 5 2 2 ggage 2 2 7 6 1 | 7 4 3 11 1 8 2 7 | 12 7 5 7 7 7 6 1 5 | 7 5 1 1 3 3 1 2 2 3 3 3 | 13 7 6 2 1 1 14 14 | 1 12 9 3 7 2 5 | 2 6 5 1 4 2 2 7 6 1 14 5 | 1 18 10 8 9 1 4 1 3 2 | 1 7 1 5 1 4 4 4 7 2 | 1: |

| | | | TS | A Contact (| Center (TC | C) Data Too | I - FOIA | | | | | | | |
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| ries | | 10-Oct | 11-Nov | 12-Dec (| 01-Jan 0 | 02-Feb 0 | 3-Mar (| 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Pe | ersons w/ Disabilities (PWD) - Hearing I | mpairment | | | | 1 | | | 1 | | 1 | | | |
| Pe | ersons w/ Disabilities (PWD) - Internal M | ledical Dev | 1 | 1 | | | | | | | | | | |
| Pe | ersons w/ Disabilities (PWD) - Medical D | 1 | 1 | | | | 1 | 1 | | 1 | | | | |
| | ersons w/ Disabilities (PWD) - Medically | | Medication a | nd Medic | 1 | 1 | | 1 | 5 | | | 2 | | |
| | ersons w/ Disabilities (PWD) - Metal Imp | | 1 | a modio | | | 1 | | | | | | | |
| | . , , , | 0 / | 4 | 4 | | | | | 1 | 4 | | | 0 | |
| | ersons w/ Disabilities (PWD) - Mobility E | | 4 | 1 | | | 2 | | 1 | 1 | | | 2 | |
| | ersons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | 1 | | | | | | |
| | ersons w/ Disabilities (PWD) - Prosthesi | | 1 | | | 1 | | | | | | 1 | | |
| Pe | ersons w/ Disabilities (PWD) - Respirato | ry and Inhal | er Equipme | 1 | | | | | | 1 | | | | |
| Pe | ersons w/ Disabilities (PWD) - Service A | 1 | | 1 | | | 1 | 1 | | 1 | 1 | | | |
| | ersons w/ Disabilities (PWD) - Wheelcha | 3 | 2 | 1 | | | 2 | | 4 | 1 | 1 | 3 | 2 | |
| | erty - Special Handling | 17 | 18 | 14 | 19 | 8 | 14 | 10 | 10 | 16 | 12 | | 15 | |
| | | | | | | | 14 | | | | | | | |
| | roperty - Special Handling - Damaged Ite | 12 | 6 | 5 | 5 | 1 | | 2 | 6 | 4 | 5 | 3 | 3 | |
| Pı | roperty - Special Handling - Damaged Ite | 3 | | 1 | 2 | 1 | 6 | 3 | 2 | 3 | 1 | 1 | | |
| Pi | roperty - Special Handling - Missing Item | 2 | 8 | 4 | 4 | 2 | 2 | 1 | 1 | 3 | 2 | 3 | 6 | |
| | roperty - Special Handling - Missing Item | | 4 | 4 | 8 | 4 | 6 | 4 | 1 | 6 | 4 | 3 | 6 | |
| | est for Assistance | | | | | • | | 1 | • | 2 | | | | |
| | | | | | | | | | | | | | | |
| | equest for Assistance - Other | | | | | | | 1 | | 2 | | | | |
| Scree | ning | 28 | 24 | 30 | 35 | 28 | 38 | 27 | 40 | 39 | 37 | | 32 | 4 |
| S | creening - Crew Member or Airline Empl | oyee | | 5 | 1 | 1 | 1 | | | | | 1 | 1 | |
| Sc | creening - Inconsistency | 6 | 2 | 6 | 10 | 1 | 5 | 6 | 8 | 9 | 4 | 6 | 2 | |
| | creening - International Screening | _ | 1 | | 1 | | | 2 | | | 1 | | | |
| | | _ | | | | | 4 | | | | | 7 | | |
| | creening - Lengthy Lines | 5 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 3 | 8 | | 5 | |
| S | creening - Procedures/Process | 15 | 17 | 15 | 18 | 17 | 29 | 17 | 29 | 24 | 24 | 31 | 23 | 2 |
| S | creening - Retrieving Abandoned/Confis | 1 | | 1 | 3 | 7 | 2 | | 1 | 3 | | | 1 | |
| | creening - Security Breach | 1 | | | | | | | | | | | | |
|)24 | | 471 | 358 | 435 | 316 | | | | | | | | | 1,5 |
| | and Information Denvised (III) | | 330 | 400 | 310 | | | | | | | | | 1,0 |
| | onal Information Required/Insufficient Inf | 1 | | | | | | | | | | | | |
| | dditional Information Required/Insufficier | 1 | | | | | | | | | | | | |
| Airline | 9 | 2 | 1 | | 4 | | | | | | | | | |
| Ai | irline - Lost Baggage | 1 | | | 2 | | | | | | | | | |
| | irline - Policy/Regulations/Service | 1 | 1 | | 1 | | | | | | | | | |
| | | ' | | | | | | | | | | | | |
| | irline - Wheelchair Assistance | | | | 1 | | | | | | | | | |
| Civil F | Rights | 3 | 2 | 4 | 11 | | | | | | | | | |
| Ci | ivil Rights - National Origin | | | | 4 | | | | | | | | | |
| | ivil Rights - Perceived Religion | | | | 2 | | | | | | | | | |
| | ivil Rights - Race | 1 | 1 | 3 | 4 | | | | | | | | | |
| | • | | 1 | 3 | | | | | | | | | | |
| | ivil Rights - Screening of Religious or Cu | 1 | | | 1 | | | | | | | | | |
| Ci | ivil Rights - Sex/Gender/Gender Identity | 1 | 1 | 1 | | | | | | | | | | |
| Custo | mer Service | 43 | 51 | 79 | 56 | | | | | | | | | |
| | sustomer Service - CSM | | | 1 | 2 | | | | | | | | | |
| | | 40 | | | | | | | | | | | | |
| | sustomer Service - TSO | 43 | 51 | 78 | 54 | | | | | | | | | - 1 |
| DHS 1 | TRIP | 1 | | | | | | | | | | | | |
| D | HS TRIP - General | 1 | | | | | | | | | | | | |
| Exped | dited Passenger Screening Program | 348 | 234 | 280 | 185 | | | | | | | | | 1,0 |
| | xpedited Passenger Screening Program | | 20. | 200 | 1 | | | | | | | | | .,, |
| | | | | 4.0 | | | | | | | | | | |
| | xpedited Passenger Screening Program | 5 | 5 | 10 | 5 | | | | | | | | | |
| E | xpedited Passenger Screening Program | 342 | 229 | 270 | 179 | | | | | | | | | 1,0 |
| E | xpedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| | rdous Materials Safety | | 1 | | 2 | | | | | | | | | |
| | azardous Materials Safety - General | | 1 | | 2 | | | | | | | | | |
| | | _ | - 1 | | | | | | | | | | | |
| Locks | | 2 | | | | | | | | | | | | |
| Lo | ocks - Missing or Damaged Lock | 2 | | | | | | | | | | | | |
| Lost a | and Found | | | 2 | 1 | | | | | | | | | |
| 10 | ost and Found - Airport/TSA | | | 2 | 1 | | | | | | | | | |
| | • | _ | 7 | | | | | | | | | | | |
| | andling of Passenger Property | 5 | 7 | 10 | 11 | | | | | | | | | |
| | lishandling of Passenger Property - Dam | 3 | 3 | 2 | 6 | | | | | | | | | |
| M | lishandling of Passenger Property - Dam | 2 | 3 | 8 | 4 | | | | | | | | | |
| M | lishandling of Passenger Property - Dam | aged/Missin | g ItemsUns | specified I | 1 | | | | | | | | | |
| | lishandling of Passenger Property - Disa | | 1 | | | | | | | | | | | |
| | risdiction | 5 | 5 | 4 | 2 | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | o Jurisdiction - No Referral | 2 | 2 | 1 | 1 | | | | | | | | | |
| | o Jurisdiction - Refer to CBP | 1 | 3 | 3 | 1 | | | | | | | | | |
| | o Jurisdiction - Refer to Other | 2 | | | | | | | | | | | | |
| N | | | | 1 | | | | | | | | | | |
| Ombu | | | | 1 | | | | | | | | | | |
| Ombu | | | | | | | | | | | | | | |
| Ombu O | mbudsman - General | _ | 5 | 3 | 2 | | | | | | | | | |
| Ombu O Patdo | mbudsman - General wn | 3 | | | | | | | | | | | | |
| Ombu O Patdo | mbudsman - General | 3 | 1 | | | | | | | | | | | |
| Ombu O Patdor | mbudsman - General wn | 3 | 1 | 3 | 1 | | | | | | | | | |
| Ombu O Patdor Pa | ombudsman - General wn atdown - Children atdown - Flyer | 2 | 3 | 3 | 1 | | | | | | | | | |
| Ombu O Patdor Pa | ombudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer | 2 | 3 | | 1 | | | | | | | | | |
| Ombu O Patdor Pa Pa Pa Pa | ombudsman - General own atdown - Children atdown - Flyer atdown - Flyer as Observer ons w/ Disabilities (PWD) | 2 1 7 | 3 | 11 | | | | | | | | | | |
| Ombu O Patdor Pa Pa Pa Pa | ombudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer | 2 1 7 | 3 | | 1 | | | | | | | | | |
| Ombu O Patdor Pa Pa Pa Pa Person | ombudsman - General own atdown - Children atdown - Flyer atdown - Flyer as Observer ons w/ Disabilities (PWD) | 2 1 7 pectrum | 3 | 11 | 1 | | | | | | | | | |
| Ombu O Patdor Pa Pa Pa Pa Person Pe | ombudsman - General wn atdown - Children atdown - Flyer atdown - Flyer as Observer wns w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism S | 2 1 7 pectrum | 3 | 11 | 1 | | | | | | | | | |
| Ombu Ombu O Patdor Pa Pa Pa Persor Persor | ombudsman - General own atdown - Children atdown - Flyer atdown - Flyer as Observer ins w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism S ersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Diabetes | 2 1 7 pectrum 1 | 3 | 11 | 1 | | | | | | | | | |
| Ombu O Patdor Pa Pa Pa Person Pe Pe Pe | ombudsman - General own atdown - Children atdown - Flyer atdown - Flyer as Observer ors w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Sp ersons w/ Disabilities (PWD) - Cognitive orsons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - General | 2 1 7 pectrum 1 1 | 3 1 7 | 11 | 1 6 | | | | | | | | | |
| Ombu Onbu Onbu Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor Patdor P | ombudsman - General own atdown - Children atdown - Flyer atdown - Flyer as Observer ons w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Sl ersons w/ Disabilities (PWD) - Cognitive ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Internal Mersons w/ | 2 1 7 pectrum 1 1 1 1 ledical Dev | 3 1 7 | 11 1 | 1 | | | | | | | | | |
| Ombu O Patdoo Person Person Person Person Person Person Person Person | ombudsman - General own atdown - Children atdown - Flyer atdown - Flyer as Observer ors w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Sp ersons w/ Disabilities (PWD) - Cognitive orsons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - General | 2 1 7 pectrum 1 1 1 1 ledical Dev | 3 1 7 | 11 | 1 6 | | | | | | | | | |
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| Ombu Ombu Ombu Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo P | Inbudsman - General Invin atdown - Children atdown - Flyer atdown - Flyer as Observer ins w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Sl ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Internal N ersons w/ Disabilities (PWD) - Medically ersons w/ Disabilities (PWD) - Medically ersons w/ Disabilities (PWD) - Mobility I ersons w/ Disabilities (PWD) - Prosthesi ersons w/ Disabilities (PWD) - Service A ersons w/ Disabilities (PWD) - Touch Av ersons w/ Disabilities (PWD) - Touch Av ersons w/ Disabilities (PWD) - Visual Im | 2 1 7 pectrum 1 1 1 1 dedical Dev 1 plants (joint) 1 s/Amputees 1 ersion (pain/ | 3 1 7 7 1 2 1 2 and Casts (trauma) | 3 1 1 1 1 1 | 1 1 1 2 | | | | | | | | | |
| Ombu Ombu Ombu Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo Patdoo P | Inbudsman - General Invin atdown - Children atdown - Flyer atdown - Flyer as Observer ins w/ Disabilities (PWD) ersons w/ Disabilities (PWD) - Autism Si ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Diabetes ersons w/ Disabilities (PWD) - Internal M ersons w/ Disabilities (PWD) - Medically ersons w/ Disabilities (PWD) - Medically ersons w/ Disabilities (PWD) - Mobility D ersons w/ Disabilities (PWD) - Prosthesi ersons w/ Disabilities (PWD) - Service A ersons w/ Disabilities (PWD) - Service A ersons w/ Disabilities (PWD) - Touch Av | 2 1 7 pectrum 1 1 1 1 dedical Dev 1 plants (joint) 1 s/Amputees 1 ersion (pain/ | 3 1 7 | 11 1 3 1 1 | 1 1 | | | | | | | | | |

| | | | SA Contac | ct Center (| CC) Data | 1001 - FOIA | ١ | | | | | | |
|--------------------------------------------|-------------|--------|-----------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Prohibited & Permitted Items - General | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 11 | 14 | 21 | 15 | | | | | | | | | 61 |
| Property - Special Handling - Damaged Ite | 3 | 3 | 5 | 3 | | | | | | | | | 14 |
| Property - Special Handling - Damaged Ite | ems - Checl | 1 | 3 | 3 | | | | | | | | | 7 |
| Property - Special Handling - Missing Item | 5 | 5 | 9 | 5 | | | | | | | | | 24 |
| Property - Special Handling - Missing Item | 3 | 5 | 4 | 4 | | | | | | | | | 16 |
| Request for Assistance | 1 | | 1 | | | | | | | | | | 2 |
| Request for Assistance - Other | 1 | | 1 | | | | | | | | | | 2 |
| Screening | 38 | 29 | 19 | 21 | | | | | | | | | 107 |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Inconsistency | 5 | 3 | | 1 | | | | | | | | | 9 |
| Screening - Lengthy Lines | 5 | 8 | 10 | 3 | | | | | | | | | 26 |
| Screening - Procedures/Process | 24 | 16 | 9 | 14 | | | | | | | | | 63 |
| Screening - Retrieving Abandoned/Confis | 1 | | | 2 | | | | | | | | | 3 |
| Screening - Security Breach | | 1 | | 1 | | | | | | | | | 2 |
| TWIC | 1 | | | | | | | | | | | | 1 |
| TWIC - General | 1 | | | | | | | | | | | | 1 |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | OF Most | 00 1 | 07 11 | 00 4 | | T-4-1 |
|--------|--------|--------|--------|--------|--------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| | | | | | •• | 04-Api | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | | | | | 1 | 1 | | | | | | 2 |
| | | | | | | 1 | | | | | | 1 |
| | | | | | | 1 | | | | | | 1 |
| | | | | | | 1 | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| loyee | | | | | 1 | | | | | | | 1 |
| | lloyee | loyee | loyee | loyee | loyee | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| | | | | | , | | | | | | | | |
|-----------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| JLN | 1 | 1 | | | 1 | | 1 | | 1 | | | | 5 |
| 2022 | 1 | 1 | | | 1 | | 1 | | 1 | | | | 5 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JMS | | 2 | | 1 | | | | | 1 | | | 1 | 5 |
| 2023 | | | | 1 | | | | | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | | | | | | | | 1 | 2 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Children | | | | | | | | | 1 | | | | 1 |
| 2024 | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | Tool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09_San | Total |
|--------------------------------------------|--------------|------------|-----------|--------|--------|-----------------------|--------|--------|--------|--------|--------|--------|-------|
| | | | | | | | | | | | | 09-Sep | |
| JNU | 11 | 9 | 8 | 8 | 3 | | 15 | 10 | 12 | 10 | | 12 | 11 |
| 2022 | 3 | 1 | 3 | 2 | 1 | 1 | 6 | 3 | 5 | 4 | 8 | 6 | 4 |
| Civil Rights | | | | | | | 1 | | | | 1 | | |
| Civil Rights - Race | No. t Towns | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | | | | 1 | | |
| Customer Service | | | | | | | 1 | | 2 | | | 1 | |
| Customer Service - TSO | | | | | | | 1 | | 2 | | | 1 | |
| Expedited Passenger Screening Program | 2 | 1 | 3 | 1 | | 1 | 2 | 2 | 3 | | 3 | 4 | 2 |
| Expedited Passenger Screening Program | | 1 | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | 2 | | 3 | 1 | | 1 | 2 | 1 | 3 | | 3 | 4 | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | ig ItemsCh | ecked Baç | 1 | | | | | | 1 | | | |
| Patdown | 1 | | | | | | | | | | 2 | | |
| Patdown - Flyer | 1 | | | | | | | | | | 2 | | |
| Screening | | | | | 1 | | 2 | 1 | | 3 | | 1 | |
| Screening - Inconsistency | | | | | | | 2 | | | 2 | | | |
| Screening - Lengthy Lines | | | | | 1 | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | 1 | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | 1 | | | | | |
| 2023 | 3 | 6 | 3 | 3 | 2 | 5 | 9 | 7 | 7 | 6 | 5 | 6 | (|
| Civil Rights | | | 1 | | | 1 | | 2 | 2 | | | | |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | 1 | 1 | | | | |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 1 | 2 | 2 | 2 | 7 | 4 | 3 | 4 | 2 | 5 | : |
| Expedited Passenger Screening Program | - TSA Appli | | am | | | 1 | | | 1 | | | | |
| Expedited Passenger Screening Program | | 3 | 1 | 2 | 2 | 1 | 7 | 4 | 2 | 4 | 2 | 5 | |
| Mishandling of Passenger Property | 1 | 2 | 1 | _ | _ | 2 | | | _ | 1 | | | |
| Mishandling of Passenger Property - Dam | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 2 | | | | 2 | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Patdown | | | | | | | | | 1 | 1 | 1 | | |
| Patdown - Flyer | | | | | | | | | 1 | 1 | | | |
| Patdown - Non-Flyer | | | | | | | | | | ' | 1 | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | 1 | | |
| Property - Special Handling - Damaged It | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iten | | 4 | | 1 | | | | | | | | | |
| Screening | l | 4 | | - 1 | | | 2 | 1 | 1 | | 1 | 1 | |
| Screening - Crew Member or Airline Emp | lovoo | | | | | | | - 1 | - 1 | | - 1 | 1 | |
| | ioyee | | | | | | 1 | | 1 | | 1 | 1 | |
| Screening - Inconsistency | | | | | | | 1 | 1 | ļ | | ļ | | |
| Screening - Procedures/Process 2024 | 5 | 2 | 2 | | | | 1 | 1 | | | | | |
| | | 2 | 2 | 3 | | | | | | | | | 1 |
| Customer Service TSO | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | 0 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | | | | _ | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | 3 | | | | | | | | | |
| Mishandling of Passenger Property | L | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | ig ItemsC | 1 | | | | | | | | | | |
| Patdown | 2 | | | | | | | | | | | | |
| Patdown - Flyer as Observer | 2 | | | | | | | | | | | | |
| Screening | 1 | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | |

| | | | ISA Contac | ct Center (| (CC) Data | 1001 - FUIA | | | | | | | |
|------------------------------------------|-------------|--------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| JQF | 3 | 2 | 3 | 2 | | 2 | 2 | | 3 | 1 | | 1 | 19 |
| 2022 | 1 | 1 | 1 | 1 | | 2 | 2 | | 3 | | | | 11 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | 1 | | | 2 | | | | 5 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | 1 | | | 2 | | | | 5 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry | -On | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | 2 | | | | | | 3 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 |
| 2023 | 1 | | 1 | 1 | | | | | | 1 | | 1 | 5 |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | | | | | | | | 1 | 4 |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | | | | | | | | 1 | 4 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | 1 | 1 | 1 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| JST | | | | | | 1 | | 1 | | | | | 2 |
| 2023 | | | | | | 1 | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | 1 | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------------------------------------------------------|-----------------|------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| KOA | 43 | 50 | 54 | 62 | 28 | 52 | 38 | 58 | 49 | 29 | 42 | 33 | 538 |
| 2022 | 7 | 17 | 19 | 18 | 16 | 25 | 28 | 31 | 27 | 19 | 25 | 23 | 255 |
| Civil Rights | | 1 | 2 | | | 2 | 1 | | | | | 2 | 8 |
| Civil Rights - Race | | | | | | 1 | 1 | | | | | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimina | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans(| 1 | | | | 1 | | | | | | 1 | 3 |
| Claims Claims - General | | 1 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | 1 | 4 | 3 | 2 | 3 | 3 | 4 | 2 | 1 | 2 | | 27 |
| Customer Service - TSO | 2 | 1 | 4 | 3 | 2 | 3 | 3 | 4 | 2 | 1 | 2 | | 27 |
| Expedited Passenger Screening Program | 4 | 10 | 10 | 10 | 10 | 16 | 21 | 19 | 19 | 13 | 15 | 18 | 165 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 3 | 9 | 10 | 10 | 10 | 16 | 21 | 19 | 19 | 13 | 15 | 18 | 163 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Lost and Found | | 1 | | | | | | 1 | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | 4 | | | 1 | | 4 | | | 2 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | | Itoms Co | erry on Lugge | 00 | 1 | | | 1 | 1 | 1 1 | | | 5 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | | | | | | | 1 | 1 | - 1 | | | 2 |
| Mishandling of Passenger Property - Disa | | | | age | 1 | | | ' | ! | | | | 1 |
| Patdown | | ourry orr | or orioottou | 3 | 1 | | 1 | | | | 3 | | 8 |
| Patdown - Flyer | | | | 3 | 1 | | 1 | | | | 3 | | 8 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | 1 | 1 | | 1 | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmen | tal /Menta | l Disability | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | Medical Device | es . | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | 2 | | | 1 | | 1 | 4 | 2 | 11 |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | 3 | 1 | 5 |
| Property - Special Handling - Missing Iten | | J | | | 1 | | | | | | 4 | | 1 |
| Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | | 1 | | | 1 | | | 1 | | | 1 | 1 | 2 |
| Screening | 1 | - 1 | 1 | 1 | | 3 | 1 | 5 | 3 | 3 | 1 | 1 | 19 |
| Screening - Inconsistency | | | | ' | | 1 | | 1 | 3 | J | 1 | | 3 |
| Screening - Lengthy Lines | | | | | | 1 | | 1 | | | | | 2 |
| Screening - Procedures/Process | 1 | | 1 | 1 | | 1 | 1 | 2 | 3 | 3 | | | 13 |
| Screening - Shoe Screening | | | | | | | | 1 | | | | | 1 |
| Transfer to Security Specialist | | 1 | | | | | | | | | | | 1 |
| Transfer to Security Specialist - Reportab | le Commun | 1 | | | | | | | | | | | 1 |
| 2023 | 16 | 13 | 21 | 25 | 12 | 27 | 10 | 27 | 22 | 10 | 17 | 10 | 210 |
| Civil Rights | | | | | | | | 1 | | | 1 | 1 | 3 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | Not Transmi | | | | | | | 1 | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service | - Not Transge | nder 1 | 3 | 1 | 2 | 2 | | 2 | 2 | | 2 | | 17 |
| Customer Service - TSO | 2 | 1 | 3 | 1 | 2 | 2 | | 2 | 2 | | 2 | | 17 |
| Expedited Passenger Screening Program | 11 | 11 | 16 | 19 | 5 | 21 | 8 | 21 | 15 | 7 | 10 | 5 | 149 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | 1 | | 3 |
| Expedited Passenger Screening Program | | 11 | 15 | 18 | 5 | 20 | 8 | 20 | 15 | 7 | 9 | 5 | 144 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | - Opt In | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety | | | | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | |
| Locks - Missing or Damaged Lock | | | 4 | | | | | | 1 | | | | 1 |
| Lost and Found Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | <u>1</u> |
| Mishandling of Passenger Property | 1 | | 1 | 1 | | | | 2 | | 1 | 2 | 2 | 10 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | 1 | | 1 | 2 | | 6 |
| Mishandling of Passenger Property - Dam | | ItemsC | 1 | | | | | 1 | | | | 2 | 4 |
| Patdown | | 1 | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | 8 |
| Patdown - Flyer | | | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | 7 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | 1 | | 1 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not | Wheelcha | ir or Scoot | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | 1 | 1 | | | | 1 | | | 4 |
| Property - Special Handling - Damaged It | | | | | 1 | 4 | | | | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | | ı | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iten Screening | 1 | | | 2 | 3 | 1 | | | 2 | | | 2 | 11 |
| Screening - Children | ' | | | | 3 | 1 | | | | | | | 11 |
| Screening - Inconsistency | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | 2 | | | 1 | 5 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | 1 | 2 |
| 2024 | 20 | 20 | 14 | 19 | | | | | | | | | 73 |
| Customer Service | 2 | 2 | 1 | 6 | | | | | | | | | 11 |
| Customer Service - TCC | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 1 | 1 | 6 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 13 | 14 | 10 | 11 | | | | | | | | | 48 |
| Expedited Passenger Screening Program | - ISA Applica | uon Progi | ram | 1 | | | | | | | | | |

| | | | SA Contac | a center (| ICC) Data | 1001 - FUIF | ١. | | | | | | |
|-------------------------------------------|-------------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | 13 | 14 | 10 | 10 | | | | | | | | | 47 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | | | | | | | | | 3 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | 1 | 1 | | | | | | | | | 2 |
| Screening | 1 | 2 | 1 | | | | | | | | | | 4 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | | | | | | | | | | 3 |

| | | | | ct Center (| | | | | | | | | |
|--------------------------------------------|------------------|--------------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| KTN | 5 | 3 | 5 | 3 | 3 | 3 | | 2 | 2 | 5 | 1 | 5 | 37 |
| 2022 | 1 | 1 | 1 | 1 | 2 | 2 | | 1 | 1 | 2 | | 5 | 17 |
| Customer Service | | 1 | | 1 | | | | | | | | 1 | 3 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | 1 | | | | 1 | | 1 | 6 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | gram | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | | | | | 1 | | 1 | 5 |
| Patdown | | | | | | 1 | | | | | | 1 | 2 |
| Patdown - Flyer | | | | | | 1 | | | | | | 1 | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | | | | | 1 | 1 |
| Screening | | | | | 1 | | | 1 | 1 | 1 | | 1 | 5 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | 1 | | 1 | 4 |
| 2023 | 2 | 2 | 2 | 2 | 1 | 1 | | 1 | 1 | 3 | 1 | | 16 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | | | 7 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | gram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | 1 | | 1 | 1 | 1 | | | 6 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | ı aged/Missiı | ng ItemsC | arry-on Lu | ggage | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medi | cal Supplies | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | 1 | | | | | | 1 | | | 3 |
| Screening - Inconsistency | | | 1 | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | 2 | | 2 | | | | | | | | | | 4 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|-------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| LAN | 3 | 6 | 4 | 6 | 4 | 1 | 2 | 3 | | 1 | 5 | 1 | 36 |
| 2022 | 1 | 1 | 2 | 2 | 1 | | 2 | 1 | | | 5 | 1 | 16 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | ation | | 1 | | | | | | | | | | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | - |
| Expedited Passenger Screening Program | | 1 | | 1 | 1 | | 2 | 1 | | | 4 | 1 | 11 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | Jram | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | 2 | 1 | | | 4 | 1 | 10 |
| No Jurisdiction | | | | 1 | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | - |
| Patdown - Flyer | | | 1 | | | | | | | | | | - |
| Screening | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | |
| 2023 | | 2 | | 2 | 3 | 1 | | 2 | | 1 | | | 11 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | 2 | | 2 | 2 | | | | | 1 | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | 2 | 2 | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lug | gage | 1 | | | | | | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | 1 | | | | | |
| 2024 | 2 | 3 | 2 | 2 | | | | | | | | | 9 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | 1 | | | | | | | | | - 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 1 | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | | TSA Conta | ct Center (⁻ | rcc) Data | Tool - FOIA | | | | | | | |
|-------------------------------------------|----------------|-----------|-------------|--------------------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LAR | 2 | | | 1 | | 2 | | 1 | 1 | | | 3 | 10 |
| 2022 | | | | | | 1 | | 1 | 1 | | | 3 | 6 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | 1 | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | Checked Bag | ggage | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-or | or Checke | d | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) |) | | | | | | | | | | 1 | 1 |
| 2023 | | | | 1 | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | | 1 | | | | | | | 2 |
| 2024 | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------------------------------------------------------|----------------|--------------|--------------|---------|--------|--------|----------|--------|--------|---------|--------|----------|--------|
| LAS | 718 | 605 | 581 | 520 | 382 | 493 | 392 | 449 | 478 | 344 | 404 | 450 | 5,816 |
| 2022 | 168 | 178 | 163 | 130 | 159 | 222 | 166 | 217 | 222 | 150 | 205 | 209 | 2,189 |
| Additional Information Required/Insufficient In | | 1 | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | ent Informatic | 1 | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Advanced Imaging Technology (AIT) - Fly Airline | yer I | | 2 | 2 | | 1 | | | 1 | 1 | 2 | 1 | 1 9 |
| Airline - Lost Baggage | | | | | | I | | | 1 | | | I | 1 |
| Airline - Policy/Regulations/Service | | | 2 | 2 | | 1 | | | ' | | 2 | 1 | 8 |
| Animals | | | | | 1 | | | | | | | | 1 |
| Animals - Carry-On | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 6 | 5 | 5 | 2 | 1 | 5 | 4 | 3 | 2 | 5 | 2 | 5 | 45 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | 1 | | | 2 |
| Civil Rights - Headwear | | | | | | | | | 1 | | | | 1 |
| Civil Rights - National Origin | 2 | | | | | | | | | | 1 | | 3 |
| Civil Rights - Not Specified Civil Rights - Race | 1 | | | | | 3 | 1 | 1 2 | 1 | 3 | 1 | 5 | 17 |
| Civil Rights - Racial Profiling or Discrimin | | 3 | 4 | 1 | 1 | - 3 | ļ. | | | | | <u> </u> | 12 |
| Civil Rights - Screening of Religious or C | | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | 1 | | | 1 | 1 | | | | | | 3 |
| Civil Rights - Sexual Orientation - Not Tra | ansgender | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | | 1 | | | 1 | | | 3 |
| Claims | | 3 | | 1 | 1 | | | 2 | | | | | 7 |
| Claims - General | | 2 | | 1 | 4 | | | | | | | | 3 |
| Claims - Status Customer Service | 28 | 36 | 31 | 22 | 27 | 31 | 20 | 34 | 30 | 19 | 29 | 26 | 224 |
| Customer Service - Others | 20 | 1 | 31 | 23 | 21 | 31 | 20 | 34 | 30 | 19 | 29 | 20 | 334 |
| Customer Service - TSO | 28 | 35 | 31 | 23 | 27 | 31 | 20 | 34 | 30 | 19 | 29 | 26 | 333 |
| Duplicate E-mail | 1 | | 1 | 1 | | | | · · · | | | | | 3 |
| Duplicate E-mail - General | 1 | | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 76 | 85 | 84 | 68 | 87 | 138 | 108 | 123 | 130 | 88 | 113 | 133 | 1,233 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 40 | | 1 | 1 | 10 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 15 69 | 9 74 | 3 64 | 82 | 134 | 3 104 | 113 | 10 | 3 84 | 108 | 130 | 1,154 |
| Expedited Passenger Screening Program | | | | 04 | 02 | 134 | 104 | 113 | 119 | 04 | 100 | 130 | 1,154 |
| Hazardous Materials Safety | 1 10/4/2/10 2 | imployees | Optim | | | | | | | 1 | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | 1 | | | 1 |
| Identification (ID) Requirements | | | 1 | | 1 | 1 | | | | | | | 3 |
| Identification (ID) Requirements - Domes | tic | | 1 | | 1 | 1 | | | | | | | 3 |
| Locks | 1 | | 1 | | | 2 | 2 | | 1 | | 1 | 1 | 9 |
| Locks - Missing or Damaged Lock | 1 | | 1 | | | 2 | 2 | | 1 | | 1 | 1 | 9 |
| Lost and Found Lost and Found - Airport/TSA | 1 | 2 | | | | 1 | | | 2 | | | 1 1 | 7 |
| Mishandling of Passenger Property | 4 | 3 | 5 | 7 | 1 | 3 | 6 | 10 | 11 | 9 | 7 | 5 | 71 |
| Mishandling of Passenger Property - Dan | | 3 | 2 | 2 | ļ. | 2 | 3 | 7 | 5 | 2 | 5 | | 34 |
| Mishandling of Passenger Property - Dan | | | 3 | 5 | 1 | 1 | 2 | 3 | 6 | 5 | 2 | | 33 |
| Mishandling of Passenger Property - Dan | | ltemsUr | specified Lu | iggage | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa | arrayed Items- | Carry-on | or Checked | | | | 1 | | | 1 | | 1 | 3 |
| No Jurisdiction | | 1 | 3 | 4 | 2 | | | | 1 | | 1 | | 12 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | 1 | 3 | 4 | 0 | | | | 1 | | | | 2 |
| No Jurisdiction - Refer to Other Patdown | 5 | 1 | 3 | 4 2 | 2 | 3 | 1 | 3 | 4 | 3 | 6 | 2 | 32 |
| Patdown - Children | 3 | ı | | | | 3 | ı | 3 | 4 | 3 | 1 | | 1 |
| Patdown - Flyer | 5 | 1 | | 2 | 2 | 3 | 1 | 2 | 4 | 3 | 4 | | 29 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 9 | 3 | 4 | 7 | 8 | 4 | 5 | 6 | 6 | 7 | 4 | 68 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Cancer (| | | | | | 1 | | | | - | 4 | 4 | 1 |
| Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes | | ntai /ivient | 2 | | | 1 | | | 1 | 1 | 1 | 1 | 6 1 |
| Persons w/ Disabilities (PWD) - Diapers/ | | ssings/Ma | sks | | | 1 | 2 | | ı | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | 95/11/10 | | | 2 | 1 | | | 1 | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Hearing | | 1 | | 1 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal I | Medical Dev | 1 | | | | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Medical | | | | | 1 | | | | 2 | | | | 4 |
| Persons w/ Disabilities (PWD) - Medicall | | 3 | | | | 1 | 2 | 1 | | 2 | 1 | | 10 |
| Persons w/ Disabilities (PWD) - Metal Im | | · \//baa!-L | 4 | 1 | 0 | | | | 4 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes | | vvneelch | 1 | 1 | 2 | | | | 1 | 1 | | | 5 3 |
| Persons w/ Disabilities (PWD) - Prostries Persons w/ Disabilities (PWD) - Respirat | | r Equinme | nt | ı | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service | | 1 Equipme | | | 1 | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Visual In | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | 2 | | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 1 | 13 |
| Prohibited & Permitted Items | 2 | 2 | 2 | 1 | | | | | | | | | 7 |
| Prohibited & Permitted Items - Breast Mil | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | | | 2 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - General Prohibited & Permitted Items - Knives/To | 1 | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/10 Prohibited & Permitted Items - Medication | | /Medically | Necessary | 1 | | | | | | | | | 1 1 |
| Property - Special Handling | 25 | 9 | 18 | 7 | 14 | 16 | 7 | 12 | 17 | 9 | 18 | 16 | 168 |
| Property - Special Handling - Damaged I | | 4 | 9 | 6 | 6 | 10 | 1 | 10 | 6 | 2 | 7 | | 83 |
| Property - Special Handling - Damaged I | | 1 | 1 | 1 | 1 | 3 | | | 2 | 1 | 4 | | 17 |
| Property - Special Handling - Missing Iter | | 2 | 4 | | 5 | 3 | 3 | | 8 | 3 | 6 | 4 | 42 |
| | | | | | | | | | | | | | |

| | | | | t Center (TC | • | | | | | | | | |
|---------------------------------------------------------------------------|--------------|-------------|---------------|--------------|-----|--------|--------|--------|--------|--------|--------|----------|-------|
| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Missing Item | 6 | 2 | 4 | | 2 | | 3 | 2 | 1 | 3 | | 2 | 20 |
| Screening | 14 | 21 | 7 | 8 | 15 | 13 | 14 | 25 | 17 | 9 | | 15 | 17 |
| Screening - Children | | | | | | | | | | | 1 | 1 | - 2 |
| Screening - Crew Member or Airline Emplo | | 1 | | | | | | | | | | 1 | |
| Screening - Inconsistency | 5 | 3 | 1 | 1 | | | 3 | 6 | 3 | 1 | 4 | 6 | 33 |
| Screening - International Screening | | | | | | | | 1 | | | | | |
| Screening - Lengthy Lines | 3 | 3 | | 2 | | | 2 | 4 | 4 | 4 | 3 | 2 | 2 |
| Screening - Procedures/Process | 6 | 13 | 6 | 5 | 14 | 13 | 9 | 13 | 10 | 4 | 11 | 5 | 10 |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | 1 | | | 1 | | | | | |
| Screening - Security Breach | | 1 | | | | | | | | | | | |
| 2023 | 253 | 210 | 217 | 208 | 223 | 271 | 226 | 232 | 256 | 194 | 199 | 241 | 2,73 |
| Additional Information Required/Insufficient Info | ormation | 1 | 2 | | 1 | | | | | | 1 | | |
| Additional Information Required/Insufficien | | 1 | 2 | | 1 | | | | | | 1 | | |
| Airline | | 1 | 1 | | 1 | | | | | | 1 | | 4 |
| Airline - Policy/Regulations/Service | | 1 | 1 | | 1 | | | | | | 1 | | 4 |
| Civil Rights | 1 | 2 | 2 | 1 | 3 | 3 | 8 | 9 | 3 | 4 | | 1 | 3 |
| Civil Rights - Civil Rights Violation (TSA E | | | | <u> </u> | | | 1 | | | | | <u> </u> | |
| Civil Rights - Constitutional Rights | mployoo) | | | | | 1 | ' | | | | | | |
| ů | | | | - 1 | | - 1 | | 1 | | | 1 | | |
| Civil Rights - National Origin | | | | 1 | | | | 1 | | | 1 | | |
| Civil Rights - Perceived Religion | | | | | 1 | | 2 | 1 | | | | | |
| Civil Rights - Race | 1 | 2 | 2 | | 2 | | 4 | 6 | 2 | 3 | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | ender | | | | 1 | 1 | 1 | 1 | 1 | | | |
| Civil Rights - Sexual Orientation - Not Trans | nsgender | | | | | 1 | | | | | | | |
| Claims | | | | | | | 1 | | 1 | | | | |
| Claims - General | | | | | | | 1 | | 1 | | | | |
| Customer Service | 33 | 24 | 25 | 21 | 20 | 24 | 33 | 31 | 34 | 27 | 32 | 23 | 32 |
| Customer Service - Others | 2 | | | | 20 | 24 | 33 | J1 | 04 | 21 | - 52 | | |
| Customer Service - TCC | | | | | | | | | | 1 | | | |
| | | | | | | 0.4 | | 0.4 | 0.1 | | | | |
| Customer Service - TSO | 31 | 24 | 25 | 21 | 20 | 24 | 33 | 31 | 34 | 26 | | | 32 |
| Expedited Passenger Screening Program | 168 | 138 | 147 | 130 | 161 | 170 | 135 | 135 | 167 | 110 | | 152 | 1,72 |
| Expedited Passenger Screening Program | | / Military | | | | | | 2 | | 1 | | | |
| Expedited Passenger Screening Program | - DoD | | 3 | | | 1 | 4 | | | | 1 | | |
| Expedited Passenger Screening Program | 10 | 7 | 5 | 8 | | 7 | 1 | 2 | 2 | 1 | 3 | 6 | 5 |
| Expedited Passenger Screening Program | 158 | 130 | 139 | 121 | 161 | 162 | 130 | 131 | 165 | 108 | 107 | 145 | 1,65 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | 1 | ., |
| Hazardous Materials Safety | . 0, 0,0.10 | | | · · | | | | | 1 | | | | |
| Hazardous Materials Safety - General | | | | | | | | | 1 | | | | |
| | | | | | 4 | | | - | 1 | | | | |
| Locks | | 1 | | | 1 | 3 | | 1 | | 2 | | | 1 |
| Locks - General | | | | | | | | | | | 1 | | |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | 3 | | 1 | | 2 | 1 | | |
| Lost and Found | | | 3 | | | | | 1 | 1 | | 2 | | |
| Lost and Found - Airport/TSA | | | 3 | | | | | 1 | 1 | | 2 | | |
| Mishandling of Passenger Property | 9 | 14 | 7 | 19 | 8 | 11 | 7 | 7 | 3 | 10 | 8 | 14 | 11 |
| Mishandling of Passenger Property - Dam | 3 | 6 | 2 | 15 | 4 | 6 | 4 | 5 | 2 | 5 | | | 6 |
| Mishandling of Passenger Property - Dam | 5 | 7 | 3 | 4 | 4 | 4 | 3 | 2 | 1 | 5 | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | 1 | 2 | | | 1 | | | | | | | |
| | 1 | | 1 | | 1 | - ' | | | | 1 | 1 | 3 | |
| No Jurisdiction | I | | | | · · | | | | | | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 1 | | 1 | |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | 1 | | 1 | | 1 | | | | | | | 1 | |
| Ombudsman | | | | | | | | | 1 | | | | |
| Ombudsman - General | | | | | | | | | 1 | | | | |
| Patdown | 4 | 3 | 7 | 2 | 1 | 2 | 3 | 1 | 2 | 6 | 2 | 1 | 3 |
| Patdown - Children | | | | | | | | | | 1 | | | |
| Patdown - Flyer | 4 | 3 | 7 | 2 | 1 | 2 | 3 | 1 | 2 | 5 | | 1 | 3 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | |
| ` ' | | 2 | 3 | | 3 | 5 | 2 | 7 | 6 | 1 | | | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | 1.51 | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Menta | II Disability | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | 1 | 2 | | | 3 | | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | edical Devic | es | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| | | 1 | | 1 | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | | Medication | 1 | | | | | 3 | | | 2 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | viouioutioi | 1 | | | | | | | | | | |
| | , | + \Mboolobs | | 25/ | 4 | | | 4 | 0 | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | | | III OF SCOOLE | яг) | 1 | | | 1 | 2 | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | 1 | | | | 1 | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Touch Ave | *** | trauma) | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Visual Imp | oairment | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ | 1 | | | | 1 | | 2 | | 1 | 1 | 3 | |
| Property - Special Handling | 12 | 8 | 6 | 14 | 4 | 13 | 13 | 13 | 6 | 9 | 4 | | 11 |
| Property - Special Handling - Damaged Ite | 4 | 4 | 3 | 9 | 4 | 4 | 4 | 6 | 2 | 3 | | | |
| Property - Special Handling - Damaged It | 1 | 2 | 1 | | - | 4 | 3 | 2 | 2 | 1 | | | |
| Property - Special Handling - Missing Item | 3 | | 2 | 3 | | 2 | 4 | 4 | 2 | 2 | | 1 | |
| | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | 2 | | 2 | | 3 | 2 | 1 | | 3 | | 2 | |
| Request for Assistance | | | | | | 1 | | | | 1 | | | |
| Request for Assistance - Other | | | | | | 1 | | | | 1 | | | |
| Screening | 23 | 16 | 13 | 21 | 19 | 39 | 24 | 27 | 31 | 23 | 27 | 29 | 29 |
| Screening - Crew Member or Airline Empl | 2 | | | | | 1 | | | 3 | | | | |
| Screening - Inconsistency | 4 | 2 | 3 | 4 | 4 | 7 | 5 | 1 | 8 | 5 | 6 | 4 | |
| Screening - International Screening | | | | 1 | | , | | | 1 | 3 | | | |
| ŭ . | A | | | | | 4 | 0 | - | | 4 | | | 2 |
| | 4 | 2 | 2 | 4 | | 1 | 2 | 5 | 2 | 1 | | 5 | 2 |
| Screening - Lengthy Lines | | | 7 | 11 | 13 | 28 | 16 | 20 | 17 | 17 | 20 | 20 | 19 |
| Screening - Procedures/Process | 12 | 11 | 7 | | | | | | | | | | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 12 1 | 11 | 1 | 1 | 2 | 2 | 1 | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |

| | | 1 | | | ГСС) Data | Tool - FOIA | ١. | | | | | | |
|-------------------------------------------------|---------------|------------|--------|--------|-----------|-------------|--------|--------|--------|--------|--------|--------|------|
| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
| Additional Information Required/Insufficie | 1 | | | | | | | | | | | | |
| Airline | | | 2 | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 2 | | | | | | | | | | |
| Airline - Wheelchair Assistance | | | | 1 | | | | | | | | | |
| Civil Rights | 4 | 2 | 5 | 4 | | | | | | | | | |
| Civil Rights - Age | | | | 1 | | | | | | | | | |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | |
| Civil Rights - Profiling | | | 1 | | | | | | | | | | |
| Civil Rights - Race | 1 | 1 | 2 | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | 2 | | | | | | | | | |
| Civil Rights - Transgender Screening | 2 | | 1 | | | | | | | | | | |
| Customer Service | 36 | 29 | 23 | 31 | | | | | | | | | |
| Customer Service - Others | | 2 | | 1 | | | | | | | | | |
| Customer Service - TCC | | 2 | | | | | | | | | | | |
| Customer Service - TSO | 36 | 25 | 23 | 30 | | | | | | | | | |
| Expedited Passenger Screening Program | 190 | 130 | 118 | 99 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 100 | 110 | 00 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 5 | 7 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | | 125 | 110 | 96 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 110 | 30 | | | | | | | | | |
| Locks | 3 | 1 | ' | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 3 | 1 | | | | | | | | | | | |
| Locks - Missing of Damaged Lock Lost and Found | 3 | ļ | 2 | 1 | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 2 | 1 | | | | | | | | | |
| · · · · · · · · · · · · · · · · · · · | 10 | 11 | | 15 | | | | | | | | | |
| Mishandling of Passenger Property | - | | 13 | | | | | | | | | | |
| Mishandling of Passenger Property - Dan | 7 | 10 | 11 | 9 | | | | | | | | | |
| Mishandling of Passenger Property - Dan | | 1 | 2 | 6 | | | | | | | | | |
| No Jurisdiction | 3 | | 1 | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 2 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | 1 | | | | | | | | | |
| Patdown | 5 | 4 | 3 | 3 | | | | | | | | | |
| Patdown - Flyer | 5 | 4 | 2 | 3 | | | | | | | | | |
| Patdown - General | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 10 | 4 | 3 | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Breast C | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 3 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | 2 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirate | ory and Inhal | er Equipme | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | 1 | 2 | 2 | | | | | | | | | |
| Property - Special Handling | 19 | 19 | 20 | 9 | | | | | | | | | |
| Property - Special Handling - Damaged It | 12 | 12 | 6 | 4 | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Checl | 2 | | 2 | | | | | | | | | |
| Property - Special Handling - Missing Iter | | 4 | 8 | 2 | | | | | | | | | |
| Property - Special Handling - Missing Iter | | 1 | 6 | 1 | | | | | | | | | |
| Screening | 16 | 17 | 11 | 15 | | | | | | | | | |
| Screening - Crew Member or Airline Emp | 2 | | | | | | | | | | | | |
| Screening - Inconsistency | _ | 4 | 1 | 1 | | | | | | | | | |
| Screening - Lengthy Lines | 4 | 1 | 3 | 2 | | | | | | | | | |
| Screening - Procedures/Process | 10 | 11 | 7 | 11 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | | 1 | - ' | 1 | | | | | | | | | |

| | | | TSA Conta | ct Center (| TCC) Data | Tool - FOIA | | | | | | | |
|-----------------------------------------------|------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LAW | 2 | | 5 | | | 1 | 4 | 2 | 1 | 3 | 1 | 3 | 22 |
| 2022 | 1 | | 1 | | | 1 | | 2 | | 2 | 1 | 1 | 9 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | | | | 2 | 1 | | 5 |
| Expedited Passenger Screening Program | - DoD | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | 1 | | | | 1 | 1 | | 4 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2023 | | | 1 | | | | 4 | | 1 | 1 | | 2 | 9 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | 3 | | 1 | | | 2 | 7 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | 3 | | 1 | | | 2 | 7 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | 1 | | | | | | 1 |
| 2024 | 1 | | 3 | | | | | | | | | | 4 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | | | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Children | 1 | | | | | | | | | | | | 1 |

| | | TS | A Contact | Center (TC | CC) Data To | ol - FOIA | | | | | | | |
|----------------------------------------------|---------------|------------|-----------|------------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LAX | 1,076 | 957 | 1,094 | 813 | 523 | 748 | 822 | 827 | 832 | 828 | 751 | 764 | 10,035 |
| 2022 | 206 | 266 | 276 | 187 | 224 | 355 | 424 | 395 | 418 | 412 | 372 | 402 | 3,937 |
| Airline | 1 | | 3 | 1 | 1 | | 1 | 1 | 4 | 1 | | 1 | 14 |
| Airline - Lost Baggage | | | | | 1 | | | | 2 | | | | 3 |
| Airline - Policy/Regulations/Service | 1 | | 3 | 1 | | | 1 | 1 | 2 | 1 | | 1 | 11 |
| Cargo | | | | | | | | | | | 1 | | 1 |
| Cargo - Indirect Air Carrier (IAC) | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 3 | 5 | 5 | | 4 | 4 | 6 | 9 | 6 | 4 | 1 | 5 | 52 |
| Civil Rights - Age | | J | J | | - 4 | - 4 | 1 | 3 | 1 | | | 3 | 2 |
| Civil Rights - Age Civil Rights - Headwear | 1 | | | | | | 1 | 1 | - 1 | | | | 3 |
| | <u>'</u> | | | | | | 1 | ı | | | | 4 | |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Profiling | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Race | | | | | 1 | 3 | 3 | 4 | 1 | 2 | 1 | 2 | 17 |
| Civil Rights - Racial Profiling or Discrimin | | 4 | 2 | | 1 | | | | | | | | 8 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | | 1 | 1 | | | 1 | 1 | | 1 | 8 |
| Civil Rights - Sexual Orientation - Not Tra | insgender | | 2 | | 1 | | | 1 | 1 | | | | 5 |
| Civil Rights - Transgender Screening | | | | | | | 1 | 2 | 2 | | | 1 | 6 |
| Claims | | | | | | | | 1 | | | | | 1 |
| Claims - Status | | | | | | | | 1 | | | | | 1 |
| Customer Service | 25 | 26 | 20 | 12 | 12 | 17 | 16 | 24 | 24 | 30 | 22 | 22 | 250 |
| Customer Service - Others | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | 25 | 26 | 20 | 12 | 12 | 17 | 16 | 24 | 24 | 29 | 22 | 22 | 249 |
| DHS TRIP | 25 | 1 | 20 | 12 | 12 | 17 | 10 | 24 | 24 | 1 | 22 | 22 | 243 |
| | | | | | | | | | | 1 | | | |
| DHS TRIP - General | 40 | 1 | | | | | | | | 1 | | | 2 |
| Duplicate E-mail | 10 | | | | | | | | | | | | 10 |
| Duplicate E-mail - General | 10 | | | | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 122 | 191 | 197 | 129 | 168 | 289 | 347 | 301 | 339 | 327 | 291 | 334 | 3,035 |
| Expedited Passenger Screening Program | - Active Duty | / Military | | | | 2 | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | | 4 | 1 | 1 | 1 | 4 | | 2 | 2 | 1 | | | 18 |
| Expedited Passenger Screening Program | | 31 | 10 | 12 | 10 | 9 | 10 | 9 | 16 | 14 | 6 | 7 | 139 |
| Expedited Passenger Screening Program | | 156 | 184 | 116 | 157 | 274 | 337 | 289 | 318 | 311 | 285 | 327 | 2,869 |
| Expedited Passenger Screening Program | | | 2 | 110 | 107 | 217 | 001 | 1 | 2 | 1 | 200 | 021 | 6 |
| Hazardous Materials Safety | 1-10//01101 | | | | | | | 1 | | ' | 4 | | |
| | | 1_ | | | | | | | | | 1 | | 3 |
| Hazardous Materials Safety - General | _ | 1 | | | | | | 1 | | | 1 | | 3 |
| Identification (ID) Requirements | 2 | | | 3 | | | | | | | | | 5 |
| Identification (ID) Requirements - Domest | | | | 3 | | | | | | | | | 5 |
| Locks | 2 | | | 1 | 2 | 3 | 1 | 2 | 1 | 1 | 1 | | 14 |
| Locks - Missing or Damaged Lock | 2 | | | 1 | 2 | 3 | 1 | 2 | 1 | 1 | 1 | | 14 |
| Lost and Found | 2 | 4 | | 2 | 1 | 2 | | 3 | 2 | 1 | 1 | 2 | 20 |
| Lost and Found - Airport/TSA | 2 | 4 | | 2 | 1 | 2 | | 3 | 2 | 1 | 1 | 2 | 20 |
| Mishandling of Passenger Property | 2 | 3 | 5 | 3 | 2 | 3 | 9 | 9 | 5 | 7 | 7 | 12 | 67 |
| Mishandling of Passenger Property - Dam | | 2 | 3 | | 1 | 1 | 3 | 3 | | 4 | | 4 | 22 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | 3 | | 1 | 6 | 5 | 5 | 3 | 6 | 7 | 39 |
| | | 1 | | 3 | - 4 | 1 | 0 | 1 | 5 | 3 | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | 1 | ı | 0 | | 0 | 0 | 1 | 1 | 6 |
| No Jurisdiction | | 1 | 2 | | 2 | | 6 | 4 | 3 | 3 | 6 | 3 | 30 |
| No Jurisdiction - No Referral | | | | | | | 1 | 1 | | 1 | | | 3 |
| No Jurisdiction - Refer to CBP | | | 1 | | 1 | | 3 | 3 | 3 | 1 | 2 | 3 | 17 |
| No Jurisdiction - Refer to FAA | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | 1 | | 2 | | | 1 | 4 | | 9 |
| Patdown | 3 | 5 | 4 | 8 | 2 | 5 | 9 | 6 | 7 | 3 | 4 | 4 | 60 |
| Patdown - Children | | | | 1 | | | 1 | | | | | | 2 |
| Patdown - Flyer | 3 | 3 | 4 | 5 | 2 | 5 | 8 | 5 | 5 | 3 | 4 | 4 | 51 |
| Patdown - Flyer as Observer | | 2 | | 2 | | | | | | | | | 4 |
| Patdown - General | | | | | | | | | 1 | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | 4 | | | | | |
| | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 8 | 8 | 4 | 4 | 4 | 8 | 3 | 9 | 3 | 13 | 5 | 1 | 70 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | 1 | | | | | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cancer (| 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | e /Developm | 1 | | | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | 1 | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | | | 1 | 1 | | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | 1 | | | | 2 | | | 4 |
| Persons w/ Disabilities (PWD) - Internal M | | 1 | | 1 | | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Medical I | | | Body | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | 1 | 1 | 3 | 1 | 4 | | 3 | 1 | 1 | 18 |
| Persons w/ Disabilities (PWD) - Medically | | l l | 1 | 1 | I | 3 | 1 | 1 | | 1 | - 1 | I | |
| . , | | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| | 1 | 1 | | | | | 1 | | 3 | | | 6 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | 2 | | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | 1 | | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Service A | Animals | | 1 | 1 | | 1 | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/ | trauma) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | 1 | 1 | | 1 | | 4 |
| Prohibited & Permitted Items | 1 | 2 | 1 | | | | | | | | | | 4 |
| Prohibited & Permitted Items - Breast Mill | | 1 | ' | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Electronic | | 1 | 1 | | | | | | | | | | 3 |
| | | | | 40 | 40 | 40 | 40 | 4.4 | 4.4 | - | | _ | |
| Property - Special Handling | 17 | 7 | 20 | 18 | 18 | 13 | 10 | 11 | 14 | 5 | 9 | 7 | 149 |
| Property - Special Handling - Damaged It | | Jn | 6 | 7 | 6 | 4 | 2 | 2 | 3 | | | 3 | 33 |
| Property - Special Handling - Damaged It | | | 3 | 1 | 1 | 2 | 1 | 1 | 3 | 1 | 2 | 1 | 18 |
| Property - Special Handling - Missing Iter | 10 | 7 | 9 | 5 | 7 | 5 | 5 | 1 | 5 | 2 | 5 | | 61 |
| Property - Special Handling - Missing Iten | T 5 | | 2 | 5 | 4 | 2 | 2 | 7 | 3 | 2 | 2 | 3 | 37 |
| Screening | 8 | 12 | 15 | 6 | 8 | 10 | 16 | 14 | 10 | 16 | 23 | 11 | 149 |
| Screening - Children | 1 | - 12 | 10 | | | 10 | 10 | 1-7 | | 10 | 20 | | 1 |
| Screening - Inconsistency | 1 | 2 | 5 | 1 | | 2 | 2 | 2 | 3 | 3 | 6 | | 27 |
| | <u>'</u> | | | 1 | | | | | 3 | 3 | O | | |
| Screening - International Screening | | | 1 | | | | | _ | | | | _ | 1 |
| Screening - Lengthy Lines | 1 | | | | 1 | | | 2 | | 1 | | 3 | 8 |
| | | | | | | | | | | | | | |

| - | | | | | C) Data Too | | | | | | | | |
|---------------------------------------------------------------------------------------|--------------------|----------------|--------|----------|-------------|---------|--------|---------|--------|--------|--------|---------|----------|
| Categories | 10-Oct | | | | |)3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Procedures/Process | 5 | 8 | 9 | 5 | 7 | 8 | 13 | 8 | 7 | 11 | 16 | 8 | 105 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | 2 | | 1 | 1 | | 5 |
| Screening - Shoe Screening | | 2 | | | | | | | | | | | 2 |
| TWIC | | | | | | 1 | | | | | | | 1 |
| TWIC - General | | | | | | 1 | | | | | | | 1 |
| 2023 | 419 | 399 | 441 | 324 | 299 | 393 | 398 | 432 | 414 | 416 | 379 | 362 | 4,676 |
| Additional Information Required/Insufficient In | | 1 | 1 | | | | | | | | | 1 | 3 |
| Additional Information Required/Insufficien | nt Informatic | 1 | 1 | | | | | | | | | 1 | 3 |
| Airline | | 2 | | | | | 1 | | 2 | 1 | 1 | 1 | 8 |
| Airline - Lost Baggage | | | | | | | 1 | | 1 | | | | 2 |
| Airline - Policy/Regulations/Service | | 2 | | | | | | | 1 | 1 | 1 | 1 | 6 |
| Business, Suggestions, and Ideas | rol | | | | | | | | | | | 1 | 1 |
| Business, Suggestions, and Ideas - Gene Civil Rights | 3 | 8 | 4 | 4 | 5 | 8 | 6 | 10 | 8 | 7 | 6 | 3 | 1 72 |
| Civil Rights - Age | 3 | 0 | 4 | 4 | 3 | 1 | 0 | 10 | 1 | - 1 | 0 | 3 | 2 |
| Civil Rights - Headwear | | | | | | - 1 | | | 1 | | | | |
| Civil Rights - National Origin | | 1 | | | | | 2 | | | 1 | | | 4 |
| Civil Rights - Not Specified | | | | | | 1 | 1 | 2 | | 1 | | | 5 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | 1 | | 1 | 1 | 4 |
| Civil Rights - Profiling | | | | | | | | 2 | | | | 1 | 3 |
| Civil Rights - Race | 3 | 4 | 3 | 2 | 2 | 4 | | 2 | 3 | 3 | 4 | 1 | 31 |
| Civil Rights - Screening of Religious Cultu | iral and Cere | monial Items | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | 1 | 1 | 2 | 3 | 2 | 1 | 1 | | | 13 |
| Civil Rights - Transgender Screening | | 2 | | | 2 | | | 1 | 1 | 1 | 1 | | 8 |
| Claims | 2 | | 1 | | | | | | 1 | | 1 | | 5 |
| Claims - General | 1 | | | | | | | | 1 | | | | 2 |
| Claims - Status | 1 | | 1 | | | | | | | | 1 | | 3 |
| Customer Service | 29 | 16 | 14 | 15 | 15 | 22 | 22 | 19 | 26 | 26 | 20 | 28 | 252 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 28 | 16 | 13 | 15 | 15 | 22 | 22 | 19 | 26 | 26 | 20 | 27 | 249 |
| DHS TRIP | | | | | | | | | | 2 | | | 2 |
| DHS TRIP - General | 044 | 200 | 000 | 050 | 004 | 0.10 | 0.10 | 200 | 000 | 2 | 000 | 074 | 2 |
| Expedited Passenger Screening Program | 344 | 326 | 368 | 259 | 231 | 310 | 319 | 329 | 308 | 308 | 283 | 271 | 3,656 |
| Expedited Passenger Screening Program | | y Military | | | | | 2 | | 1 1 | | | | 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 13 | 7 | 6 | 4 | 1 1 | 9 | 7 | 5 | 7 | 9 | 7 | 10 87 |
| Expedited Passenger Screening Program | | 313 | 361 | 6 253 | 226 | 307 | 307 | 319 | 301 | 301 | 274 | 263 | 3,554 |
| Expedited Passenger Screening Program | | | | 200 | 1 | 1 | 307 | 1 | 301 | 301 | 214 | 1 | 4 |
| Freedom of Information Act (FOIA) | - TOA/BITO | Linployees - e | pr III | | ı | | | 1 | | | | | 1 |
| Freedom of Information Act (FOIA) - Gene | I eral | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety | | 1 | | | | | | | 2 | | | | 3 |
| Hazardous Materials Safety - General | | 1 | | | | | | | 2 | | | | 3 |
| Locks | | | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | | 22 |
| Locks - General | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 2 | | 21 |
| Lost and Found | 1 | 2 | 1 | 1 | | | 3 | 3 | 1 | 5 | 7 | 3 | 27 |
| Lost and Found - Airport/TSA | 1 | 2 | 1 | 1 | | | 3 | 3 | 1 | 5 | 7 | 3 | 27 |
| Mishandling of Passenger Property | 5 | 8 | 6 | 3 | 11 | 16 | 7 | 16 | 8 | 16 | 13 | 8 | 117 |
| Mishandling of Passenger Property - Dam | | 5 | 3 | 2 | 7 | 7 | 2 | 11 | 6 | 8 | 5 | 3 | 61 |
| Mishandling of Passenger Property - Dam | | 1 | 3 | 1 | 2 | 8 | 5 | 5 | 2 | 7 | 7 | 3 | 46 |
| Mishandling of Passenger Property - Disa | | 2 | | | 2 | 1 | | | | 1 | 1 | 2 | 10 |
| No Jurisdiction | 1 | 1 | 4 | 3 | 1 | 1 | 2 | 1 | 6 | 3 | 2 | 6 | 31 |
| No Jurisdiction - No Referral | | | | | 1 | | | | 1 | | 1 | 1 | 4 |
| No Jurisdiction - Refer to CBP | 1 | 1 | 3 | 1 | | | 1 | 1 | 3 | 3 | | 5 | 19 |
| No Jurisdiction - Refer to Other | | _ | 1 | 2 | • | 1 | 1 | | 2 | | 1 | | 8 |
| Patdown | 6 | 7 | 6 | 2 | 6 | 3 | 6 | 7 | 8 | 4 | 5 | 7 | 67 |
| Patdown - Children | | 7 | | | 4 | 1 | 2 | 7 | 0 | 4 | | 7 | 3 |
| Patdown - Flyer Patdown - Flyer as Observer | 6 | 7 | 6 | 2 | 2 | 2 | 1 | 7 | 8 | 4 | 5 | 7 | 61 |
| Pardown - Fiyer as Observer Persons w/ Disabilities (PWD) | 3 | 4 | 7 | 3 | 2 | 2 | 1 | 4 | 4 | 5 | 5 | 9 | 49 |
| Persons w/ Disabilities (PWD) - Autism S | | 1 | - 1 | <u> </u> | | | 1 | 4 | 1 | 5 | 3 | 9 | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | ' | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | 1 | 2 | 1 | 4 |
| Persons w/ Disabilities (PWD) - General | | 2 | | | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal N | ı Medical Devid | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | ody | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | 1 | | 1 | | | 2 | 1 | 2 | 1 | 3 | 12 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | 2 | | 1 | 1 | | 1 | | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | er Equipme | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | trauma) | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 3 | 2 | | 1 | 1 | 1 | 1 | 1 | | 1 | 11 |
| Property - Special Handling | 8 | 10 | 12 | 10 | 7 | 11 | 14 | 24 | 18 | 16 | 17 | 11 | 158 |
| Property - Special Handling - Damaged It | | 2 | 2 | 1 | 2 | 4 | 1 | 5 | 5 | 3 | 6 | 3 | 35 |
| Property - Special Handling - Damaged Ite | | 2 | 1 | 1 | 1 | 2 | 5 | 2 | 3 | 4 | 2 | 1 | 24 |
| Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | | 4 | 5 4 | 4 | A | 2 | 3 5 | 15 2 | 9 | 5 4 | 6 | 2 | 57 |
| Screening | 17 | 13 | 16 | 20 | 4 18 | 3 17 | 14 | 15 | 19 | 22 | 16 | 5 13 | 200 |
| Screening Screening - Crew Member or Airline Empl | | 13 | 16 | 20 | Iδ | 17 | 14 | 15 | 19 | 22 | 10 | 13 | 6 |
| Screening - Grew Member of Affiline Empl | | | 1 | | | | | 1 | | 1 | | | 1 |
| Screening - Inconsistency | 3 | 3 | | 7 | 4 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 28 |
| | , J | | | - ' | - | | | | | | | | |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------------------------------------------------|----------|--------------------------------------|-----------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|
| Screening - International Screening | .5 000 | | 12-000 | 1 | | | J . Api | oo may | Juli | J. 041 | oo nug | 55 50p | · Otal |
| Screening - International Screening Screening - Lengthy Lines | | 1 | | 2 | | 3 | | | 1 | 1 | | 1 | |
| Screening - Military | | ' | | | | | | | 1 | | | ' | |
| Screening - Procedures/Process | 12 | 9 | 12 | 9 | 11 | 12 | 12 | 10 | 15 | 16 | 13 | 8 | 1: |
| Screening - Retrieving Abandoned/Confis | | | 2 | 1 | 3 | 1 | | 2 | 1 | 1 | | | |
| TWIC | | | | 1 | | | | | | | 1 | | |
| TWIC - General | | | | 1 | | | | | | | 1 | | |
| 2024 | 451 | 292 | 377 | 302 | | | | | | | | | 1,4 |
| Airline | 1 | 3 | | 1 | | | | | | | | | |
| Airline - Lost Baggage | 1 | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 2 | | 1 | | | | | | | | | |
| Civil Rights | 2 | 1 | 4 | 7 | | | | | | | | | |
| Civil Rights - National Origin | | | 2 | | | | | | | | | | |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | |
| Civil Rights - Race | 1 | | 1 | 6 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | / 1 | | 1 | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | 1 | | | | | | | | | | | |
| Claims | | 1 | | | | | | | | | | | |
| Claims - General | | 1 | | | | | | | | | | | |
| Customer Service | 23 | 13 | 36 | 30 | | | | | | | | | 1 |
| Customer Service - CSM | | | | 1 | | | | | | | | | |
| Customer Service - Others | | | 2 | | | | | | | | | | |
| Customer Service - TCC | 1 | | 1 | | | | | | | | | | |
| Customer Service - TSO | 22 | 13 | 33 | 29 | | | | | | | | | |
| Expedited Passenger Screening Program | 370 | 225 | 292 | 203 | | | | | | | | | 1,0 |
| Expedited Passenger Screening Program | | 5 | 13 | 4 | | | | | | | | | |
| Expedited Passenger Screening Program | | 219 | 279 | 198 | | | | | | | | | 1,0 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | |
| HAZMAT Endorsement | 1 | | | | | | | | | | | | |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | |
| Lost and Found | 2 | 3 | 5 | 3 | | | | | | | | | |
| Lost and Found - Airport/TSA | 2 | 3 | 5 | 3 | | | | | | | | | |
| Mishandling of Passenger Property | 7 | 10 | 9 | 19 | | | | | | | | | |
| Mishandling of Passenger Property - Dar | | 4 | 3 | 10 | | | | | | | | | |
| Mishandling of Passenger Property - Dar | | 6 | 5 | 9 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | | | | | | | | |
| No Jurisdiction | 7 | 2 | 1 | 2 | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | 1 | 1 | 0 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 5 | 4 | | 2 | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | 1 1 | | | | | | | | | | | |
| Ombudsman Ombudsman - General | | 1 | | | | | | | | | | | |
| Patdown | 7 | 4 | 6 | 2 | | | | | | | | | |
| Patdown - Children | 7 | 4 | 0 | 3 | | | | | | | | | |
| | 6 | 4 | 6 | 3 | | | | | | | | | |
| Patdown - Flyer Persons w/ Disabilities (PWD) | 3 | 2 | 3 | 8 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | 3 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism s | 1 | 1 | | ı | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | ı | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medicall | | Medication | and Medic | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility | | | | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirat | | ************************************ | 01 00001 | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | 2 | 1 | | | | | | | | | |
| Property - Special Handling | 15 | 9 | 14 | 14 | | | | | | | | | |
| Property - Special Handling - Damaged I | | 5 | 3 | 2 | | | | | | | | | |
| Property - Special Handling - Damaged I | | 3 | 1 | 2 | | | | | | | | | |
| Property - Special Handling - Missing Itel | | 4 | 4 | 9 | | | | | | | | | |
| Property - Special Handling - Missing Itel | | - | 6 | 1 | | | | | | | | | |
| Screening | 13 | 18 | 7 | 12 | | | | | | | | | |
| Screening - Children | 13 | 1 | 1 | 12 | | | | | | | | | |
| Screening - Unider | 1 | 2 | - 1 | 1 | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | | 1 | | 1 | | | | | | | | | |
| Screening - Lengthy Lines Screening - Procedures/Process | 40 | | 6 | 10 | | | | | | | | | |
| <u>~</u> | 12 | 13 1 | Ö | 10 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | | | | | | | | | | | | | |

| naorios | 40.0-4 | | | | | ool - FOIA | 04 6 | 05 M | 06 1 | 07 11 | 00 4 | 00 0 | Total |
|-----------------------------------------------------|---------------|--------------|------------|----------|--------|------------|--------|--------|--------|--------|--------|--------|-------|
| egories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| BB | 15 | 18 | 23 | 12 | 8 | 10 | 15 | 19 | 14 | 13 | 7 | 14 | 16 |
| 2022 | 5 | 5 | 6 | 7 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 9 | e |
| Civil Rights | | | | | | 1 | | | | | | | |
| Civil Rights - Race | _ | | | | | 1 | | | | | | | |
| Customer Service | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | | 1 | 1 |
| Customer Service - Others | | | | | | | | | 1 | | | | |
| Customer Service - TSO | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | | | | 1 | |
| Expedited Passenger Screening Program | 2 | 3 | 4 | 5 | 2 | 3 | 2 | 3 | 1 | 3 | 4 | 7 | 3 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 2 | 4 | 5 | 2 | 3 | 2 | 3 | 1 | 3 | 4 | 7 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | | | | | | | |
| No Jurisdiction | | | | | | | | | | | | 1 | |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | |
| Patdown | 1 | | 1 | | | | | | | | | | |
| Patdown - Flyer | 1 | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | ledication a | nd Medical | Supplies | 1 | | | | | | | | |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-On | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | | | | | | | | | | | |
| Screening | | | | | | | | 1 | 1 | 1 | | | |
| Screening - Procedures/Process | | | | | | | | 1 | 1 | 1 | | | |
| 2023 | 7 | 9 | 9 | 3 | 4 | 5 | 12 | 14 | 11 | 9 | 3 | 5 | |
| Additional Information Required/Insufficient Inf | ormation | | 1 | | | | | | | | | | |
| Additional Information Required/Insufficier | | - EMAIL | 1 | | | | | | | | | | |
| Civil Rights | | | | | | 1 | 1 | | | 1 | | | |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | nder | | | | | 1 | | | 1 | | | |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | |
| Customer Service | | 1 | | | 1 | | 1 | 2 | 1 | 2 | | | |
| Customer Service - TSO | | 1 | | | 1 | | 1 | 2 | 1 | 2 | | | |
| Expedited Passenger Screening Program | 6 | 5 | 5 | 3 | 2 | 4 | 9 | 6 | 9 | 6 | 2 | 3 | |
| Expedited Passenger Screening Program | 6 | 5 | 5 | 3 | 1 | 4 | 9 | 6 | 9 | 6 | 2 | | |
| Expedited Passenger Screening Program | - | | | | 1 | | | | | | | | |
| Patdown | TO/TO/TO E | 1 | Optili | | | | | | | | | 1 | |
| Patdown - Flyer | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | 1 | - 1 | |
| Persons w/ Disabilities (PWD) - Medically | Noooccan | 1 | | | | | | | | | - 1 | | |
| Persons w/ Disabilities (PWD) - Niedically | | | | | | | | | | | | 1 | |
| Screening | ersion (pan/t | 1 1 | 3 | | 1 | | 1 | 6 | 1 | | | - 1 | |
| Screening - Inconsistency | ı | - 1 | 3 | | - 1 | | 1 | 0 | 1 | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | | | 3 | | | | 1 | | | | | | |
| | | | | | 1 | | | 1 | 4 | | | | |
| Screening - Procedures/Process | 4 | 4 | | | - 1 | | | 5 | 1 | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | 1 | | | | | | | | | | | |
| 2024 | 3 | 4 | 8 | 2 | | | | | | | | | |
| Customer Service | 2 | | 1 | 1 | | | | | | | | | |
| Customer Service - TSO | 2 | | 11 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1/ | 2 | 7 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 6 | 1 | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Screening | 1 | 1 | | | | | | | | | | | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |

| | | | SA Contac | t Center (| rcc) Data | 1001 - FUIA | l . | | | | | | |
|------------------------------------------|-------------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LBE | 2 | 2 | 3 | | 2 | 1 | 1 | 6 | 2 | | 1 | 2 | 2: |
| 2022 | | 2 | 2 | | 2 | 1 | 1 | 4 | 1 | | 1 | 2 | 10 |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | • |
| Expedited Passenger Screening Program | | 2 | 2 | | 2 | 1 | | 4 | | | | 2 | 13 |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 2 | | 2 | 1 | | 4 | | | | 2 | 13 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged It | ems - Check | ed | | | | | | | | | 1 | | 1 |
| 2023 | 2 | | | | | | | 2 | 1 | | | | 5 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 2 | | | | | | | 1 | | | | | 3 |
| Expedited Passenger Screening Program | 2 | | | | | | | 1 | | | | | 3 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FOI <i>F</i> | ١. | | | | | | |
|------------------------------------------|--------------|-----------|-------------|-------------|-----------|---------------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LBF | | 2 | | 2 | 1 | | | | 2 | 2 | 2 | | 11 |
| 2022 | | 1 | | | | | | | 1 | | 2 | | 4 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | n - TSA PreC | Check | | | | | | | 1 | | | | 1 |
| Screening | | 1 | | | | | | | | | 2 | | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2023 | | | | | 1 | | | | 1 | 2 | | | 4 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | i - TSA PreC | Check | | | 1 | | | | | 1 | | | 2 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2024 | | 1 | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property | | | | 2 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dar | naged/Missi | ng ItemsC | arry-on Lug | g 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | arrayed Item | sCarry-or | or Checke | (1 | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| | | 1 | TSA Conta | ct Center (| ΓCC) Data ¹ | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------|--------|-----------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LCH | 5 | 5 | 1 | 2 | 3 | 3 | 2 | 3 | 5 | 2 | 4 | 6 | |
| 2022 | 1 | | | 1 | 1 | 1 | | 2 | | | 2 | 4 | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | 1 | 1 | | 1 | | | 1 | 2 | |
| Expedited Passenger Screening Program | 1 | | | | 1 | 1 | | 1 | | | 1 | 2 | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | | | | | | | 1 | |
| Screening | | | | | | | | 1 | | | 1 | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | |
| 2023 | 1 | 1 | | 1 | 2 | 2 | 2 | 1 | 5 | 2 | 2 | 2 | |
| Civil Rights | | | | | | | 1 | | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | 2 | 2 | | 1 | 2 | 2 | 1 | 1 | |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | 2 | 2 | | 1 | 2 | 2 | 1 | 1 | |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | -On | | | | | | | | | 1 | | |
| Screening | | | | | | | 1 | | 1 | | | 1 | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | 1 | |
| 2024 | 3 | 4 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 4 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 4 | 1 | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-[| | 01-Jan | 02-Feb | ΓοοΙ - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07 111 | 00 1110 | 00 Cor | Total |
|------------------------------------------------------------------------------|---------------------|-------------|---------|----------|-------------|-------------|-----------------------|--------|--------|-------------|-------------|-------------|-------------|------------|
| LCK | 10-Oct | 11-NOV 8 | | Jec 2 | บา-Jan 6 | 02-Feb 2 | | | | 06-Jun 5 | 07-Jul 5 | 08-Aug 7 | 09-Sep 3 | Total 5 |
| 2022 | 1 | ō | | 2 | 1 | 2 | 3 | | _ | | 3 | | | |
| Civil Rights | | | | | | | | 2 | | 4 | | | 1 | 2 |
| Civil Rights - Transgender Screening | | | | | | | | 2 | | | | | | |
| Customer Service | | | | | | | | | | 1 | | 1 | | |
| Customer Service - TSO | | | | | | | | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | | | | | 1 | | 2 | 1 | 3 | | 2 | | | 1 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | TCA Appli | nation Pro | arom | | 1 | | | I | 3 | I | | I | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | | gram | | 1 | | 2 | 1 | 3 | 1 | 2 | 1 | | |
| Mishandling of Passenger Property | - TSA PIEC | IECK | | | | | | 1 | 3 | | | ı | | |
| Mishandling of Passenger Property - Dan | agad/Missin | a Itama C | 'orn' o | n Lugar | 200 | | | | | | 1 | | | |
| Patdown | iageu/iviissiri | g itemsc | arry-0 | II Lugga | age | | | | | | ı | | 1 | |
| | | | | | | | | | | | | | 1 | |
| Patdown - Flyer Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| | io/Amputoco | and Coats | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Ampulees I | and Casis | | | | | 1 | | | 0 | | | | |
| Property - Special Handling | | 0- | | | | | | | | 2 | | | | |
| Property - Special Handling - Damaged It | | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iter | ns - Checked I | | | | | | | | | 1 | | _ | | |
| 2023 | | 2 | | 1 | | 2 | 1 | 1 | 3 | 1 | 2 | 5 | 2 | 2 |
| Airline | | | | | | | | | | | 1 | | | |
| Airline - Lost Baggage | | | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | | 2 | | 1 | | 1 | | | 2 | | 1 | 2 | 2 | |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | 1 | | | | | 2 | | 1 | 2 | 2 | |
| Mishandling of Passenger Property | 1/2.4: | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dan | iaged/iviissin I | g itemsC | песке | d Bagg | age | | | 1 | | | | | | |
| Patdown | | | | | | 1 | | | | | | 2 | | |
| Patdown - Children | | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | 1 | | | | | | 1 | | |
| Property - Special Handling | | | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | 1 | | | | | | | |
| Screening | | | | | | | | | 1 | | | 1 | | |
| Screening - Inconsistency | | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | _ | | | | 1 | | | 1 | | |
| 2024 | 1 | 6 | | 1 | 5 | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | TO 4 D . 6 | 3 | | | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 3 | | | 2 | | | | | | | | | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dan | naged/Missin i | g ItemsC | arry-o | n Lug | 1 | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | 1 | 1 | | | | | | | | | | | | |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | | |
| Prohibited & Permitted Items - Chemical/I | Household P | | | | 1 | | | | | | | | | |
| Screening | | 1 | | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | 1 | | | | | | | | | |

| | | | 15A Conta | ct Center (| TCC) Data | 1001 - FUIA | | | | | | | |
|-----------------------------------------|--------------|-------------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LEB | 2 | | 1 | | | 2 | | 2 | | | 2 | 1 | 10 |
| 2022 | | | 1 | | | 1 | | 1 | | | 1 | | 4 |
| Customer Service | | | | | | 1 | | 1 | | | | | 2 |
| Customer Service - TSO | | | | | | 1 | | 1 | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Beauty & | Grooming Ite | ems | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2023 | | | | | | 1 | | 1 | | | 1 | 1 | 4 |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | | | 1 | 1 | 4 |
| Expedited Passenger Screening Program | n - TSA Appl | ication Pro | gram | | | 1 | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | n - TSA PreC | heck | | | | | | 1 | | | 1 | | 2 |
| 2024 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |

| | | | | t Center (T | | | | | | | | | |
|-------------------------------------------|---------------|------------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LEX | 12 | 22 | 11 | 20 | 12 | 13 | 14 | 17 | 10 | 13 | 21 | | 185 |
| 2022 | 1 | 4 | 4 | 3 | 5 | 6 | 8 | 4 | 6 | 8 | 13 | 10 | 72 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Claims | | | | | 1 | | | | | | | | 1 |
| Claims - General | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 3 | 4 | 2 | 4 | 5 | 6 | 4 | 5 | 8 | 11 | 7 | 59 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | cation Prog | ram | | | | | | | | 2 | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 3 | 4 | 2 | 4 | 5 | | 4 | 5 | 7 | 9 | 7 | 56 |
| Patdown | | | | | | | 1 | | | | 1 | | 2 |
| Patdown - Flyer | | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | 1 | 1 | | 1 | | | 2 | 6 |
| Screening - Inconsistency | | | | | | 1 | | | | | | 1 | 2 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | 1 | | | 1 | 3 |
| 2023 | 6 | 8 | 5 | 9 | 7 | 7 | 6 | 13 | 4 | 5 | 8 | 10 | 88 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | 1 | | 1 | | | | | 2 |
| Customer Service - TSO | | | | | | 1 | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | 6 | 8 | 5 | 9 | 7 | 6 | 6 | 10 | 4 | 5 | 8 | 9 | 83 |
| Expedited Passenger Screening Program | | cation Prog | ram | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | 8 | 5 | 9 | 7 | 6 | 6 | 9 | 4 | 4 | 8 | 9 | 81 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | - Opt In | | | | | | | 1 | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | | 1 | 1 |
| 2024 | 5 | 10 | 2 | 8 | | | | | | | | | 25 |
| Expedited Passenger Screening Program | 4 | 9 | 1 | 7 | | | | | | | | | 21 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 4 | 8 | 1 | 5 | | | | | | | | | 18 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCl | necked Baç | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |

| | | | SA Contac | | | | | | | | | | |
|--------------------------------------------|--------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LFT | 12 | 13 | 12 | 10 | 8 | 15 | 14 | 12 | 14 | 14 | 9 | 9 | 142 |
| 2022 | 4 | 3 | 2 | 1 | 4 | 6 | 6 | 3 | 6 | 5 | 6 | 4 | 50 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Lost Baggage | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 3 | 2 | 1 | 4 | 4 | 5 | 3 | 6 | 5 | 4 | 3 | 43 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 3 | 1 | 1 | 4 | 4 | 5 | 3 | 6 | 5 | 4 | 3 | 41 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | 2 | 1 | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | 1 | 2 |
| 2023 | 6 | 5 | 6 | 6 | 4 | 9 | 8 | 9 | 8 | 9 | 3 | 5 | 78 |
| Customer Service | | 2 | | | | | | 1 | 1 | | | | 4 |
| Customer Service - TSO | | 2 | | | | | | 1 | 1 | | | | 4 |
| Expedited Passenger Screening Program | 5 | 3 | 5 | 6 | 4 | 7 | 8 | 8 | 7 | 8 | 3 | 4 | 68 |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | ram | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 5 | 3 | 5 | 6 | 4 | 7 | 8 | 7 | 7 | 8 | 3 | 4 | 67 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCl | necked Bag | gage | | | | | | 1 | | 1 | 2 |
| Patdown | _ | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | 2 | | | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 2 | | | | | | | 2 |
| 2024 | 2 | 5 | 4 | 3 | | | | | | | | | 14 |
| Advanced Imaging Technology (AIT) | | 1 | 1 | | | | | | | | | | 2 |
| Advanced Imaging Technology (AIT) - Fly | er | 1 | 1 | | | | | | | | | | 2 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | 1 | | | | | | | | | 3 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | 2 | | | | | | | | | 8 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | 2 | | | | | | | | | 8 |

| ategories | 10-Oct | | A Contact (I2-Dec (| | - | | 04 Apr | OF Mov | 06 1 | 07 1 | 00 4 | 00 Can | Total |
|--------------------------------------------------------------------------------|-------------------|----------------|-------------------------|---------------|-----------|------------|------------|------------|------------|------------|------------|--------|----------------|
| ŭ . | | | 524 | 01-Jan 443 | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LGA 2022 | 532 93 | 548 136 | 131 | 104 | 267 98 | 421 215 | 450 224 | 392 200 | 390 225 | 346 178 | 437 248 | | 5,127 2,027 |
| Additional Information Required/Insufficient Inf | | 130 | 131 | 104 | 90 | 215 | 224 | 200 | 225 | 170 | 240 | 1/5 | 2,027 |
| Additional Information Required/Insufficier | | - EMAIL ON | II V | 1 | | | | | | | | | 1 |
| Airline | it illioilliation | I - LIVIAIL OI | 4L I | 1 | | | 1 | | | | 1 | 1 | 4 |
| Airline - Policy/Regulations/Service | | | | 1 | | | 1 | | | | 1 | 1 | 4 |
| Civil Rights | 1 | 2 | 4 | | 2 | 6 | 7 | 1 | 3 | 1 | 1 | 1 | 29 |
| Civil Rights - Age | ' | | 4 | | | 1 | - 1 | - 1 | 3 | - ' | - 1 | - 1 | 1 |
| Civil Rights - Age Civil Rights - Hair Patdowns | | | | | | 1 | | | | | | | 1 |
| ŭ . | 4 | | | | | 1 | 0 | 4 | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | 2 | 1 | | | | | 4 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | 2 | 1 | | 1 | | 1 | 1 | 7 |
| Civil Rights - Racial Profiling or Discrimina | | 2 | 2 | | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- | | ender | 2 | | 1 | 2 | 1 | | 2 | 1 | | | 9 |
| Civil Rights - Sexual Orientation - Not Trai | nsgender | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| CSM/Stakeholder Follow-up | | | | | | 1 | | | | | | | 1 |
| CSM/Stakeholder Follow-up - General | | | | | | 1 | | | | | | | 1 |
| Customer Service | 15 | 17 | 19 | 11 | 6 | 22 | 12 | 11 | 19 | 17 | 11 | 11 | 171 |
| Customer Service - Others | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service - TSO | 15 | 17 | 18 | 11 | 6 | 22 | 11 | 11 | 19 | 17 | 11 | 11 | 169 |
| Expedited Passenger Screening Program | 61 | 91 | 90 | 71 | 73 | 151 | 173 | 158 | 168 | 135 | 210 | | 1,513 |
| Expedited Passenger Screening Program | 1 | | | | | | | | 1 | | 2.0 | 1 | 3 |
| Expedited Passenger Screening Program | 1 | | | | | 1 | | | 1 | | 1 | 1 | 4 |
| | 3 | 0 | - | 0 | 2 | | A | 0 | | | 4 | 0 | |
| Expedited Passenger Screening Program | | 8 | 5 | 2 | 3 | 4 | 4 | 8 | 8 | 1 | | | 58 |
| Expedited Passenger Screening Program | | 83 | 85 | 68 | 70 | 146 | 168 | 149 | 158 | 133 | 204 | 123 | 1,443 |
| Expedited Passenger Screening Program | - ISA/DHS E | mployees - | | 1 | | | 1 | 1 | | 1 | 1 | | 5 |
| Locks | | | 1 | | 1 | | | | | 1 | | | 3 |
| Locks - Missing or Damaged Lock | | | 1 | | 1 | | | | | 1 | | | 3 |
| Lost and Found | | | 1 | | 1 | 2 | 1 | 1 | 4 | | 2 | 3 | 15 |
| Lost and Found - Airport/TSA | | | 1 | | 1 | 2 | 1 | 1 | 4 | | 2 | | 15 |
| Mishandling of Passenger Property | 1 | 2 | 1 | | 1 | 3 | 3 | 4 | 5 | 5 | 8 | 8 | 41 |
| Mishandling of Passenger Property - Dam | aged/Missir | 2 | 1 | | | | 1 | 1 | 2 | 4 | 6 | | 20 |
| Mishandling of Passenger Property - Dam | | | | ide | | 2 | 2 | 2 | 3 | | 2 | | 14 |
| Mishandling of Passenger Property - Dam | | g itomo ono | onou Dugge | igo | | | | | | | | 0 | 1 |
| Mishandling of Passenger Property - Disa | | Corny on or | Chooked | | 1 | 1 | | 1 | | 1 | | 2 | |
| | rrayed items- | | Criecked | | | | | 1 | | - 1 | | 2 | 6 |
| No Jurisdiction | | 1 | | 1 | 1 | 1 | | | 2 | | | | 6 |
| No Jurisdiction - No Referral | | | | 1 | | | | | 2 | | | | 3 |
| No Jurisdiction - Refer to CBP | | | | | 1 | 1 | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | 1 | | | 2 |
| Notice of Violation/Civil Penalties - General | al | | | 1 | | | | | | 1 | | | 2 |
| Patdown | 1 | 2 | | | 1 | 6 | | 6 | 3 | 1 | 2 | 2 | 24 |
| Patdown - Children | | | | | | 1 | | 1 | | 1 | | | 3 |
| Patdown - Flyer | 1 | 2 | | | 1 | 4 | | 5 | 3 | | 2 | 2 | 20 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 6 | 1 | 5 | 4 | 4 | 10 | 2 | 2 | 3 | | 2 | 41 |
| (, | | 0 | ļ. | | 4 | 4 | 10 | | | 3 | | | |
| 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 In | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Dev | 3 | | | | | | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledication ar | nd Medic | 1 | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 1 | | | | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | 1 | | | | 1 | 2 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | 1 | | | 1 | 1 | | | - 1 | | | 1 |
| | | and Coot- | | 4 | | 1 | 4 | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | | | 1 | | | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Respirato | | ı ⊏quipment | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | - " | , | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | 1 | 1 | 1 | 4 | | | | | | 7 |
| Prohibited & Permitted Items | 2 | | 1 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Food/Beve | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | 1 | | | | | | | | | | | | 1 |
| | | 4 | 4 | 2 | E | 10 | 6 | 6 | 4 | _ | 7 | 7 | |
| Property - Special Handling - Demograd It | 3 | 4 | 4 | 3 | 5 | 12 | 6 | 6 | 4 | 5 | | | 66 |
| Property - Special Handling - Damaged Ite | | 2 | 1 | 2 | 1 | 3 | 3 | 1 | 2 | | 2 | 2 | 20 |
| Property - Special Handling - Damaged Ite | | 1 | | | 1 | 3 | 1 | 1 | | | | _ | 7 |
| Property - Special Handling - Missing Item | | 1 | 1 | 1 | 2 | 2 | | 3 | 1 | 4 | 3 | | 23 |
| Property - Special Handling - Missing Item | | | 2 | | 1 | 4 | 2 | 1 | 1 | 1 | 2 | | 16 |
| Screening | 7 | 11 | 9 | 9 | 3 | 7 | 11 | 11 | 15 | 9 | 6 | 8 | 106 |
| Screening - Classified Materials | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 4 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | | 2 | 1 | 17 |
| Screening - Lengthy Lines | 1 | 1 | 2 | 1 | 2 | 1 | 3 | 3 | 4 | 2 | | | 20 |
| Screening - Procedures/Process | 4 | 6 | 6 | 6 | | 5 | 4 | 6 | 8 | 6 | 3 | 7 | 61 |
| Screening - Retrieving Abandoned/Confise | | | | | | | 1 | 1 | 2 | <u> </u> | 1 | , | 5 |
| ŭ Ü | outou ItCIIIS | | | | | | 1 | I | | | 1 | | |
| Screening - Security Breach | | | | | | | | | | 1 | | | 1 |
| | | | | 1 | • • • • | | | | | | | | 1 |
| Screening - Traveling with Cash | | 208 | 196 | 156 | 169 | 206 | 226 | 192 | 165 | 168 | 189 | 202 | 2,263 |
| 2023 | 186 | | | | | | | | | | | | 4 |
| 2023 Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | |
| 2023 | | | | | | | | | | | | | 1 |
| 2023 Advanced Imaging Technology (AIT) | | 1 | | 1 | | | 1 | | | 1 | | 2 | 1 6 |
| 2023 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly | er | 1 | | 1 | | | 1 | | | 1 | | 2 | |

| Categories | • | 40.0=4 | | SA Contact | | • | | | OF Mass | 00 1 | 07 1 | 00 4 | 00 0 | Tatal |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------|-------------------------------------|------------------------------------------|--------|--------|--------|---------|--------|--------|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Categories | | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | 1 |
| | Civil Rights | 2 | 1 | 3 | 3 | 2 | 1 | 5 | 5 | 7 | 3 | 3 | 1 | 36 |
| | Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| | Civil Rights - National Origin | | | | | 1 | | | | 1 | | | | 2 |
| | Civil Rights - Perceived Religion | | 1 | | | | | | 1 | 1 | | | | 3 |
| | Civil Rights - Profiling | | | | | | | | | 1 | | | | 1 |
| | Civil Rights - Race | 1 | | 3 | 2 | 1 | 1 | 2 | 2 | 4 | 1 | | | 17 |
| | Civil Rights - Screening of Religious or Cu | ıltural Garme | ents | | | | | _ | | | | 2 | | 2 |
| | Civil Rights - Sex/Gender/Gender Identity | | JII.O | | | | | 2 | 1 | | 2 | | | 7 |
| | | | | | | | | | - 1 | | | | | |
| | Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | 1 | | | | | | 1 |
| | Civil Rights - Transgender Screening | | | | | | | | 1 | | | | 1 | 2 |
| | Customer Service | 18 | 9 | 20 | 13 | 14 | 14 | 21 | 12 | 20 | 13 | 15 | 12 | 181 |
| | Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| | Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| | Customer Service - TSO | 17 | 9 | 19 | 13 | 14 | 14 | 21 | 12 | 20 | 13 | 15 | 12 | 179 |
| | Expedited Passenger Screening Program | 146 | 180 | 162 | 115 | 133 | 160 | 168 | 143 | 110 | 125 | 133 | 163 | 1,738 |
| | Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | | 1 | | 1 | | | 1 | | 1 | | | | 4 |
| | Expedited Passenger Screening Program | | 5 | 4 | 5 | 2 | | 1 | 3 | 3 | 1 | 2 | 3 | 35 |
| | | | | | | | 160 | | | | | | | |
| | Expedited Passenger Screening Program | | 174 | 158 | 108 | 131 | 160 | 166 | 140 | 106 | 124 | 131 | 160 | 1,697 |
| | Expedited Passenger Screening Program | - ISA/DHS | Employees | - Opt In | 1 | | | | | | | | | 1 |
| | Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| | Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| | Locks | | | | 2 | 1 | | | 2 | | | | 1 | 6 |
| | Locks - Missing or Damaged Lock | | | | 2 | 1 | | | 2 | | | | 1 | 6 |
| | Lost and Found | | | 1 | 2 | | 1 | 1 | 1 | | | 3 | | 9 |
| | Lost and Found - Airport/TSA | | | 1 | 2 | | 1 | 1 | 1 | | | 3 | | 9 |
| | | _ | | | 1 | | 4 | | | | | | 4 | |
| | Mishandling of Passenger Property | 2 | 3 | 2 | | 2 | | 5 | 5 | 5 | 4 | | 4 | 39 |
| | Mishandling of Passenger Property - Dam | | 2 | 1 | 1 | 1 | 4 | 5 | 2 | 3 | 2 | | 3 | 27 |
| | Mishandling of Passenger Property - Dam | - | 1 | 1 | | 1 | | | 3 | 1 | | 1 | 1 | 9 |
| | Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checked | | | | | | 1 | 2 | | | 3 |
| | No Jurisdiction | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | | 9 |
| | No Jurisdiction - No Referral | | | 1 | 1 | | 2 | 1 | 1 | | | | | 6 |
| | No Jurisdiction - Refer to CBP | | | | | 1 | | | | | | | | 1 |
| | No Jurisdiction - Refer to Other | | | | | | | | | 1 | 1 | | | 2 |
| | Patdown | 3 | | | 2 | 3 | 3 | | 2 | 1 | 2 | | 4 | 20 |
| | | 3 | | | | 3 | | | | | | | 4 | |
| | Patdown - Children | | | | | | 1 | | | | | | | 1 |
| | Patdown - Flyer | 3 | | | 2 | 3 | 2 | | 2 | 1 | 2 | | 3 | 18 |
| | Patdown - Non-Flyer | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) | 1 | 2 | | | 3 | 3 | 5 | 3 | 2 | 5 | 6 | 3 | 33 |
| | Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Cancer (g | general) Not | Breast Can | cer | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Menta | I Disability | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | 1 | | 3 |
| | Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 1 | | | 1 | | 3 |
| | Persons w/ Disabilities (PWD) - Hearing I | mnairment | | | | | | | | | | | 1 | 1 |
| | | | Madiaatian | and Madica | Cupplies | | 1 | 1 | | | | 4 | | 7 |
| | Persons w/ Disabilities (PWD) - Medically | | wedication | and Medica | Supplies | | - 1 | 1 | | 4 | | 4 | - 1 | |
| | Persons w/ Disabilities (PWD) - Metal Imp | | | | , | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) - Mobility D | | | ir or Scoote | r) | | | 1 | 1 | | 1 | | | 3 |
| | Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | 1 | | | | | | | | 1 | | 1 | 3 |
| | Persons w/ Disabilities (PWD) - Respirato | ory and Inhal | er Equipme | nt | | 1 | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | 1 | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | | Segway | | | 2 | 2 | 1 | 1 | | | | | 6 |
| | Property - Special Handling | 5 | 4 | 4 | 9 | 3 | 6 | 6 | 6 | 6 | 3 | 9 | 4 | 65 |
| | Property - Special Handling - Damaged Ite | | 1 | 1 | 2 | 1 | 3 | 4 | 2 | 1 | 2 | | 3 | 23 |
| | | | | | | - 1 | 3 | 4 | | | | | 3 | |
| | Property - Special Handling - Damaged Ite | | | | 1 | | | | | 1 | | | | 3 |
| | Property - Special Handling - Missing Item | | 3 | 2 | 3 | 1 | 2 | 2 | 4 | 3 | 1 | | 1 | 30 |
| | Property - Special Handling - Missing Item | 1 | | 1 | 3 | 1 | 1 | | | 1 | | 1 | | 9 |
| | Screening | 7 | 8 | 3 | 7 | 7 | 12 | 13 | 12 | 13 | 11 | 18 | 8 | 119 |
| | Screening - Children | | | | | | | | | | | 2 | | 2 |
| | Screening - Crew Member or Airline Empl | loyee | | | | 1 | | | 1 | 1 | | | | 3 |
| | Screening - Inconsistency | 1 | 1 | 1 | 2 | | 3 | 3 | 3 | 3 | 1 | | 2 | 22 |
| | Screening - International Screening | · · | | • | | | | 1 | | | | | _ | 1 |
| | | I . | 2 | | | 1 | 1 | 1 | 5 | 1 | 1 | 3 | 1 | 17 |
| | | - 1 | | | | | 7 | 7 | 3 | 7 | 8 | | 5 | 68 |
| | Screening - Lengthy Lines | 1 | | 4 | | | / | | 3 | / | 8 | 12 | 5 | hX |
| | Screening - Lengthy Lines Screening - Procedures/Process | 5 | 5 | 1 | 5 | 3 | | | | | | | | |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | 5 | | 1 | 5 | 3 | 1 | 1 | | | 1 | 1 | | 5 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash | 5 cated Items | 5 | 1 | | 3 | | | | 1 | 1 | 1 | | 5 1 |
| 2024 | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash | 5 | | | 183 | 3 | | | | 1 | 1 | 1 | | 5 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash | 5 cated Items | 5 | 1 | | 3 | | | | 1 | 1 | 1 | | 5 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash | 5 cated Items | 5 | 1 | 183 | 3 | | | | 1 | 1 | 1 | | 5 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline | 5 cated Items | 5 | 1 | 183 | 3 | | | | 1 | 1 | 1 | | 5 1 837 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights | cated Items | 204 | 197 | 183 1 1 | 3 | | | | 1 | 1 | 1 | | 5 1 837 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion | cated Items 253 | 204 | 197 | 183 1 1 3 | 3 | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race | cated Items 253 2 1 | 204 3 | 197 | 183 1 1 | 3 | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu | 5 cated Items 253 2 1 ural and Cer | 3 204 2 1 | 1 197 2 | 183 1 1 3 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity | 5 cated Items 253 2 1 ural and Cer | 3 204 2 1 | 197 | 183 1 1 3 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 1 4 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening | 5 cated Items 253 2 1 ural and Cer | 3 204 2 1 | 1 197 2 | 183 1 1 3 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 1 4 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity | 5 cated Items 253 2 1 ural and Cer | 3 204 2 1 | 1 197 2 | 183 1 1 3 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 1 4 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening | 5 cated Items 253 2 1 ural and Cer | 3 2 1 ender | 1 197 2 | 183 1 1 3 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 1 4 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims | 5 cated Items 253 2 1 ural and Cer | 3 2 1 ender 1 1 | 1 197 2 | 183 1 1 3 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 3 1 4 1 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service | 5 cated Items 253 2 1 1 rral and Cer - Not Transg 1 | 3 2 1 ender 1 1 1 1 9 | 1 197 2 2 2 33 | 183 1 1 1 3 1 2 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 1 10 1 3 3 1 1 4 4 1 1 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline - Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultucill Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO | 5 cated Items 253 2 1 1 aral and Cer - Not Transg | 3 204 3 2 1 ender 1 1 1 19 19 | 1 197 2 2 | 183 1 1 3 1 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 100 1 1 3 3 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline - Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Transgender/Gender Identity. Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO DHS TRIP | 5 cated Items 253 2 1 1 rral and Cer - Not Transg 1 | 204 3 2 1 ender 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 197 2 2 2 33 | 183 1 1 1 3 1 2 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 100 1 1 3 3 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General | 253 2 2 1 ural and Cer - Not Transg 1 23 23 | 204 3 2 1 ender 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 197 2 2 2 33 33 | 183 1 1 3 1 2 26 26 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 10 1 3 3 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Transgender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program | 253 2 1 2ral and Cer - Not Transg 1 23 23 190 | 204 3 2 1 ender 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 197 2 2 2 33 | 183 1 1 1 2 26 26 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 1 1 3 3 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 |
| | Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Traveling with Cash 4 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims Claims - General Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General | 253 2 1 Iral and Cer - Not Transg 1 23 23 23 190 - DoD | 204 3 2 1 ender 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 197 2 2 2 33 33 | 183 1 1 3 1 2 26 26 | | | | | 1 | 1 | 1 | | 5 1 837 1 1 10 10 1 3 3 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|---------------|-----------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Expedited Passenger Screening Program | 5 | 1 | 4 | 1 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | 185 | 136 | 127 | 127 | | | | | | | | | 575 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | | | | | | | |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | |
| Locks | 1 | | | 1 | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | 1 | | | | | | | | | |
| Lost and Found | 4 | 1 | | 1 | | | | | | | | | |
| Lost and Found - Airport/TSA | 4 | 1 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 7 | 8 | 8 | 4 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 5 | 5 | 4 | 2 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 3 | 3 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | iaged/Missir | ng ItemsU | nspecified I | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | 1 | | | | | | | | | | |
| No Jurisdiction | | 1 | 1 | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | |
| Patdown | 2 | 2 | 2 | 1 | | | | | | | | | |
| Patdown - Children | | | 1 | | | | | | | | | | |
| Patdown - Flyer | 2 | 2 | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 6 | 4 | 1 | 2 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | |
| Property - Special Handling | 8 | 11 | 5 | 7 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 2 | 5 | 1 | 3 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | 3 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 4 | 1 | 4 | 3 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | 2 | | 1 | | | | | | | | | |
| Screening | 10 | 15 | 12 | 7 | | | | | | | | | 4 |
| Screening - Inconsistency | 1 | 4 | | | | | | | | | | | |
| Screening - Lengthy Lines | | 1 | 8 | 3 | | | | | | | | | 1 |
| Screening - Procedures/Process | 8 | 9 | 4 | 4 | | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confis | 1 | 1 | | | | | | | | | | | |

| Catagoriae | 40.0-1 | | A Contact C | | | | 04 4 | 0E M | 06 1 | 07 1~1 | 00 4 | 00.04 | Tetal |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|----------------------------------|------------------|-------------------|-----|--------|--------|--------|--------|--------|--------|--------|---------------------------------------------|
| Categories | | | | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LGB | 52 | 49 | 34 | 54 | 46 | 26 | 47 | 29 | 46 | 40 | | | 512 |
| 2022 | 10 | 16 | 10 | 16 | 12 | 11 | 19 | 15 | 19 | 18 | | | 189 |
| Civil Rights - Race | | | | 1 | 1 | | | | | | 1 | 3 | 6 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimin | ation | | | | 1 | | | | | | 1 | | 3 |
| Civil Rights - Screening of Religious or Ci | | nte | | 1 | - 1 | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | 11.5 | | | | | | | | | | 1 | 1 |
| Customer Service | 2 | 2 | | 3 | 1 | | 3 | 4 | 1 | 2 | 2 | 4 | 24 |
| Customer Service - TSO | 2 | 2 | | 3 | 1 | | 3 | 4 | 1 | 2 | | | 24 |
| Expedited Passenger Screening Program | 8 | | 0 | 8 | 7 | 0 | | 4 | | 15 | | | |
| Expedited Passenger Screening Program | | 11 3 | 8 1 | 0 | | 8 | 11 | 4 | 15 | 3 | | | 122 |
| Expedited Passenger Screening Program | | 8 | 7 | 8 | 7 | 8 | 11 | 4 | 13 | 12 | | | 14 |
| Locks | / | 1 | , | 0 | | 0 | - 11 | 4 | 13 | 12 | 0 | 15 | 100 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Locks - Missing of Damaged Lock Lost and Found | | ı | | 1 | | | | 1 | | | | | 2 |
| Lost and Found - Airport/TSA | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | 1 | | | | 4 | |
| Mishandling of Passenger Property - Dan | | Itama Car | n, on Lugae | ~~ | 1 | | | | | | | 1 | 2 |
| | | | | | ļ | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dan | iaged/iviissing T | itemsChe | скео вадда | - | | | 4 | | | 4 | | 1 | |
| Patdown | | | | 1 | | | 1 | | | 1 | | | 4 |
| Patdown - Flyer | | | | 1 | | 4 | 1 | 4 | 4 | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) | (D | 4 - 1 - 78 4 4 - 1 | Discouling. | | | 1 | 2 | 4 | 1 | | | | 8 |
| Persons w/ Disabilities (PWD) - Cognitive | | | Disability | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | | D | | 4 | 4 | 4 | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | nd Medical S | Supplies | | 1 | 1 | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees a | ind Casts | | | | | | 3 | | | | | 3 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ar | mmunition | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | 1 | 1 | | 1 | | | | 1 | 5 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Damaged It | | d | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checked | | | | | | | 1 | | | | | 1 |
| Screening | | | 2 | 2 | 1 | 1 | 2 | 1 | 2 | | 1 | 2 | 14 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | 2 | 3 |
| Screening - Procedures/Process | | | 2 | | 1 | 1 | 2 | 1 | 2 | | 1 | | 10 |
| 2023 | 20 | 20 | 13 | 24 | 34 | 15 | 28 | 14 | 27 | 22 | 20 | 26 | 263 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | 1 | 1 | | | | 1 | | 1 | | 4 |
| Civil Rights - Race | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | 1 | | | | | | | 1 | | 2 |
| Customer Service | 2 | 4 | 3 | 2 | 4 | 1 | 2 | | 1 | 1 | | | 24 |
| Customer Service - TSO | 2 | 4 | 3 | 2 | 4 | 1 | 2 | | 1 | 1 | 2 | 2 | 24 |
| Expedited Passenger Screening Program | 13 | 15 | 8 | 13 | 25 | 12 | 19 | 12 | 20 | 18 | 13 | 16 | 184 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progra | m | 1 | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 13 | 15 | 8 | 12 | 25 | 12 | 19 | 12 | 20 | 18 | 12 | 15 | 181 |
| Locks | | | | | 1 | | | | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | 1 | | | | 2 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 3 | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 13 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | 1 | | | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | 1 | 1 | | | | 1 | 5 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | 1 | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | 1 | | | 2 | 1 | 5 |
| Patdown - Flyer | | | | 1 | | | | 1 | | | 2 | 1 | 5 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | 1 | | 2 | | 2 | | 1 | 2 | 10 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | 1 | | 1 | | 2 | | 1 | 2 | 8 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | Segway | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 2 | 1 | | | | | | | 1 | 6 |
| Property - Special Handling - Damaged It | ems - Carry-C |)n | 1 | 1 | 1 | | | | | | | 1 | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | 1 | 2 | | 1 | 4 | | | 2 | | 1 | 12 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 4 | 10 |
| | | 1 | 1 | 1 | | 1 | 3 | | | 2 | | | |
| 2024 | 22 | 1 | | 1 14 | | 1 | 3 | | | 2 | | 1 | 60 |
| 2024 Civil Rights | 22 | 1 13 | 1 11 | 1 14 | | 1 | 3 | | | 2 | | 1 | 60 |
| Civil Rights | 22 | 13 1 | | | | 1 | 3 | | | 2 | | 1 | 1 |
| Civil Rights Civil Rights - National Origin | | 13 1 1 | 11 | 14 | | 1 | 3 | | | 2 | | 1 | 1 |
| Civil Rights Civil Rights - National Origin Customer Service | 2 | 13 1 1 1 | 11 | 14 | | 1 | 3 | | | 2 | | 1 | 1 1 6 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO | 2 2 | 13 1 1 1 1 | 2 2 | 1 1 | | 1 | 3 | | | 2 | | I | 1 1 6 6 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 2 2 | 13 1 1 1 | 11 | 14 | | 1 | 3 | | | 2 | | 1 | 1 1 6 6 46 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 2 19 1 | 13 1 1 1 1 1 9 | 2 2 | 1 1 | | 1 | 3 | | | 2 | | 1 | 1 1 6 6 46 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 2 19 1 - TSA Appl | 13 1 1 1 1 1 9 | 2 2 2 9 | 14 1 1 9 | | 1 | 3 | | | 2 | | 1 | 1 1 6 6 46 1 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 2 19 1 - TSA Appl | 13 1 1 1 1 1 9 | 2 2 | 1 1 | | 1 | 3 | | | 2 | | ı | 1 1 6 6 46 1 1 44 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements | 2 2 19 1 - TSA Appl | 13 1 1 1 1 1 9 | 2 2 2 9 | 14 1 1 9 | | 1 | 3 | | | 2 | | ı | 1 1 6 6 46 1 1 44 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest | 2 2 19 1 - TSA Appl | 13 1 1 1 1 1 9 | 2 2 2 9 | 14 1 1 9 | | 1 | 3 | | | 2 | | ı | 1 1 6 6 46 1 1 44 1 |
| Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements | 2 2 19 1 - TSA Appl | 13 1 1 1 1 1 9 | 2 2 2 9 | 14 1 1 9 | | 1 | 3 | | | 2 | | | 1 1 6 6 46 1 1 44 |

| Categories | 10-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 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missir | ng ItemsC | hecked Baç | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry | -On | | 1 | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| Categories | 40.0-4 | | | | | Tool - FOIA | 04 4 | 0E M. | 06 1 | 07 101 | 00 4 | 00.00 | Total |
|---------------------------------------------------|--------------------|-------------|---------------|-------------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LIH | 46 | 50 | 47 | 33 | 35 | | 36 | 60 | 47 | 47 | 39 | | 529 |
| 2022 | 12 | 19 | 12 | 15 | 13 | | 23 | 26 | 27 | 26 | 21 | 21 | 242 |
| Airline Peliny/Perulations/Coming | | | | | 2 | | | | | | | | 2 |
| Airline - Policy/Regulations/Service Civil Rights | | | | | 2 | | 1 | 1 | 1 | | 1 | | 5 |
| Civil Rights - National Origin | | | | | | | 1 | 1 | 1 | | 1 | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | l | | | | 1 | | | | | | | | 1 |
| Civil Rights - Screening of Religious Cultu | | nonial Iter | ne | | - 1 | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | | | 113 | | | | | 1 | - 1 | | | | 1 |
| Customer Service | 3 | 2 | 2 | 1 | 2 | 6 | | 4 | 5 | 2 | 4 | 2 | 33 |
| Customer Service - TSO | 3 | 2 | 2 | 1 | 2 | | | 4 | 5 | 2 | | | 33 |
| Expedited Passenger Screening Program | 8 | 11 | 9 | 12 | | | 17 | 16 | 17 | 20 | 14 | | 164 |
| Expedited Passenger Screening Program | | - 11 | 9 | 12 | U | 10 | 17 | 10 | 17 | 20 | 14 | 10 | 104 |
| Expedited Passenger Screening Program | | 1 | | | | - ' | | | 1 | | 1 | 1 | 4 |
| Expedited Passenger Screening Program | | 10 | 9 | 12 | 6 | 17 | 17 | 16 | 16 | 20 | 13 | | |
| Locks | 8 | 10 | 9 | 12 | 0 | 17 | 17 | 10 | 10 | 20 | 13 | 15 | 159 |
| | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | laged/Missii | 1 | | | | | | | - | 4 | | 4 | 1 |
| Patdown | | | | | | | | 1 | 1 | 1 | | 1 | 4 |
| Patdown - Flyer | | | | | | | | 1 | 1 | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) | | | 1.8.6.17 | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | ledication | | | | | | | 4 | | | 1 | 1 |
| Property - Special Handling | 1 | | 1 | 1 | | 2 | | 1 | 1 | 2 | | | 9 |
| Property - Special Handling - Damaged Ite | | | 1 | | | 1 | | 1 | | | | | 3 |
| Property - Special Handling - Damaged Ite | | d | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | | | | 1 | | | | | 1 | | | | 3 |
| Property - Special Handling - Missing Item | ns - Checked | | | | | 1 | | | | 1 | | | 2 |
| Screening | | 5 | | 1 | 2 | 1 | 4 | 3 | 2 | 1 | 2 | 1 | 22 |
| Screening - Inconsistency | | 2 | | | | | | 1 | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 9 |
| Screening - Procedures/Process | | 2 | | 1 | | | 2 | 1 | 1 | | 2 | | 9 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | 1 |
| 2023 | 16 | 14 | 21 | 11 | 22 | 24 | 13 | 34 | 20 | 21 | 18 | 17 | 231 |
| Additional Information Required/Insufficient Inf | formation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficier | nt 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 | | 1 | 2 | | 4 |
| Civil Rights - Screening of Religious Cultu | iral and Cerer | nonial Iter | ns | | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | - Not Transge | nder | | | | | | | | | 2 | | 2 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 3 | 1 | 2 | | 4 | 3 | | 2 | 1 | | | 1 | 17 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 3 | 1 | 2 | | 4 | 2 | | 2 | 1 | | | 1 | 16 |
| Expedited Passenger Screening Program | 10 | 12 | 18 | 10 | 13 | 15 | 9 | 27 | 15 | 16 | 11 | 14 | 170 |
| Expedited Passenger Screening Program | - DoD | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | ation Prog | ram | | | | | 1 | 1 | 1 | | 1 | 4 |
| Expedited Passenger Screening Program | | 12 | 18 | 10 | 13 | 15 | 9 | 26 | 14 | 15 | 11 | 12 | 165 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | 2 | 3 | | | 2 | | 1 | | 10 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 3 | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | 2 | | | | 2 | | 1 | | 6 |
| Patdown | | | 1 | | | 2 | | | | 1 | 1 | 1 | 6 |
| Patdown - Flyer | | | 1 | | | 1 | | | | 1 | 1 | 1 | 5 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 2 | 2 | | | 5 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmer | ntal /Menta | al Disability | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | al Supplies | | 1 | | | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Service A | | iodiodion | una modioc | и очррноо | | | | | ' | 1 | | | 1 |
| Property - Special Handling | | | | | | | 2 | | | 1 | | | 3 |
| Property - Special Handling - Damaged Ite | l ems - Carry-C |)n | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling - Damaged Ite | | | | | | | 1 | | | - 1 | | | 1 |
| Screening | 1 | 1 | | 1 | 1 | | 2 | 4 | | | 2 | | 12 |
| | | 1 | | - 1 | ı | | | 1 | | | | | |
| Screening - Crew Member or Airline Empl | l | | | | 1 | | | ı | | | | | 1 |
| Screening - Inconsistency | -1 | | | 1 | ļ | | | - 1 | | | | | |
| Screening - Lengthy Lines | 1 | 4 | | 1 | | | | 1 | | | | | 3 |
| Screening - Procedures/Process | ootod Ita | 1 | | | | | 2 | 1 | | | 2 | | 6 |
| Screening - Retrieving Abandoned/Confise | | 47 | 4, | - | | | | 1 | | | | | |
| 2024 | 18 | 17 | 14 | 7 | | | | | | | | | 56 |
| Civil Rights | New Torr | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | , | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 3 | 4 | 2 | | | | | | | | | 10 |
| Customer Service - TSO | 1 | 3 | 4 | 2 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 12 | 5 | 8 | 3 | | | | | | | | | 28 |
| Expedited Passenger Screening Program | 12 | 5 | 8 | 3 | | | | | | | | | 28 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lug | 1 | | | | | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing In | mpairment | 1 | | | | | | | | | | | 1 |
| . , , | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | 1 |
| Screening | 4 | 5 | 1 | 1 | | | | | | | | | 11 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | 3 | | 1 | | | | | | | | | 5 |
| Screening - Procedures/Process | 3 | 2 | | | | | | | | | | | 5 |
| | | | | | | | | | | | | | |

| Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Civil Rights Violation (TSA E Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | 43 10 Employee) - Not Transgence 1 1 9 - Active Duty M - DoD 2 7 - TSA/DHS Employee Disability (Not Webpairment | 55 10 der 2 6 dilitary 1 5 ployees - C | 2 2 15 15 Opt In | 14 14 14 | 2-Feb 0 17 11 2 2 9 | 3-Mar 0 31 9 1 1 | 14-Apr 26 12 1 1 1 4 1 3 | 36 21 3 3 13 | 2 1 1 1 1 | 07-Jul 32 21 1 1 | 08-Aug 34 19 1 2 2 12 | 2 2 2 24 | Total 440 202 2 1 1 1 18 1 17 140 1 |
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| Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Pathound Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite | ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool ### Tool | der 2 6 lillitary 1 5 ployees - C | 2 2 15 15 Opt In | 14 | 2 2 9 | 9 1 1 1 | 1 1 4 | 3 3 13 1 | 25 2 1 1 | 1 | 19 1 1 2 | 2 | 202 2 1 1 18 1 17 140 |
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| Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | naged/Missing It naged/Missing It Disability (Not Wippairment | emsCarry | | | | | | 12 | 14 | 12 | 11 | 23 | 129 |
| Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | naged/Missing It | | | | | | | | | 2 | | | 2 |
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| Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | pairment | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | pairment | /heelchair o | or Scooter) | | | | 1 | | | | | | 1 |
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| Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | an/ 0000181/ 089 | าเพลห | | | | | | 1 | | | | 1 | |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iter | L | 1 | | | | | | | 4 | 2 | 2 | | 9 |
| | ems - Checl | 1 | | | | | | | 3 | 1 | 1 | | 6 |
| | ns - Carry-On | | | | | | | | | 1 | | | 1 |
| 1 Toperty - Opedial Haridinia - Missina Rei | | | | | | | | | 1 | | 1 | | 2 |
| Screening | | 1 | | 2 | | 2 | 3 | 4 | 3 | 2 | 1 | 2 | 20 |
| Screening - Inconsistency | | - ' | | | | 1 | | | 2 | | 1 | | 4 |
| | | | | | | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | 1 | 3 | | | | | 4 |
| Screening - Procedures/Process | | 1 | | 2 | | 1 | 2 | 1 | 1 | 2 | | 2 | 12 |
| 023 | 23 | 29 | 15 | 17 | 6 | 22 | 14 | 15 | 13 | 11 | 15 | 8 | 188 |
| Additional Information Required/Insufficient In | formation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficie | | EMAIL ON | Υ | | | | | | | | | 1 | 1 |
| Civil Rights | | LIVII (IL OIVI | | | | 1 | 2 | | | | | - ' | 3 |
| | | | | | | | | | | | | | |
| Civil Rights - Race | | | | | | 1 | 2 | | | | | | 3 |
| Customer Service | 1 | 3 | | | 1 | 1 | 1 | 3 | | | 1 | | 11 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | 1 | 3 | | | 1 | 1 | 1 | 2 | | | 1 | | 10 |
| Expedited Passenger Screening Program | 13 | 22 | 12 | 12 | 4 | 14 | 10 | 10 | 10 | 8 | 13 | 7 | 135 |
| | | | 12 | 12 | 4 | 14 | 10 | 10 | 10 | | 13 | | |
| Expedited Passenger Screening Program | | 2 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Applicati | on Proç | 2 | | | | | | 1 | | 1 | | 4 |
| Expedited Passenger Screening Program | 13 | 20 | 10 | 12 | 4 | 14 | 10 | 10 | 9 | 8 | 12 | 7 | 129 |
| Mishandling of Passenger Property | | | 1 | | | 2 | | | 1 | 1 | | | 5 |
| Mishandling of Passenger Property - Dam | I naned/Missina It | emsCarry | | 9 | | 2 | | | 1 | 1 | | | 1 |
| | | | 1 | C | | | | | | | | | - 1 |
| Mishandling of Passenger Property - Dan | naged/iviissing it | emsC | ı | | | | | | | | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | | 1 | | | 3 |
| · · · | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | d Medical Su | upplies | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhaler E | Equipment | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 2 | | 1 | | | 1 | | 1 | | 7 |
| Property - Special Handling - Damaged It | ems - Carry-On | | | 1 | | 1 | | | | | 1 | | 3 |
| Property - Special Handling - Damaged It | | | | • | | | | | | | | | 1 |
| | | | | 4 | | | | | | | | | |
| Property - Special Handling - Missing Iter | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | | 1 | | | | | | | 1 | | | | 2 |
| Screening | 8 | 1 | 2 | 2 | 1 | 3 | 1 | 1 | 1 | 1 | | | 21 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | 1 | | 1 | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | 1 | | | | | | | | | 2 |
| | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 6 | 1 | 2 | | 1 | 2 | 1 | | 1 | 1 | | | 15 |
| 2024 | 10 | 16 | 12 | 12 | | | | | | | | | 50 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 4 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 2 | 1 | 1 | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | | 2 | 1 | 1 | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service | The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO | _ | 12 | 7 | 10 | | | | | | | | | 37 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program | 8 | 1 | | 1 | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 | 11 | 7 | 9 | | | | | | | | | 33 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 | 1.1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 | 11 | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown | 2 | 11 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer | 2 | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 6 | 1 | 1 | | | | | | | | | | 1 1 2 |
| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I | 2 6 Disability (Not W | 1 | 1 | | | | | | | | | | |
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| Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I | 2 6 Disability (Not W | 1 /heelch | 1 | 1 | | | | | | | | | 2 |

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

| agorios | 40 Oct | | | ntact Center | | | | OF Mo: | OC luc | 07 1 | 00 A | 00 Cor | Tota! |
|------------------------------------------|----------------|----------|--------|--------------|-----|--------|--------|--------|--------|--------|--------|--------|-------|
| egories | 10-Oct | 11-Nov | 12-De | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| NK | 7 | 9 | | | 5 1 | 3 | | | 1 | 2 | | 9 | 6 |
| 2022 | 3 | 1 | | 1 : | 2 | | 2 | 3 | | | 4 | 6 | 2 |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Customer Service | 1 | 1 | | | | | 1 | | | | | 3 | |
| Customer Service - TSO | 1 | 1 | | | | | 1 | | | | | 3 | |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | 2 | | | 3 | 1 | |
| Expedited Passenger Screening Program | | | gram | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | 1 | 2 | | | 2 | 1 | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked | Baggage | | | | 1 | | | | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Im | plants (ioint) | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | 1 | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 1 | 1 | |
| 2023 | 3 | 4 | | 6 | 2 1 | 3 | 3 | 5 | 1 | 2 | | 3 | |
| Civil Rights | , | - | | | | , | J | J | | | | 1 | • |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Customer Service | | | | 1 | 1 | | | 1 | | | | | |
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| Expedited Passenger Screening Program | | | | | 1 1 | 3 | 3 | - 1 | - 1 | I | | 2 | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 3 | | 3 | 1 1 | 3 | 3 | 1 | 1 | 1 | | 2 | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dan | | - | | _uggage | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Screening | | | | | | | | 3 | | 1 | 1 | | |
| Screening - Inconsistency | | | | | | | | 1 | | | 1 | | |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | |
| 2024 | 1 | 4 | | 2 | 1 | | | | | | | | |
| Civil Rights | | 1 | | | | | | | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service | 1 | 1 | | | | | | | | | | | |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 1 | 1 | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | | | | | | | | |
| Patdown | IOATTEC | 1 | | 1 | | | | | | | | | |
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| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
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| Customer Service | | | | | 1 | | | | 1 | | | | 2 |
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|--------------------------------------------|------------|--------|-----------|--------------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LRD | 4 | 5 | 5 | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 1 | 27 |
| 2022 | | 3 | 1 | | | 1 | 1 | | 1 | 2 | 2 | 1 | 12 |
| Expedited Passenger Screening Program | | 2 | 1 | | | 1 | | | | 2 | 2 | 1 | 9 |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 1 | | | 1 | | | | 2 | 2 | 1 | 9 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | s - Checke | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| 2023 | 2 | 1 | 4 | | 1 | | | 1 | | | 1 | | 10 |
| Expedited Passenger Screening Program | 2 | 1 | 4 | | 1 | | | 1 | | | 1 | | 10 |
| Expedited Passenger Screening Program | 2 | 1 | 4 | | 1 | | | 1 | | | 1 | | 10 |
| 2024 | 2 | 1 | | 2 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 2 | 1 | | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 2 | 1 | | 1 | | | | | | | | | 4 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

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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 |
| LSE | 3 | 3 | 2 | 1 | 1 | 3 | 6 | 2 | | 1 | 1 | 2 | 25 |
| 2022 | 2 | 3 | | | 1 | 2 | 4 | 1 | | 1 | 1 | 2 | 17 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | | | 1 | 1 | 4 | 1 | | 1 | | 1 | 12 |
| Expedited Passenger Screening Program | 2 | 1 | | | 1 | 1 | 4 | 1 | | 1 | | 1 | 12 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | ledical Devi | ces | | | | 1 | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
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| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | 2 | 1 | | | | | Ę |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | 1 | 2 | 1 | | | | | 5 |
| 2024 | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |

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

| | | | TSA Conta | ct Center (| TCC) Data 1 | ool - FOIA | | | | | | | |
|--------------------------------------------|---------------|--------------|-----------|-------------|-------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LWS | 1 | 2 | 1 | | 3 | 2 | 3 | | | | 1 | | 13 |
| 2022 | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | | | | | | | 1 |
| 2023 | | 1 | | | 2 | 2 | 3 | | | | 1 | | 9 |
| Customer Service | | | | | 1 | | 1 | | | | 1 | | 3 |
| Customer Service - TSO | | | | | 1 | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Att | tached to th | ne Body | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Damaged It | ems - Check | red | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | 1 | 1 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | | TSA Contac | ct Center (| ICC) Data | 1001 - FOIA | ١ | | | | | | |
|-----------------------------------------|--------------|----------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| LYH | 4 | | 3 | 2 | | 3 | | 3 | 3 | 3 | 4 | 6 | 31 |
| 2022 | 1 | | 2 | | | 1 | | | 1 | 3 | 2 | 4 | 14 |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | 4 |
| Duplicate E-mail | | | 1 | | | | | | | | | | |
| Duplicate E-mail - General | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | 1 | 3 | | 4 | 10 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | 1 | 3 | | 4 | 10 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | iaged/Missin | g ItemsC | arry-on Lug | gage | | | | | | | 1 | | |
| Screening | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2023 | | | 1 | 1 | | 2 | | 3 | 2 | | 2 | 2 | 13 |
| Customer Service | | | | | | | | 2 | 1 | | 1 | 1 | į |
| Customer Service - TSO | | | | | | | | 2 | 1 | | 1 | 1 | |
| Expedited Passenger Screening Program | | | 1 | 1 | | 2 | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreCh | neck | 1 | 1 | | 2 | | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missino | g ItemsC | arry-on Lug | gage | | | | | | | | 1 | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | 1 | | | | | |
| 2024 | 3 | | | 1 | | | | | | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | | 1 | | | | | | | | | 3 |

| | | 1 | | ct Center (T | | | | | | | | | |
|-------------------------------------------------------------------------|---------------|-------------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ∖F | 7 | 16 | 11 | | 7 | | 21 | 18 | 8 | 11 | 15 | 21 | 16 |
| 2022 | 3 | 3 | | 5 5 | 3 | 5 | 9 | 8 | 5 | 3 | 5 | 10 | 6 |
| Civil Rights | | | | | 1 | | 1 | | | | | | |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | |
| Customer Service | | | | 1 | 1 | 1 | | | | | 2 | | |
| Customer Service - TSO | | | 1 | | 1 | | | | | | 2 | | |
| Expedited Passenger Screening Program | 1 | 2 | 2 | 2 2 | | 3 | 6 | 4 | 3 | 2 | 2 | 10 | 3 |
| Expedited Passenger Screening Program | - DoD | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 2 2 | | 2 | 6 | 4 | 2 | 2 | 2 | 10 | 3 |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property | | | | | | | | 2 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCa | arry-on Lu | ggage | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCl | hecked Ba | iggage | | | | 1 | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medi | c 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | 1 | | | | | | | |
| Property - Special Handling | | 3 , | | 1 | | | 1 | | 1 | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | 1 | | 1 | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | |
| Screening | 1 | 1 | 2 | | 1 | | | 2 | 1 | 1 | | | |
| Screening - Inconsistency | 1 | | - | - | | | | | 1 | | | | |
| Screening - Lengthy Lines | | | | | 1 | | | 1 | | | | | |
| Screening - Procedures/Process | | 1 | | | ' | | | 1 | | 1 | | | |
| 2023 | 2 | 12 | 1 | | 4 | 6 | 12 | 10 | 3 | | 10 | 11 | 8 |
| Customer Service | | 12 | | 1 | 4 | 1 | 12 | 10 | 3 | 0 | 10 | 11 | |
| Customer Service - TSO | | 1 | | 1 | | 1 | | 1 | | | | 1 | |
| Expedited Passenger Screening Program | 2 | 9 | | | 2 | | 0 | 4 | 2 | 7 | 0 | | 0 |
| | DoD | 1 | | 7 | 3 | 4 | 9 | 4 | 3 | - 1 | 9 | 9 | 6 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 7 | | 4 | | | | 7 | | | |
| Expedited Passenger Screening Program | 2 | 7 | 1 | 7 | 3 | 4 | 9 | 4 | 3 | 7 | 9 | 9 | 6 |
| Locks | | | | | | | | 1 | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property | 1/8 45 5 - | | I I D . | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | aged/IVIISSIN | g itemsCi | пескеа Ва | iggage | | | 1 | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | t Wheelcha | air or Scoo | oter) | | 1 | | | | | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | 1 | | | | | |
| Screening | | 2 | | | 1 | | 1 | 3 | | 1 | | 1 | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| Screening - Lengthy Lines | | 2 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | 1 | | | 3 | | 1 | | 1 | |
| 2024 | 2 | 1 | | 7 | | | | | | | | | 1 |
| Airline | | | | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 2 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | | | - | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | a ItemsC | | | | | | | | | | | |
| Patdown | agoamiooni | 9 1101110 0 | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | lants (ioint) | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp | 0 / | Seaway | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 0 / | Segway | 1 | 1 | | | | | | | | | |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FUIA | ١ | | | | | | |
|-----------------------------------------------|----------------|------------|--------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MBS | 4 | 4 | 2 | 5 | 1 | 3 | 2 | 5 | 1 | | 5 | 4 | 3 |
| 2022 | 1 | | | 2 | | 1 | | 1 | | | 2 | 1 | , |
| Civil Rights | 1 | | | 1 | | | | | | | | | |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | | 1 | | 1 | | | | | 2 | 1 | ! |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | 1 | | | | | 2 | 1 | ! |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Bag | ggage | | | | 1 | | | | | |
| 2023 | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 4 | 1 | | 3 | 3 | 22 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 3 | 1 | | 3 | 2 | 18 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 3 | 1 | | 3 | 2 | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | 1 | |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | ot Wheelch | air or Scoot | ter) | | 1 | | | | | | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2024 | 2 | 2 | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MCE | 3 | | | | | | | | | | 1 | | 4 |
| 2022 | 1 | | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | | 1 | | 1 |
| 2024 | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| | | | | | | - FOIA | | | | | | | |
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| gories | 10-Oct 1 | 1-Nov 1 | 12-Dec 01- | Jan 02 | 2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| CI | 172 | 163 | 142 | 111 | 97 | 127 | 112 | 155 | 127 | 108 | 107 | 124 | 1,545 |
| 2022 | 26 | 44 | 43 | 27 | 30 | 56 | 48 | 74 | 68 | 50 | 51 | 61 | 578 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | | | | | | 1 | | 1 | 1 | | 3 | 6 |
| Civil Rights - National Origin | | | | | | | | | | | | 2 | 2 |
| Civil Rights - Race | | | | | | | 1 | | | 1 | | 1 | 3 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgen | der | | | | | | | 1 | | | | 1 |
| Customer Service | | 3 | 4 | 3 | | 3 | 1 | 4 | 4 | 7 | 10 | 6 | 45 |
| Customer Service - TSO | | 3 | 4 | 3 | | 3 | 1 | 4 | 4 | 7 | 10 | 6 | 45 |
| Expedited Passenger Screening Program | 20 | 36 | 34 | 22 | 27 | 48 | 40 | 44 | 50 | 32 | 34 | 42 | 429 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 5 | 5 | 2 | 2 | 1 | 1 | | 3 | 2 | 1 | 1 | 24 |
| Expedited Passenger Screening Program | 19 | 30 | 29 | 20 | 24 | 45 | 38 | 43 | 47 | 30 | 32 | 40 | 397 |
| Expedited Passenger Screening Program | | 1 | 29 | 20 | 24 | 1 | 1 | 1 | 41 | 30 | 1 | 1 | 6 |
| Identification (ID) Requirements | - 10A/DI10 | - 1 | | | | 1 | ' | - 1 | | | - 1 | 1 | 1 |
| | _ | | | | | | | | | | | | |
| Identification (ID) Requirements - Domesti | | 4 | | | | 1 | | 0 | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | 2 | | | | 2 | 6 |
| Mishandling of Passenger Property - Dam | • | 1 | | | | | | 1 | | | | 2 | 4 |
| Mishandling of Passenger Property - Dam | | temsChec | cked Baggage | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | | 1 | | | | | 1 | | | 2 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | 1 | | | 2 |
| Notice of Violation/Civil Penalties | | | | | | | | 1 | | | | | 1 |
| Notice of Violation/Civil Penalties - General | al | | | | | | | 1 | | | | | 1 |
| Patdown | 2 | 1 | 1 | 1 | | | 1 | 1 | 1 | 3 | 1 | 1 | 13 |
| Patdown - Flyer | 2 | | 1 | 1 | | | 1 | 1 | 1 | 3 | 1 | 1 | 12 |
| Patdown - General | ۷ | 1 | 1 | | | | - 1 | 1 | 1 | 3 | - 1 | 1 | 12 |
| | 4 | 1 | 4 | | | | | | 4 | | | 4 | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | 1 | 1 | 1 | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | nd Medical Sup | pplies | | | 1 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tra | uma) | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 3 | | | 3 | 2 | | | 1 | | 2 | 12 |
| Property - Special Handling - Damaged Ite | ems - Carry-On | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Ite | | | 1 | | | 1 | | | | | | 1 | 3 |
| Property - Special Handling - Missing Item | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | | | 1 | | | 2 | | | | 1 | | 1 | 5 |
| | | | | | 2 | 1 | 2 | 20 | 10 | 5 | 6 | 4 | |
| | | 2 | | | | | | 20 | 10 | 5 | 6 | 4 | 55 |
| Screening | 2 | 2 | | 1 | | | | | | | | 4 | |
| Screening Screening - Inconsistency | 2 | 2 | | 1 | | | 1 | 1 | 1 | 1 | 2 | 1 | 7 |
| Screening Screening - Inconsistency Screening - Lengthy Lines | 1 | | | | | | | 14 | 3 | | | | 18 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 2 1 1 | 2 | | 1 | 2 | 1 | 1 | | | 2 | 2 | 3 | 18 28 |
| Screening Screening - Inconsistency Screening - Lengthy Lines | 2 1 1 | | | | | | | 14 | 3 | | | | 18 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 2 1 1 | | | | | | | 14 | 3 | 2 | | | 18 28 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | 2 1 1 | | | | | | | 14 | 6 | 2 | | | 18 28 2 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | 2 1 1 | | 60 | | | | | 14 | 3 6 | 2 | | | 18 28 2 1 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisor TWIC TWIC - General | 2 1 1 cated Items | 2 | 60 | 1 | 2 | 1 | 1 | 14 5 | 3 6 1 1 | 2 | 4 | 3 | 18 28 2 1 1 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf | 2 1 1 cated Items 63 ormation | 2 65 | | 1 55 | 2 | 71 | 1 | 14 5 | 3 6 1 1 | 2 | 4 | 3 | 18 28 2 1 1 762 2 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient | 2 1 1 cated Items 63 ormation | 2 65 | ILY | 1 55 1 | 2 67 | 71 1 1 | 1 | 14 5 | 3 6 1 1 | 2 | 56 | 3 | 18 28 2 1 1 762 2 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights | 2 1 1 cated Items 63 ormation | 2 65 | ILY 1 | 1 55 1 | 2 | 71 1 | 1 | 14 5 | 3 6 1 1 | 2 | 4 | 3 | 18 28 2 1 1 762 2 2 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Civil Rights Civil Rights - National Origin | 2 1 1 cated Items 63 cormation at Information - | 2 65 EMAIL ON | ILY | 1 55 1 | 2 67 | 71 1 1 1 | 1 | 14 5 | 3 6 1 1 | 2 | 56 | 3 | 18 28 2 1 1 762 2 2 4 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- | 2 1 1 cated Items 63 cormation at Information - | 2 65 EMAIL ON | ILY 1 | 1 55 1 | 2 67 | 71 1 1 | 1 | 14 5 | 3 6 1 1 | 2 | 56 | 3 | 18 28 2 1 1 762 2 2 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Current Topic | 2 1 1 cated Items 63 cormation at Information - | 2 65 EMAIL ON | ILY 1 | 1 55 1 | 2 67 | 71 1 1 1 | 1 | 14 5 81 | 3 6 1 1 | 2 | 56 | 3 | 18 28 2 1 1 762 2 2 4 1 3 |
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| Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Current Topic Current Topic - Current Topic Customer Service Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi | 2 1 1 1 cated Items 63 ormation at Information - Not Transgence 1 1 49 4 45 1 1 1 aged/Missing It 1 evices - Attach 2 1 disability (Nis/Amputees and and and and and and and and and and | 2 65 EMAIL ON der 5 52 1 51 1 2 hed to the E 1 1 d Casts | 1LY | 55 1 1 5 5 45 3 42 | 2 67 1 1 8 8 52 1 51 51 1 1 1 1 1 | 71 1 1 1 1 6 6 57 1 56 | 3 1 2 52 52 | 14 5 81 1 1 1 3 3 67 1 66 | 1 1 59 1 1 1 49 1 48 1 1 1 1 | 2 2 2 58 3 3 45 45 45 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 4 56 1 1 2 2 43 1 42 2 2 2 43 1 42 2 2 2 43 1 42 2 2 2 43 1 42 2 2 2 43 1 42 2 2 2 2 43 1 42 2 2 2 2 2 2 2 2 2 2 3 43 1 42 2 2 2 2 2 2 3 43 1 42 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | 3 63 1 1 55 3 52 | 18 28 2 1 1 762 2 2 4 1 3 1 1 41 41 618 20 598 1 1 1 2 2 1 0 6 4 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisor TWIC TWIC - General 2023 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Current Topic Current Topic - Current Topic Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis | 1 1 cated Items 63 ormation It Information - Not Transgence 1 1 49 4 45 1 1 1 aged/Missing It 1 devices - Attach 2 1 disability (Niss/Amputees an 1 ems - Carry ems - Checked | 2 65 EMAIL ON der 5 52 1 51 1 2 need to the E 1 1 d Casts 1 | 1LY | 55 1 1 5 5 45 3 42 | 2 67 1 1 8 8 52 1 51 51 1 1 1 1 1 | 71 1 1 1 1 6 6 57 1 56 | 3 1 2 52 52 | 14 5 81 1 1 1 3 3 67 1 66 | 1 1 59 1 1 1 49 1 48 1 1 1 1 | 2 2 2 58 3 3 45 45 45 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 4 56 1 1 2 2 43 1 42 2 2 2 43 1 42 2 2 2 43 1 42 2 2 2 43 1 42 2 2 2 43 1 42 2 2 2 2 43 1 42 2 2 2 2 2 2 2 2 2 2 3 43 1 42 2 2 2 2 2 2 3 43 1 42 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | 3 63 1 1 55 3 52 | 18 28 2 1 1 762 2 4 4 1 3 3 1 1 42 1 41 41 2 2 2 10 66 4 2 2 2 10 7 1 14 1 2 1 1 1 3 7 7 1 1 1 1 3 7 7 7 7 1 1 1 1 1 |

| | | | | ct Center (1 | | | | | | | | | |
|---------------------------------------------|---------------|----------|------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Missing Iter | ns - Checked | d | | | | | | | | | 1 | | 1 |
| Screening | 5 | 4 | 2 | 2 | 4 | 3 | 5 | 5 | 4 | 6 | 5 | 5 | 50 |
| Screening - Crew Member or Airline Emp | loyee | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | 3 | | 2 | | 1 | | | | 2 | 1 | | | 9 |
| Screening - Lengthy Lines | 1 | 2 | | | | | | 1 | | 2 | 2 | 2 | 10 |
| Screening - Procedures/Process | 1 | 1 | | 2 | 3 | 3 | 5 | 4 | 2 | 2 | 3 | 3 | 29 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | 1 |
| 2024 | 83 | 54 | 39 | 29 | | | | | | | | | 205 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| Customer Service - TSO | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | 77 | 46 | 28 | 20 | | | | | | | | | 171 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | 3 | | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 75 | 44 | 25 | 20 | | | | | | | | | 164 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missi | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked Bag | 1 | | | | | | | | | |
| No Jurisdiction | 1 | | 1 | | | | | | | | | | 2 |
| No Jurisdiction - No Referral | 1 | | 1 | | | | | | | | | | 2 |
| Notice of Violation/Civil Penalties | | | 1 | | | | | | | | | | |
| Notice of Violation/Civil Penalties - Gener | al | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | • |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | |
| Property - Special Handling | | 2 | 1 | 3 | | | | | | | | | 6 |
| Property - Special Handling - Damaged It | ems - Carry- | On | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry-Oi | n | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | | 1 | | | | | | | | | 2 |
| Screening | 3 | 3 | 4 | 1 | | | | | | | | | 11 |
| Screening - Procedures/Process | 3 | 2 | 4 | | | | | | | | | | 9 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | 1 |
| Screening - Shoe Screening | | | | 1 | | | | | | | | | |

| | | | SA CUIILA | i center (| icc) Dala | 1001 - FUIA | ١. | | | | | | |
|-------------------------------------------|--------------|-----------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MCK | 1 | 1 | 2 | 1 | | | | | | 1 | | | 6 |
| 2022 | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | 1 |
| 2023 | | | 1 | 1 | | | | | | 1 | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | 1 | | | 2 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | TSA Conta | ct Center (1 | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|-------------|-----------|-------------|--------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MCN | 2 | 3 | 3 | 1 | | 2 | 3 | 1 | 1 | | 2 | 1 | 1 |
| 2022 | 1 | 2 | 2 | 1 | | 1 | 3 | 1 | | | 2 | | 1 |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | 2 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | 2 | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on Lug | gage | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | | 1 | | | | 1 | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | 1 | 1 | | | | | |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | ns - Checke | d | | 1 | | | | 1 | | | | | |
| Screening | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | |
| 2023 | 1 | | 1 | | | 1 | | | 1 | | | 1 | |
| Civil Rights | | | | | | | | | | | | 1 | |
| Civil Rights - Race | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | 1 | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Ba | ggage | | | | | 1 | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| 2024 | | 1 | | | | | | | | | | | |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |

| | | | A Contact (| | • | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------|-----------------------|--------------|-------------------|--------------------|-------------------|---------|-------------------|-------------------|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Categories | 10-Oct | I1-Nov | 12-Dec (| 01-Jan (|)2-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MCO | 981 | 969 | 991 | 930 | 642 | 868 | 802 | 812 | 676 | 666 | 611 | 625 | 9,573 |
| 2022 | 214 | 254 | 301 | 240 | 236 | 386 | 395 | 402 | 346 | 316 | 313 | 306 | 3,709 |
| Additional Information Required/Insufficient Information | ormation | | | 1 | | | | | | | | 2 | 3 |
| Additional Information Required/Insufficier | nt Information | - EMAIL OI | NLY | 1 | | | | | | | | 2 | 3 |
| Airline | | 1 | 1 | | | | 1 | 1 | 1 | 1 | | 2 | 8 |
| Airline - Lost Baggage | | | | | | | | 1 | 1 | | | 1 | 3 |
| Airline - Policy/Regulations/Service | | 1 | 1 | | | | 1 | | | 1 | | 1 | 5 |
| Business, Suggestions, and Ideas | | ' | | | 1 | | ' | | | ' | | ' | 1 |
| Business, Suggestions, and Ideas - General | ral | | | | 1 | | | | | | | | 1 |
| Civil Rights | 2 | 5 | 7 | 5 | 2 | 5 | 9 | 4 | 5 | 5 | 10 | 5 | 64 |
| Civil Rights - Age | | 1 | - / | 5 | | 5 | 9 | 4 | 5 | 5 | 10 | 1 | |
| | | 1 | 4 | | | | | | | | | ı | 2 |
| Civil Rights - Civil Rights Violation (TSA E | mpioyee) | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | 2 | | | 1 | | 1 | | 1 | | 5 |
| Civil Rights - National Origin | | | 1 | | | | | | | 1 | 1 | | 3 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | 4 | 6 | 3 | 2 | 2 | 5 | 3 | 26 |
| Civil Rights - Racial Profiling or Discrimina | | 2 | 5 | 3 | | | | | | | | | 11 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | | | 1 | 1 | | 1 | | | 1 | 1 | 5 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | 2 | 1 | | | 3 |
| Civil Rights - Transgender Screening | 1 | 2 | | | | | 1 | | | 1 | 2 | | 7 |
| Claims | | 1 | | | 1 | 1 | | 1 | | | | | 4 |
| Claims - General | | 1 | | | 1 | | | 1 | | | | | 3 |
| Claims - Status | | | | | | 1 | | | | | | | 1 |
| Customer Service | 46 | 49 | 34 | 36 | 32 | 49 | 42 | 55 | 53 | 44 | 40 | 27 | 507 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | 1 | 1 | 1 | | 1 | | | | | 5 |
| Customer Service - TCC | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 44 | 49 | 34 | 35 | 31 | 47 | 42 | 54 | 53 | 44 | 40 | 27 | 500 |
| Expedited Passenger Screening Program | 99 | 112 | 156 | 121 | 130 | 236 | 253 | 244 | 207 | 195 | 200 | 202 | 2,155 |
| Expedited Passenger Screening Program | | 1 | 100 | 1 | 1 | 3 | 3 | 1 | 1 | 1 | 2 | 202 | 15 |
| Expedited Passenger Screening Program | | | | 1 | ı | 3 | J | 1 | 1 | - 1 | | | 2 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 15 | 11 | 5 | 8 | 5 | 8 | 9 | 10 | 6 | 4 | 7 | 91 |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 93 | 95 | 145 | 115 | 121 | 228 | 241 | 232 | 195 | 188 | 193 | 194 | 2,040 |
| Expedited Passenger Screening Program | 2 | 1 | | | | | 1 | 1 | | | 1 | 1 | 7 |
| Hazardous Materials Safety | | | | | | | | | 1 | | 1 | 1 | 3 |
| Hazardous Materials Safety - General | | | | | | | | | 1 | | 1 | 1 | 3 |
| Identification (ID) Requirements | 2 | 1 | 1 | | | | | | | | | | 4 |
| Identification (ID) Requirements - Domest | 2 | 1 | 1 | | | | | | | | | | 4 |
| Intranet/Internet Inquiries | | | | | 1 | | | | | | | | 1 |
| Intranet/Internet Inquiries - General | | | | | 1 | | | | | | | | 1 |
| Locks | 3 | 1 | 1 | 2 | | 2 | 1 | | | 1 | 2 | | 13 |
| Locks - Missing or Damaged Lock | 3 | 1 | 1 | 2 | | 2 | 1 | | | 1 | 2 | | 13 |
| Lost and Found | 1 | 3 | 2 | 1 | 3 | 2 | | 1 | 2 | 3 | 4 | 1 | 23 |
| Lost and Found - Airport/TSA | 1 | 3 | 2 | 1 | 3 | 2 | | 1 | 2 | 3 | 4 | 1 | 23 |
| Mishandling of Passenger Property | 4 | 5 | 6 | 2 | 4 | 6 | 4 | 9 | 11 | 11 | 14 | 11 | 87 |
| Mishandling of Passenger Property - Dam | 3 | 3 | 2 | 1 | | 3 | | 3 | 2 | 5 | 4 | 4 | 30 |
| Mishandling of Passenger Property - Dam | aged/Missii | 2 | 4 | | 4 | 2 | 3 | 6 | 7 | 4 | 10 | 6 | 48 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | | 1 | 1 | | 2 | 2 | | 1 | 9 |
| No Jurisdiction | | 1 | | 3 | 2 | 1 | | 4 | 2 | 3 | | 1 | 17 |
| No Jurisdiction - No Referral | | | | | | | | 3 | 1 | 1 | | | 5 |
| No Jurisdiction - Refer to CBP | | 1 | | 1 | 1 | 1 | | 1 | 1 | 2 | | 1 | 9 |
| No Jurisdiction - Refer to Other | | • | | 2 | 1 | • | | | | _ | | | 3 |
| Patdown | 1 | 8 | 4 | 3 | 1 | 4 | 3 | 7 | 3 | 5 | 6 | 7 | 52 |
| Patdown - Children | ' | 1 | - 4 | 1 | - | 2 | 3 | | 3 | J | 3 | 1 | 8 |
| Patdown - Flyer | 1 | 7 | 2 | | 1 | 2 | 2 | 0 | 2 | - | | | |
| • | 1 | / | 3 | 2 | I | | 3 | 6 | 3 | 5 | 3 | 6 | 42 |
| Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | 44 | 40 | 1 | | | 40 | 40 | 1 | 0 | | 7 | 40 | 2 |
| . , | 11 | 12 | 10 | 8 | 9 | 10 | 12 | 15 | 6 | 9 | 7 | 10 | 119 |
| Persons w/ Disabilities (PWD) - Autism S | | | D: 1.00 | 1 | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental | | 2 | 1 | 1 | 1 | | | | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | 1 | | 3 | 1 | 3 | 1 | 1 | | 12 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | sings/Masl | | 1 | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | 2 | 1 | 1 | 1 | 3 | 1 | 1 | | 1 | | 1 | | 12 |
| Persons w/ Disabilities (PWD) - Hearing I | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Dev | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Attac | hed to th | 1 | | | 1 | 1 | | | | | | 3 |
| | | 6 | 1 | | 1 | 2 | 2 | 10 | | 4 | 3 | 1 | 33 |
| Persons w/ Disabilities (PWD) - Medically | 3 | | | 1 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | 3 | 1 | 1 | | | | | 1 | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I | 1 1 | | 3 | ı | 1 | 1 | | 1 | | 1 | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi | 1 1 s/Amputees a | nd Casts | 3 2 | l | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av | 1 1 s/Amputees a 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im | 1 1 s/Amputees a 1 pairment | nd Casts | 2 | | | | | | 1 | | 1 | 1 | 4 5 2 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha | 1 1 s/Amputees a 1 pairment 2 | nd Casts 2 | 1 | 2 | 1 | 1 | 1 2 | 3 | | 2 | 1 | | 4 5 2 21 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items | 1 1 s/Amputees a 1 pairment 2 4 | nd Casts 2 1 3 | 2 | | | | | | | | 1 | 1 | 4 5 2 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco | nd Casts 2 1 3 1 | 1 | | | | | | | | 1 | 1 | 4 5 2 21 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices | nd Casts 2 1 3 | 1 | | | | | | | | 1 | 1 | 4 5 2 21 9 1 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Food/Beve | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices | nd Casts 2 1 3 1 | 1 2 | | | | | | | | 1 | 1 | 4 5 2 21 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 | nd Casts 2 1 3 1 | 1 2 | | | | | | | | 1 | 1 | 4 5 2 21 9 1 1 2 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 | 1 3 1 1 | 1 2 | | | | | | | | 1 | 1 | 4 5 2 21 9 1 1 2 1 3 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Trouch Avan Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchard Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Geronibited & Permitted Items - Liquids/Geronibited & Permitted Items - Liquids/Geronibited & Permitted Items - Marijuana | 1 1 1 s/Amputees a 1 1 pairment 2 4 d Tobacco Devices 2 | nd Casts 2 1 3 1 1 | 1 2 | 2 | 1 | 4 | 2 | 3 | 1 | 2 | | 1 3 | 4 5 2 21 9 1 1 2 1 3 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Avan Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - | 1 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 2 20 | 1 3 1 1 1 12 | 1 2 1 1 1 2 2 5 | 2 | 1 16 | 4 | 2 | 3 | 13 | 2 | 10 | 1 3 | 4 5 2 21 9 1 1 2 1 3 1 189 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchest Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Food/Bever Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Prohibited & Permitted Items - Marijuana Property - Special Handling Property - Special Handling - Damaged Items | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 2 2 20 8 | 1 3 1 1 1 1 1 2 5 | 1 2 1 1 1 1 2 2 5 6 | 2 16 4 | 16 4 | 22 3 | 2 | 3 | 13 2 | 12 | | 10 1 | 4 5 2 21 9 1 1 2 1 3 1 189 55 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Avan Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - Wheelchate (Pwb) - | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 2 2 20 8 | 1 3 1 1 1 12 | 1 2 1 1 1 2 2 5 | 2 | 1 16 | 4 | 2 | 3 | 13 | 2 | 10 | 1 3 | 4 5 2 21 9 1 1 2 1 3 1 189 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchest Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Food/Bever Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Prohibited & Permitted Items - Marijuana Property - Special Handling Property - Special Handling - Damaged Items | 1 1 1 s/Amputees a 1 1 pairment 2 4 d Tobacco Devices 2 2 20 8 4 4 | 1 3 1 1 1 1 1 2 5 | 1 2 1 1 1 1 2 2 5 6 | 2 16 4 | 16 4 | 22 3 | 18 8 | 3 | 13 2 | 12 | 10 | 10 1 | 4 5 2 21 9 1 1 2 1 3 1 189 55 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Whee | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 2 20 8 4 4 7 | 1 3 1 1 1 1 2 5 4 | 1 2 1 1 1 2 5 6 5 5 | 16 4 4 | 16 4 4 | 22 3 3 | 18 8 | 15 5 | 13 2 2 | 12 3 2 | 10 6 | 1 3 10 1 2 | 4 5 2 21 9 1 1 2 1 3 1 189 55 |
| Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Wheelchese (PwD) - Whee | 1 1 s/Amputees a 1 pairment 2 4 d Tobacco Devices 2 2 20 8 4 4 7 | 1 1 1 1 2 5 4 2 | 1 1 2 1 1 1 2 5 6 5 9 | 16 4 4 | 16 4 4 6 | 22 3 3 12 | 18 8 1 6 | 15 5 | 13 2 2 4 | 12 3 2 5 | 10 6 | 1 3 10 1 2 3 | 4 5 2 21 9 1 1 1 2 1 3 1 1 8 5 5 5 5 5 3 1 6 6 6 |

| | | | | | Center (TCC | | | | | | | | | |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------|---------|-------------|-----|-------|-----|------------------|--------|--------|----------|--------|---------------------------------------|
| egories | | 10-Oct 1 | 1-Nov 12 | | 01-Jan 0 | | | • | 5-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | Request for Assistance - Other | | | 1 | | 2 | 1 | 1 | | | | 1 | | 6 |
| | eening | 21 | 39 | 51 | 42 | 32 | 47 | 51 | 46 | 42 | 27 | 18 | 26 | 442 |
| | Screening - Children | | 2 | | | | | | 1 | 4 | 4 | | | 3 |
| | Screening - Crew Member or Airline Empl Screening - Gate Pass | loyee I | | | | | | | | 1 | 1 1 | | | 1 |
| | Screening - Inconsistency | 2 | 2 | 10 | 7 | 4 | 1 | 7 | 6 | 7 | 2 | 1 | 6 | 55 |
| | Screening - Lengthy Lines | 3 | 11 | 26 | 7 | 14 | 22 | 20 | 16 | 10 | 2 | 2 | 3 | 136 |
| | Screening - Opposite Gender | Ü | | 1 | | | | 20 | 10 | 10 | | | | 1 |
| | Screening - Procedures/Process | 15 | 24 | 13 | 27 | 13 | 21 | 24 | 20 | 24 | 21 | 13 | 15 | 230 |
| | Screening - Retrieving Abandoned/Confis | 1 | | 1 | 1 | 1 | 3 | | 3 | | | 2 | 2 | 14 |
| TWI | IC . | | | | | | | | | | | | 1 | 1 |
| | TWIC - General | | | | | | | | | | | | 1 | 1 |
| 2023 | | 379 | 398 | 399 | 403 | 406 | 482 | 407 | 410 | 330 | 350 | 298 | 319 | 4,581 |
| | ditional Information Required/Insufficient In | | | 2 | 2 | | | | 1 | | | | | 5 |
| | Additional Information Required/Insufficien | nt Information - ¹ | EMAIL | 2 | 2 | | | | 1 | | | | | 5 |
| | vanced Imaging Technology (AIT) | | | 1 | | | 1 | | | | | | | 2 |
| | Advanced Imaging Technology (AIT) - Fly Advanced Imaging Technology (AIT) - Ge | | | 1 | | | 1 | | | | | | | 1 1 |
| Airli | | ilici ai | | 1 | 1 | | 2 | | 2 | | 1 | 2 | 1 | 10 |
| | Airline - Lost Baggage | | | | ' | | | | 1 | | ' | | | 10 |
| | Airline - Policy/Regulations/Service | | | 1 | 1 | | 2 | | 1 | | 1 | 2 | 1 | 9 |
| | il Rights | 2 | 3 | 6 | 8 | 3 | 6 | 5 | 7 | 14 | 7 | 4 | 4 | 69 |
| | Civil Rights - Age | 1 | | 2 | | | | | 1 | 1 | | | | 5 |
| | Civil Rights - Civil Rights Violation (TSA E | Employee) | | 1 | | | | | | | | | | 1 |
| | Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| | Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| | Civil Rights - Not Specified | | | | 1 | | | | | | 1 | 1 | | 3 |
| | Civil Rights - Perceived Religion | | | | 1 | | | | | | | | 1 | 2 |
| | Civil Rights - Profiling | | | | | | | | | 1 | 1 | | | 2 |
| | Civil Rights - Race | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 3 | 10 | 1 | 1 | 2 | 30 |
| | Civil Rights - Screening of Religious Cultu | | | | | | | | | 1 | | 1 | | 2 |
| | Civil Rights - Screening of Religious or Cu | | | | | | | | 1 | | | | | 1 |
| | Civil Rights - Sex/Gender/Gender Identity | | 2 | | 2 | | 4 | 2 | 1 | 1 | 4 | 1 | 1 | 18 |
| | Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening | linsgender | | | 2 | 1 | | | | | | | | 1 2 |
| Clai | | 1 | | | 1 | | | | 1 | | 1 | | | 4 |
| | Claims - General | ' | | | 1 | | | | 1 | | 1 | | | 3 |
| | Claims - Status | 1 | | | | | | | | | | | | 1 |
| Cus | stomer Service | 35 | 35 | 36 | 46 | 48 | 53 | 54 | 41 | 35 | 40 | 22 | 37 | 482 |
| | Customer Service - CSM | | | | | | | | 1 | | | | | 1 |
| | Customer Service - Others | | | 2 | | | | | | | | | | 2 |
| | Customer Service - TSO | 35 | 35 | 34 | 46 | 48 | 53 | 54 | 40 | 35 | 40 | 22 | 37 | 479 |
| | S TRIP | | | | | | | | | | | 1 | | 1 |
| | DHS TRIP - General | | | | | | | | | | | 1 | | 1 |
| | pedited Passenger Screening Program | 254 | 270 | 267 | 237 | 263 | 283 | 258 | 254 | 204 | 221 | 197 | 210 | 2,918 |
| | Expedited Passenger Screening Program | | | | 1 | 1 | 4 | | | | 0 | | | 2 |
| | Expedited Passenger Screening Program | | 3 11 | 2 15 | 4 | 4 | 3 | 6 | 7 | 5 | 2 | - | 4 | 15 77 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program | | 255 | 249 | 225 | 257 | 279 | 249 | 247 | 199 | 215 | 5 192 | 206 | 2,817 |
| | Expedited Passenger Screening Program | | 1 | 1 | 3 | 1 | 213 | 1 | 241 | 100 | 210 | 132 | 200 | 7 |
| | zardous Materials Safety | 10,45.10 | 1 | | 1 | | | | | 1 | | 2 | | 5 |
| | Hazardous Materials Safety - General | | 1 | | 1 | | | | | 1 | | 2 | | 5 |
| Lock | ks | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | | 1 | 15 |
| | Locks - General | | | | | 1 | | | | | | | | 1 |
| | Locks - Missing or Damaged Lock | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | 1 | 14 |
| | t and Found | | | | | | 2 | | 2 | | 1 | | 2 | 7 |
| | Lost and Found - Airport/TSA | | | | | | 2 | | 2 | | 1 | | 2 | 7 |
| | handling of Passenger Property | 12 | 12 | 7 | 12 | 8 | 13 | 13 | 17 | 11 | 10 | 8 | 7 | 130 |
| | Mishandling of Passenger Property - Dam | | 7 | 6 | 8 | 3 | 8 | 7 | 10 | 6 | 5 | 4 | 6 | 73 |
| | Mishandling of Passenger Property - Dam | | 4 | 1 | <u>3</u> | 3 | 4 | 5 | 5 | 5 | 5 | 2 | 1 | 44 |
| | Mishandling of Passenger Property - Disa Jurisdiction | 3 | 1 | | 1 | 2 | 1 2 | 1 | 1 | 1 | 1 | 1 | | 13 9 |
| | No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| | No Jurisdiction - Refer to CBP | | | | | 2 | 2 | | | | | | | 4 |
| | No Jurisdiction - Refer to Other | | | | 1 | | | | | 1 | 1 | 1 | | 4 |
| | ice of Violation/Civil Penalties | | | | | | | | | | | 1 | 1 | 2 |
| | Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | | 1 | 1 | 2 |
| | down | 6 | 3 | 7 | 8 | 8 | 9 | 7 | 11 | 10 | 6 | 5 | 4 | 84 |
| | Patdown - Children | | | 1 | 2 | 1 | - | | | | 1 | | | 5 |
| | Patdown - Flyer | 6 | 3 | 5 | 5 | 7 | 9 | 6 | 11 | 10 | 5 | 5 | 4 | 76 |
| | Patdown - Flyer as Observer | | | 1 | 1 | | | 1 | | | | | | 3 |
| | | 10 | 13 | 8 | 13 | 5 | 19 | 18 | 19 | 17 | 19 | 13 | 6 | 160 |
| Pers | sons w/ Disabilities (PWD) | | | 1 | | | 2 | 3 | 2 | | 6 | 2 | | 20 |
| Pers | Persons w/ Disabilities (PWD) - Autism S | | 2 | | | | | | | | | | | 2 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca | ancer | | 2 | | | | | | | | | | |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g | ancer general) Not Br | east Cancer | 2 | | 1 | | | 4 | | | | | 1 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive | ancer general) Not Br e/Developm | east Cancer 1 | 2 | | 1 | 1 | A | 1 | A | 1 | 1 | | 1 7 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes | ancer general) Not Br /Developm | east Cancer | 2 | | 1 | 1 1 | 1 | 1 3 | 1 | 1 3 | 1 2 | 1 | 1 7 14 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/0 | ancer general) Not Br /Developm | east Cancer 1 1 | 2 | | | | | 3 | | | | 1 | 1 7 14 1 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General | ancer general) Not Br de /Developm | east Cancer 1 | 2 | 4 | 1 | | 2 | | 1 | | | 1 | 1 7 14 1 7 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I | ancer general) Not Br e /Developm 1 mpairment | east Cancer 1 1 | 2 | 1 | | 1 | | 3 | | | | | 1 7 14 1 7 2 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M | ancer general) Not Br b /Developm 1 mpairment Medical Device | east Cancer 1 1 2 | 2 | 1 | | 1 | 2 | 1 2 | | | | 1 | 1 7 14 1 7 2 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I | ancer general) Not Br b //Developm 1 mpairment Medical Device: | east Cancer 1 1 2 | 2 | | | 1 1 1 | 2 | 3 | 1 | 3 | 1 | 1 | 1 7 14 1 7 2 5 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M | ancer general) Not Br e /Developm 1 mpairment Medical Device: 1 1 | east Cancer 1 1 2 | 2 1 | 1 | | 1 | 2 | 1 2 | | | 2 | | 1 7 14 1 7 2 |
| Pers | Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/Q Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I | ancer general) Not Br a /Developm 1 mpairment Medical Device 1 1 plants (joint) | east Cancer 1 1 2 | 2 1 | 1 | | 1 1 1 | 2 | 3 1 2 1 | 7 | 3 | 1 | 1 | 1 7 14 1 7 2 5 6 |

| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | 2-Dec 0 |)1-Jan 0 1 |)2-Feb 0 | 3-Mar 0 | 4-Apr (| 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------------------|----------|---------|---------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Respirate | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelch 3 2 Property - Special Handling 14 6 Property - Special Handling - Damaged It 5 2 Property - Special Handling - Damaged It 3 2 | | | | | | 1 | 2 | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelch 3 2 Property - Special Handling 14 6 Property - Special Handling - Damaged It 5 2 Property - Special Handling - Damaged It 3 2 | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelche 3 2 Property - Special Handling 14 6 Property - Special Handling - Damaged Ite 5 2 Property - Special Handling - Damaged Ite 3 2 | | | | 1 | | | | | | | |
| Property - Special Handling 14 6 Property - Special Handling - Damaged Ite 5 2 Property - Special Handling - Damaged Ite 3 2 | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged Ite 5 2 Property - Special Handling - Damaged Ite 3 2 | | 7 | 2 | 3 | | 3 | 3 | 2 | 2 | 1 | |
| Property - Special Handling - Damaged Ite 3 2 | 6 | 19 | 7 | 17 | 5 | 15 | 5 | 9 | 13 | 15 | 1 |
| | 1 | 5 | 2 | 3 | | 3 | 2 | 2 | 2 | 4 | |
| | | 1 | 2 | 3 | 2 | 3 | | 3 | 2 | 1 | |
| Property - Special Handling - Missing Item 1 2 | 2 | 6 | 2 | 6 | 1 | 5 | 1 | 2 | 1 | 8 | |
| Property - Special Handling - Missing Item 5 | 3 | 7 | 1 | 5 | 2 | 4 | 2 | 2 | 8 | 2 | |
| Request for Assistance 1 | | | | | | | | | 1 | | |
| Request for Assistance - Other 1 | | | | | | | | | 1 | | |
| Screening 43 53 | 56 | 52 | 60 | 74 | 46 | 37 | 31 | 33 | 28 | 30 | 5 |
| Screening - Children | | | | | | | | | 1 | | |
| Screening - Crew Member or Airline Empl 4 | 2 | 6 | | 1 | | | 1 | 1 | | 1 | |
| Screening - Inconsistency 1 1 | 15 | 6 | 5 | 6 | 4 | 4 | 5 | 1 | 4 | | |
| Screening - International Screening | 10 | 1 | 3 | 0 | 7 | | J | 1 | | 1 | |
| | 21 | 12 | 22 | 18 | 22 | 9 | 10 | 6 | 6 | | 1 |
| | | | 23 | | 22 | | 12 | | | | |
| Screening - Procedures/Process 17 28 | 13 | 27 | 31 | 45 | 17 | 23 | 12 | 23 | 16 | | 2 |
| Screening - Retrieving Abandoned/Confis 3 3 | 4 | | 1 | 4 | 3 | 1 | 1 | 2 | 1 | 1 | |
| Screening - Security Breach | 1 | | | | | | | | | | |
| TWIC | | 1 | | | | | | | | 1 | |
| TWIC - General | | 1 | | | | | | | | 1 | |
| 2024 388 317 | 291 | 287 | | | | | | | | | 1,2 |
| Additional Information Required/Insufficient Information | | 1 | | | | | | | | | |
| Additional Information Required/Insufficient Information - EMAIL ONL | Υ | 1 | | | | | | | | | |
| Airline 1 2 | | 3 | | | | | | | | | |
| | | 1 | | | | | | | | | |
| Airline - Lost Baggage | | | | | | | | | | | |
| Airline - Policy/Regulations/Service 1 2 | | 2 | | | | | | | | | |
| Civil Rights 5 4 | 7 | 2 | | | | | | | | | |
| Civil Rights - Constitutional Rights 1 | | 1 | | | | | | | | | |
| Civil Rights - Not Specified 1 | 2 | | | | | | | | | | |
| Civil Rights - Race 2 1 | 3 | | | | | | | | | | |
| Civil Rights - Screening of Religious or Ct 1 | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity 1 | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening 1 1 | 1 | | | | | | | | | | |
| Customer Service 30 29 | 39 | 54 | | | | | | | | | |
| | 39 | | | | | | | | | | |
| Customer Service - CSM | | 1 | | | | | | | | | |
| Customer Service - Others 1 | 1 | 1 | | | | | | | | | |
| Customer Service - TSO 30 28 | 38 | 52 | | | | | | | | | |
| Expedited Passenger Screening Program 285 221 | 184 | 175 | | | | | | | | | |
| Expedited Passenger Screening Program - DoD | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program 4 2 | 7 | 7 | | | | | | | | | |
| Expedited Passenger Screening Program 281 219 | 176 | 167 | | | | | | | | | |
| Hazardous Materials Safety 1 | | | | | | | | | | | |
| Hazardous Materials Safety - General 1 | | | | | | | | | | | |
| Human Capital 1 | | | | | | | | | | | |
| · | | | | | | | | | | | |
| | | | | | | | | | | | |
| Locks 2 2 | 1 | 1 | | | | | | | | | |
| Locks - General | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock 2 2 | | 1 | | | | | | | | | |
| Lost and Found 1 | 3 | 4 | | | | | | | | | |
| Lost and Found - Airport/TSA 1 | 3 | 4 | | | | | | | | | |
| Mishandling of Passenger Property 10 8 | 10 | 10 | | | | | | | | | |
| Mishandling of Passenger Property - Dam 4 3 | 5 | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Dam 3 5 | 4 | 7 | | | | | | | | | |
| Mishandling of Passenger Property - Disa 3 | 1 | , | | | | | | | | | |
| | | 4 | | | | | | | | | |
| | 1 | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP 2 | | | | | | | | | | | |
| No Jurisdiction - Refer to Other 1 | | 1 | | | | | | | | | |
| Patdown 3 5 | 3 | 3 | | | | | | | | | |
| Patdown - Children 1 | | | | | | | | | | | |
| Patdown - Flyer 2 4 | 1 | 3 | | | | | | | | | |
| Patdown - Flyer as Observer 1 | 2 | | | | | | | | | | |
| | | 7 | | | | | | | | | |
| | 4 | 7 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Car | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes 1 | | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically 3 1 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | | | | | | |
| | 1 | ' | | | | | | | | | |
| | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipmon Persons w/ Disabilities (PWD) - Service Animals | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipmorersons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipmorersons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 Prohibited & Permitted Items 1 Prohibited & Permitted Items 1 | 16 | 19 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 Prohibited & Permitted Items 1 Prohibited & Permitted Items 1 Property - Special Handling 11 13 | 16 | 12 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 Prohibited & Permitted Items 1 Prohibited & Permitted Items - Liquids/Gels/Aerosols 1 Property - Special Handling 11 13 Property - Special Handling - Damaged Ite 4 5 | 16 2 | 12 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 Prohibited & Permitted Items 1 Prohibited & Permitted Items 1 Property - Special Handling 11 13 Property - Special Handling - Damaged It 4 5 Property - Special Handling - Damaged It 1 2 | 2 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 Prohibited & Permitted Items 1 Prohibited & Permitted Items - Liquids/Gels/Aerosols 1 Property - Special Handling 11 13 Property - Special Handling - Damaged It 4 5 Property - Special Handling - Damaged It 1 2 Property - Special Handling - Damaged It 1 3 | 9 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Wheelch 4 2 Persons w/ Disabilities (PWD) - Wounded Warrior 1 Prohibited & Permitted Items 1 Prohibited & Permitted Items 1 Property - Special Handling 11 13 Property - Special Handling - Damaged It 4 5 Property - Special Handling - Damaged It 1 2 | 2 | 2 | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Request for Assistance - Other | | | 1 | 1 | | | | | | | | | 2 |
| Screening | 29 | 23 | 22 | 13 | | | | | | | | | 87 |
| Screening - Children | | 1 | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | 3 | 1 | 1 | | | | | | | | | | 5 |
| Screening - Lengthy Lines | 11 | 9 | 11 | 6 | | | | | | | | | 37 |
| Screening - Procedures/Process | 15 | 12 | 9 | 7 | | | | | | | | | 43 |
| | | | | | | | | | | | | | |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------|------------|--------|------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 2 | 3 | 1 | | | | 1 | | | | | 7 |
| | | | 1 | | | | 1 | | | | | 2 |
| | | | 1 | | | | 1 | | | | | 2 |
| - TSA PreC | heck | | 1 | | | | 1 | | | | | 2 |
| | 2 | 3 | | | | | | | | | | |
| | | 1 | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | 2 | | | | | | | | | | 2 |
| - TSA PreC | heck | 2 | | | | | | | | | | 2 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | 1 |
| | - TSA PreC | | - TSA PreCheck 2 3 - 11-Nov 12-Dec 2 3 - 1 1 1 1 1 2 | 10-Oct 11-Nov 12-Dec 01-Jan 2 3 1 1 - TSA PreCheck 1 2 3 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 2 3 1 1 1 - TSA PreCheck 1 2 3 1 1 1 1 2 3 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 2 3 1 1 1 - TSA PreCheck 1 2 3 1 1 1 1 1 1 2 1 | 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 2 3 1 1 1 1 - TSA PreCheck 1 1 1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 2 3 1 1 1 1 1 - TSA PreCheck 1 1 1 2 3 1 1 1 1 2 3 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 2 3 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 2 3 1 1 1 1 1 1-TSA PreCheck 1 1 1 1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| Categories | 10-Oct | | A Contact (| | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|----------------|---------------|--------------|----------|--------|--------|--------|----------------|--------|--------|--------|--------|------------|
| MDT | 42 | 41 | 26 | 33 | 18 | 30 | 04-Apr | 05-IVIAY 22 | 20 | 18 | | | 314 |
| 2022 | 42 8 | 41 8 | 26 7 | 33 9 | 18 | 14 | 12 | 8 | 10 | 18 | 13 | | 314 113 |
| Civil Rights | ð | ð | 1 | 9 | ð | 14 | 12 | 8 | 10 | 6 | 13 | 10 | 113 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | 2 | 1 | 1 | | 1 | 2 | 2 | | 1 | 1 | | 4 | 15 |
| Customer Service - TSO | | 1 | 1 | | 1 | | | | 1 | | | | |
| Expedited Passenger Screening Program | 3 | | | 0 | | 2 | 2 | 0 | | 1 | 40 | 4 | 15 |
| | | 5 | 3 | 9 | 5 | 10 | 5 | 8 | 8 | 3 | 12 | 5 | 76 |
| Expedited Passenger Screening Program | | otion Dros | 4 | | | 1 | 4 | | 4 | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | 1 | | 0 | 1 | 0 | 1 | 2 | 40 | | 4 |
| Expedited Passenger Screening Program | 3 | 5 | 2 | 8 | 5 | 9 | 4 | 8 | 7 | 3 | 12 | 5 | 71 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domesti | С | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | 1 | | | | 1 | | | | | | 3 |
| Patdown - Flyer | | | 1 | | | | 1 | | | | | | 2 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing In | mpairment | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Device | es | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | ledication ar | nd Medical S | Supplies | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | - | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | ls/Aerosols | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | 1 | 1 | 2 | | | 1 | | | 7 |
| Property - Special Handling - Damaged Ite | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | | | | | | • | 1 | | | 1 | | | 3 |
| Property - Special Handling - Missing Item | | | | | 1 | | 1 | | | | | | 2 |
| Screening | 1 | | | | 1 | | 2 | | | | 1 | | 5 |
| Screening - Procedures/Process | 1 | | | | 1 | | 2 | | | | 1 | | 5 |
| 2023 | 13 | 20 | 8 | 12 | 10 | 16 | 8 | 14 | 10 | 12 | 11 | 10 | 144 |
| Airline | 13 | 1 | 0 | 12 | 10 | 10 | 0 | 14 | 10 | 12 | | 10 | 144 |
| | | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 3 | 1 | 2 | 1 | 2 | 1 | | 1 | | | 1 | 12 |
| Customer Service - TSO | | 3 | 1 | 2 | 1 | 2 | 1 | | 1 | | | 1 | 12 |
| Expedited Passenger Screening Program | 12 | 14 | 6 | 8 | 7 | 11 | 6 | 14 | 8 | 12 | 9 | 6 | 113 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | 11 | 13 | 5 | 8 | 7 | 10 | 6 | 14 | 8 | 12 | 9 | 5 | 108 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCarr | y-on Lugga | ge | | 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) | | | | | | | | | | | 2 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | ledication ar | nd Medical S | Supplies | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | - ' ' | | | | | | | | 1 | 1 |
| Property - Special Handling | | 1 | | | 2 | | | | | | | 1 | 4 |
| Property - Special Handling - Missing Item | s - Carry-C | 1 | | | _ | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | | | | | 2 | | | | | | | | 2 |
| Screening | 1 | | | 1 | | 2 | 1 | | 1 | | | | 6 |
| Screening - Inconsistency | 1 | | | - 1 | | 1 | 1 | | 1 | | | | |
| | 1 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | 1 | | | | 3 |
| Screening - Retrieving Abandoned/Confisc | | | | 1 | | | | | | | | | 1 |
| 2024 | 21 | 13 | 11 | 12 | | | | | | | | | 57 |
| Customer Service | 1 | 2 | 2 | 1 | | | | | | | | | 6 |
| Customer Service - TSO | 1 | 2 | 2 | 1 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 17 | 11 | 8 | 8 | | | | | | | | | 44 |
| Expedited Passenger Screening Program | 1 | 1 | | 2 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 16 | 10 | 8 | 6 | | | | | | | | | 40 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsUns | pecified I | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | isability (Not | Wheelchair | or Scoot | 1 | | | | | | | | | 1 |
| Screening | 3 | | 1 | 1 | | | | | | | | | 5 |
| Screening - Procedures/Process | 2 | | 1 | 1 | | | | | | | | | 4 |
| Screening - Shoe Screening | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | TS | A Contact C | enter (TC | C) Data Too | I - FOIA | | | | | | | |
|----------------------------------------------------------------|--------------------|----------|---------------|-----------|-------------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 11-I | VoV | 12-Dec 0 | 1-Jan | 02-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MDW | 209 | 190 | 213 | 178 | 109 | 139 | 140 | 151 | 151 | 173 | 153 | 171 | 1,977 |
| 2022 | 44 | 35 | 46 | 41 | 41 | 48 | 64 | 71 | 69 | 71 | 85 | 65 | 680 |
| Additional Information Required/Insufficient Information | formation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficien | | MAIL O | NLY | | | | | | | | | 1 | 1 |
| Airline | | | 1 | | | | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | 1 | | 2 |
| Civil Rights | 1 | | 1 | 2 | | | 1 | 1 | 4 | | 1 | 1 | 12 |
| Civil Rights - Constitutional Rights | | | | | | | ' | ' | 1 | | ' | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | 1 | | - 1 | | | | 2 |
| | | | | ı | | | ı | 4 | 0 | | | 4 | |
| Civil Rights - Race | | | | 4 | | | | 1 | 2 | | | 1 | 4 |
| Civil Rights - Racial Profiling or Discrimin | | _ | 1 | 1 | | | | | | | 4 | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgende | | | | | | | | | | 1 | | 1 |
| Claims | | | | | | | | | | | 1 | | 1 |
| Claims - General | | | | | | | | | | | 1 | | 1 |
| Customer Service | 8 | 4 | 5 | 2 | 5 | 4 | 6 | 7 | 12 | 10 | 10 | 7 | 80 |
| Customer Service - TSO | 8 | 4 | 5 | 2 | 5 | 4 | 6 | 7 | 12 | 10 | 10 | 7 | 80 |
| Expedited Passenger Screening Program | 27 | 28 | 30 | 27 | 27 | 36 | 46 | 53 | 37 | 46 | 53 | 42 | 452 |
| Expedited Passenger Screening Program | - DoD | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 3 | | 3 | 1 | 2 | | 6 | 3 | 2 | 1 | | 22 |
| Expedited Passenger Screening Program | | 25 | 30 | 24 | 26 | 33 | 45 | 47 | 34 | 44 | 52 | 42 | 428 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Locks | 10,12110 2p. | 0,000 | Opt III | | | | | | | | 1 | 1 | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | 1 | 2 |
| Lost and Found | | | | 1 | | | 1 | | 1 | 1 | 1 | 1 | 6 |
| | | | | 1 | | | | | 1 | 1 | 1 | 1 | |
| Lost and Found - Airport/TSA | | | _ | | | | 1 | | | | | | 6 |
| Mishandling of Passenger Property | 1/5 ** ** | 1 | 2 | 1 | | | 1 | 2 | 3 | 3 | 4 | 2 | 19 |
| Mishandling of Passenger Property - Dam | | | 1 | 1 | | | | 1 | 1 | 2 | 1 | 2 | 9 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | 1 | | | | 1 | 1 | 2 | 1 | 3 | | 10 |
| No Jurisdiction | | | | | | 1 | | 1 | 1 | 1 | | | 4 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | 1 | | | 2 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | | | | 1 | | | | | | | | | 1 |
| Patdown | | | 1 | - 1 | | 1 | 1 | | | | 1 | 4 | 9 |
| | 1 | | | | | | 1 | | | | 1 | 4 | |
| Patdown - Children | | | 1 | | | 1 | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | 1 | | | | 1 | 3 | 6 |
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | 3 | 2 | 4 | 2 | 1 | 1 | 2 | 2 | 1 | 20 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | 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 | | cation a | and Medical S | Supplies | 1 | 1 | | | | 2 | 2 | | 6 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | 1 | 1 | | | | | | | 1 | 3 |
| | | | 01 30001 | 1 | - ' | | | | 1 | | | - ' | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | Jasis | | | | | 4 | | ı | | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Segv | /ay | | 1 | | 1 | | | | | | | 2 |
| Property - Special Handling | 1 | | 4 | 1 | 5 | | 1 | | 2 | 3 | 5 | 2 | 24 |
| Property - Special Handling - Damaged Ite | ems - Carry-On | | 2 | 1 | 1 | | 1 | | | 1 | 3 | 1 | 10 |
| Property - Special Handling - Damaged Ite | ems - Checked | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | 1 | | 2 | | | | 1 | 1 | 1 | 1 | 7 |
| Property - Special Handling - Missing Iten | | | | | 2 | | | | 1 | 1 | 1 | | 6 |
| Screening | 4 | 2 | 2 | 3 | 2 | 2 | 5 | 6 | 8 | 5 | 5 | 3 | 47 |
| Screening - Crew Member or Airline Empl | | _ | | | | | | | 0 | 1 | 3 | 3 | 1 |
| Screening - Inconsistency | | | | 1 | | 1 | | 2 | | 1 | 1 | | 5 |
| | | | | - 1 | | 1 | | | 1 | | I | | |
| Screening - Lengthy Lines | 4 | 2 | | 1 | 2 | 4 | 4 | | 7 | 4 | | | 1 |
| Screening - Procedures/Process | | | 2 | | | 1 | 4 | 4 | / | 4 | 4 | 3 | 38 |
| Screening - Retrieving Abandoned/Confis | | • | •- | 1 | • | | 1 70 | | | | | | 2 |
| 2023 | 72 | 84 | 92 | 85 | 68 | 91 | 76 | 80 | 82 | 102 | 68 | 106 | 1,006 |
| Additional Information Required/Insufficient In | | | | | 1 | | | 1 | | | | | 3 |
| Additional Information Required/Insufficient | 1 | | | | 1 | | | 1 | | | | | 3 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | 3 | 3 | 2 | | | 1 | 1 | 3 | 3 | 2 | 3 | 22 |
| Civil Rights - National Origin | | | - | | | | 1 | | | | _ | | 1 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Race | | 1 | 1 | 1 | | | | | 2 | 1 | 2 | 2 | 10 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | Not Transgered | | 2 | - 1 | | | | 1 | | 2 | | | |
| · · · · · · · · · · · · · · · · · · · | | | | | | | | 1 | | | | | 5 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | - | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | 2 | | 1 | | | | | | | | | 3 |
| Customer Service | 11 | 6 | 12 | 13 | 7 | 7 | 12 | 16 | 8 | 16 | 11 | 10 | 129 |
| Customer Service - TSO | 11 | 6 | 12 | 13 | 7 | 7 | 12 | 16 | 8 | 16 | 11 | 10 | 129 |
| Expedited Passenger Screening Program | 46 | 54 | 60 | 50 | 39 | 63 | 44 | 44 | 47 | 58 | 35 | 68 | 608 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 2 | 1 | 1 | 4 | 1 | | | | | 1 | 13 |
| Expedited Plassenger Screening Program | | 53 | 58 | 49 | 38 | 59 | 42 | 44 | 47 | 58 | 35 | 67 | 594 |
| Locks | 44 | JJ | 00 | 49 | 30 | | 42 | 44 | 41 | 56 | 33 | 07 | |
| | | | | | | 2 | | | | | | | 3 |
| Locks - Missing or Damaged Lock | - | | - | 1 | | 2 | | _ | | | | | 3 |
| Mishandling of Passenger Property | 2 | 6 | 3 | 1 | 3 | 2 | 4 | 2 | 4 | 5 | 7 | 4 | 43 |
| Mishandling of Passenger Property - Dam | | 2 | 3 | | 1 | 2 | 2 | 2 | 2 | 3 | 5 | 2 | 26 |
| Mishandling of Passenger Property - Dam | | 4 | | 1 | 2 | | 1 | | 1 | 2 | 2 | 2 | 15 |
| Mishandling of Passenger Property - Disa | rrayed ItemsCar | ry-on o | r Checked | | | | 1 | | 1 | | | | 2 |
| | | | | | | | | | | | | | |

| | | Т | SA Contac | t Center (1 | CC) Data | ΓοοΙ - FΟΙΑ | | | | | | | |
|-------------------------------------------------------------------------|----------------|------------|-----------|-------------|----------|-------------|----------|--------|--------|--------|--------|--------|------|
| gories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
| No Jurisdiction | | 1 | | | | | | | 1 | | | | _ |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | |
| Patdown | 3 | | 1 | | 2 | | 1 | | 3 | 2 | 2 | 2 | |
| Patdown - Flyer | 3 | | 1 | | 2 | | 1 | | 2 | 2 | | 2 | |
| Patdown - Flyer as Observer | _ | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | 3 | 1 | 4 | 3 | 4 | 3 | 1 | 3 | 4 | 4 | 4 | 4 | |
| Persons w/ Disabilities (PWD) - Autism S | | ' | 1 | 0 | | 0 | ' | | | | | | |
| | | ntal /Mant | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | mai /iviem | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 2 | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | 3arments/Dre | essings/Ma | isks | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | 1 | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | | | 1 | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | | | | | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | |
| Property - Special Handling | 2 | 2 | 2 | 2 | 8 | 3 | 1 | 4 | 4 | 5 | | 5 | |
| | | | | | | | <u>'</u> | | | | | | |
| Property - Special Handling - Damaged It | | | 2 | 1 | 3 | 1 | | 3 | 3 | 3 | | 3 | |
| Property - Special Handling - Missing Iten | | 2 | | 1 | 3 | 1 | | 1 | 1 | | 1 | | |
| Property - Special Handling - Missing Iten | | | | | 2 | 1 | 1 | | | 2 | | 2 | |
| Screening | 3 | 10 | 7 | 13 | 4 | 11 | 12 | 9 | 8 | 9 | 4 | 10 | |
| Screening - Crew Member or Airline Emp | 1 | 2 | | 1 | 1 | | | | | | | | |
| Screening - Inconsistency | | 1 | 2 | 1 | | | 1 | 1 | 3 | 1 | | | |
| Screening - Lengthy Lines | | 1 | | 1 | 1 | 1 | 4 | 1 | | | 1 | 2 | |
| Screening - Procedures/Process | 2 | 6 | 4 | 7 | 2 | 10 | 6 | 7 | 5 | 8 | 3 | 8 | |
| Screening - Retrieving Abandoned/Confis | | | | 3 | | | 1 | | | | | | |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | |
| 2024 | 02 | 71 | 75 | 52 | | | | | | | | | |
| | 93 | | /5 | | | | | | | | | | |
| Civil Rights | 1 | 2 | | 1 | | | | | | | | | |
| Civil Rights - Age | | | | 1 | | | | | | | | | |
| Civil Rights - Race | 1 | 2 | | | | | | | | | | | |
| Customer Service | 15 | 10 | 18 | 9 | | | | | | | | | |
| Customer Service - TSO | 15 | 10 | 18 | 9 | | | | | | | | | |
| Expedited Passenger Screening Program | 59 | 40 | 41 | 25 | | | | | | | | | |
| Expedited Passenger Screening Program | - Active Duty | v Militarv | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 38 | 41 | 24 | | | | | | | | | |
| | | | 41 | 24 | | | | | | | | | |
| Expedited Passenger Screening Program | - 13A/DH3 | 1 | | | | | | | | | | | |
| Lost and Found | | | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 3 | 4 | 4 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | 3 | 3 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | | | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| Notice of Violation/Civil Penalties | | | 1 | | | | | | | | | | |
| Notice of Violation/Civil Penalties - Gener | | | 1 | | | | | | | | | | |
| | aı | 1 | ı | | | | | | | | | | |
| Ombudsman | | | | | | | | | | | | | |
| Ombudsman - General | | 1 | | | | | | | | | | | |
| Patdown | 1 | 6 | 1 | | | | | | | | | | |
| Patdown - Flyer | 1 | 6 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 6 | 1 | 2 | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | 200 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | ,,,,, | | ' | | | | | | | | | |
| | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | Segway | 1 | 1 | | | | | | | | | |
| Property - Special Handling | 2 | 1 | 1 | 8 | | | | | | | | | |
| Property - Special Handling - Damaged It | | 1 | | 3 | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | 1 | 4 | | | | | | | | | |
| Property - Special Handling - Missing Item | | | ' | 1 | | | | | | | | | |
| | io - Orieckeu | | | ı | | | | | | | | | |
| Request for Assistance | | 1 | | | | | | | | | | | |
| Request for Assistance - Other | | 1 | | | | | | | | | | | |
| Screening | 6 | 5 | 5 | 4 | | | | | | | | | |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | |
| Screening - Inconsistency | | 1 | | 2 | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | 2 | | | | | | | | | | |
| Screening - Procedures/Process | 5 | 3 | 3 | | | | | | | | | | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 1 | 3 | 1 | | | | | | | | | |
| Ocicening - Neureving Abandoned/Collis | oated Items | | | - 1 | | | | | | | | | |

| | | | TOA COINCAC | , comen (| i oo, bata | | • | | | | | | |
|--------------------------------------------|-------------|-----------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MEI | 1 | | 1 | 2 | 1 | | 2 | 1 | | | | | 8 |
| 2022 | | | | 1 | 1 | | 2 | 1 | | | | | 5 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-or | or Checked | l | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | d | | | 1 | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2023 | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |

| Categories | 40.0-4 | | A Contact C | | | | 04 4 | 05.14 | 00 1 | 07 11 | 00.4 | 00.0 | T - 4 - 1 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------|------------------------------------------------------|--------|--------|--------|---------|-----------------------------------------|--------|-------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u> </u> | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MEM | 119 | 90 | 94 | 70 | 44 | 61 | 64 | 74 | 86 | 58 | 69 | | 910 |
| 2022 | 23 | 21 | 29 | 17 | 16 | 44 | 26 | 46 | 41 | 36 | 36 | 42 | 377 |
| Airline | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | _ | | | | | | | | 1 | | | | 1 |
| Civil Rights | 2 | | 1 | | | 1 | 1 | | | | | | 5 |
| Civil Rights - Headwear | | | | | | | 1 | | | | | | |
| Civil Rights - National Origin | 1 | | | | | - | | | | | | | 1 |
| Civil Rights - Race | 4 | | 4 | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | 1 | | | | | | | | | | 2 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | - | 1 | 0 | | | | | 0 | | | 1 |
| Customer Service | 6 | 3 | 4 | 2 | 2 | 4 | 5 | 8 | 5 | 2 | | | 49 |
| Customer Service - TSO | 6 | 3 | 4 | 2 | 2 | 4 | 5 | 8 | 5 | 2 | 4 | 4 | 49 |
| Duplicate E-mail | | | 1 | | | | | | | | | | 1 |
| Duplicate E-mail - General | 40 | 47 | 10 | 4.4 | 0 | 20 | 40 | 20 | 24 | 200 | | 24 | 1 |
| Expedited Passenger Screening Program | 13 | 17 Militory | 16 | 14 | 9 | 36 | 18 | 28 | 31 | 26 | 28 | 34 | 270 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | wiiitary | | 1 | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 2 | | 3 | 1 | 1 | 1 | 1 | 2 | | 2 | | 14 |
| Expedited Passenger Screening Program | | 15 | 14 | 10 | 8 | 35 | 17 | 27 | 28 | 26 | 25 | | 251 |
| | | | 2 | 10 | 0 | 35 | 17 | 21 | 20 | 20 | 1 | 34 | 3 |
| Expedited Passenger Screening Program Locks | - SA/DHS E | mployees | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | 2 | 1 | 1 | 1 | | 6 |
| Mishandling of Passenger Property - Dan | | Itomo C | 1 | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property - Dan | | | | ao | | | | 2 | 1 | - 1 | 1 | | 4 |
| Patdown | laged/ivilssirig | itemsone | 3 | ge | 3 | | | | 1 | 3 | 2 | | 13 |
| Patdown - Children | ' | | 1 | | 1 | | | | ' | 3 | | | 2 |
| Patdown - Flyer | 1 | | 2 | | 2 | | | | 1 | 3 | 2 | | 11 |
| Persons w/ Disabilities (PWD) | ' | | | | | | 1 | 3 | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - General | | | | | | | - 1 | 1 | | - 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical |] Devices - Atta | shed to the | Body | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | Sunnline | | | - 1 | - 1 | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | na wcalcar c | Биррпоз | | | | 1 | | ' | | | 1 |
| Property - Special Handling | | 1 | | | | 2 | | 1 | 1 | 2 | | 2 | 9 |
| Property - Special Handling - Damaged It | ems - Carry-C | | | | | | | 1 | ' | 1 | | 1 | 3 |
| Property - Special Handling - Damaged II | | | | | | 1 | | ' | 1 | 1 | | | 3 |
| Property - Special Handling - Missing Iter | | 1 | | | | - ' | | | ' | ' | | | 1 |
| Property - Special Handling - Missing Iter | | ' | | | | 1 | | | | | | 1 | 2 |
| Screening | 1 | | 3 | | 2 | 1 | 1 | 3 | 1 | 1 | 1 | 2 | 16 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 1 | | 3 | | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 14 |
| 2023 | 51 | 47 | 31 | 34 | 28 | 17 | 38 | 28 | 45 | 22 | 33 | | 413 |
| Additional Information Required/Insufficient In | | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | | | | | | | | | | | | | 1 |
| Civil Rights | | 2 | | | | 1 | | 1 | 1 | | 1 | | 6 |
| Civil Rights - Race | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | 1 | | 1 | | | 1 | | 4 |
| Claims | ì | | | | | | | | | | 1 | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 5 | 3 | 2 | 1 | 3 | 1 | 5 | 2 | 6 | 1 | 2 | 3 | 34 |
| Customer Service - TSO | 5 | 3 | 2 | 1 | 3 | 1 | 5 | 2 | 6 | 1 | 2 | 3 | 34 |
| Expedited Passenger Screening Program | 37 | 38 | 24 | 28 | 25 | 13 | 27 | 20 | 29 | 20 | 24 | 27 | 312 |
| Expedited Passenger Screening Program | - DoD | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 1 | 1 | | | 1 | 2 | | | 2 | 11 |
| Expedited Passenger Screening Program | 36 | 37 | 22 | 0.0 | 24 | 13 | 27 | | | | | | 300 |
| Mishandling of Passenger Property | | | | 26 | 27 | 10 | 21 | 19 | 27 | 20 | 24 | | 300 |
| | | 1 | 1 | 20 | 24 | 10 | 1 | 19 | 27 | 20 | 24 | | 7 |
| Mishandling of Passenger Property - Dan | | | | 20 | 24 | 10 | | | | 20 | 24 | | |
| Mishandling of Passenger Property - Dan | | | 1 | 20 | 24 | 10 | 1 | 2 | 2 1 1 | 20 | 24 | | 7 5 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction | | ItemsC | 1 | 20 | 24 | 10 | 1 | 2 | 2 1 1 1 | 20 | 24 | | 7 5 2 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other | naged/Missir | ItemsC | 1 | | 27 | 10 | 1 | 2 | 2 1 1 1 1 | 20 | | | 7 5 2 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown | naged/Missii | ItemsC | 1 1 | 1 | 27 | 10 | 1 | 2 | 2 1 1 1 1 1 | 20 | 1 | | 7 5 2 1 1 6 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer | naged/Missir | ItemsC | 1 | 1 1 | 27 | | 1 | 2 | 2 1 1 1 1 1 1 | | 1 1 | 25 | 7 5 2 1 1 6 6 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | naged/Missii 2 2 | ItemsC 1 | 1 1 1 | 1 | 24 | 10 | 1 | 2 | 2 1 1 1 1 1 1 | 20 | 1 | 25 | 7 5 2 1 1 6 6 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical | naged/Missii 2 2 2 Devices - Attac | ItemsC 1 1 ched to the | 1 1 1 1 Body | 1 1 1 | 24 | | 1 | 2 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 25 | 7 5 2 1 1 6 6 7 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical | 2 2 2 Devices - Attar | ItemsC 1 1 ched to the | 1 1 1 1 Body | 1 1 1 Supplies | 27 | | 1 | 2 | 2 1 1 1 1 1 1 | | 1 1 | 25 | 7 5 2 1 1 6 6 7 2 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im | Devices - Attar / Necessary Molants (joint) | ItemsC 1 1 ched to the ledication a | 1 1 1 1 Body nd Medical S | 1 1 1 Supplies | 24 | | 1 | 2 2 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 25 | 7 5 2 1 1 6 6 7 2 2 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility | paged/Missii 2 2 2 Devices - Attar / Necessary Molants (joint) Disability (Not | ItemsC 1 1 ched to the ledication a | 1 1 1 1 Body nd Medical S | 1 1 1 Supplies | 24 | | 1 | 2 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 25 | 7 5 2 1 1 6 6 7 2 2 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Av | paged/Missii 2 2 2 Devices - Attar / Necessary Molants (joint) Disability (Not | ItemsC 1 1 ched to the ledication a | 1 1 1 1 1 Body nd Medical Stor Scooter) | 1 1 1 Supplies | 24 | | 1 | 1 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 1 1 | 7 5 2 1 1 6 6 7 2 2 2 1 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Av | Devices - Attar / Necessary N plants (joint) Disability (Not version (pair | ItemsC 1 1 ched to the ledication a | 1 1 1 1 Body nd Medical S | 1 1 1 Supplies 1 | 24 | 1 | 1 1 | 2 2 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 1 1 | 7 5 2 1 1 6 6 7 2 2 2 1 1 1 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling | Devices - Attar / Necessary Molants (joint) Disability (Not version (pair | ItemsC 1 ched to the ledication a Wheelchair | 1 1 1 1 1 Body nd Medical Stor Scooter) | 1 1 1 Supplies | 24 | 1 | 1 | 1 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 1 1 | 7 5 2 1 1 6 6 7 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It | Devices - Attar Accessary Notability (Not version (pair 1 1 1 1 1 1 1 1 1 | ItemsC 1 ched to the ledication a Wheelchair | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 Supplies 1 | 24 | | 1 1 | 1 1 1 | 2 1 1 1 1 1 1 | 1 | 1 1 1 | 1 1 | 7 5 2 1 1 6 6 7 2 2 2 1 1 1 1 1 2 5 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling - Damaged It Property - Special Handling - Damaged It | Devices - Attar v Necessary N plants (joint) Disability (Not version (pair 1 ems - Checke | ItemsC 1 ched to the ledication a Wheelchair | 1 1 1 1 1 Body nd Medical Stor Scooter) | 1 1 1 Supplies 1 | 24 | 1 | 4 | 1 | 2 1 1 1 1 1 1 | 1 | 1 1 1 1 | 1 1 1 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 1 2 5 5 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter | Devices - Attar A Necessary N plants (joint) Disability (Not version (pair 1 1 ems - Checke ns - Carry-On ns - Checked | ItemsC 1 ched to the ledication a Wheelchair | 1 1 1 1 Body nd Medical Stor Scooter) 1 | 1 1 1 1 Supplies 1 2 2 | 24 | 1 | 4 1 | 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 | 1 1 1 1 | 7 5 2 1 1 1 6 6 7 2 2 1 1 1 1 1 2 5 1 1 1 1 2 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch An Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter | Devices - Attai / Necessary Neplants (joint) Disability (Not version (pair 1 1 ems - Checke ns - Carry-On ns - Checked 5 | ItemsC 1 ched to the ledication a Wheelchair | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 Supplies 1 | 24 | 1 | 4 | 1 1 1 | 2 1 1 1 1 1 1 | 1 | 1 1 1 1 | 1 1 1 7 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 2 5 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp | Devices - Attai / Necessary Neplants (joint) Disability (Not version (pair 1 1 ems - Checke ns - Carry-On ns - Checked 5 | ItemsC 1 ched to the ledication a Wheelchair | 1 1 1 1 Body nd Medical Stor Scooter) 1 | 1 1 1 1 Supplies 1 2 2 | 24 | 1 | 4 1 | 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 | 25 1 1 1 1 7 | 7 5 2 1 1 6 6 7 2 2 2 1 1 1 1 2 5 1 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp | Devices - Attar / Necessary Molants (joint) Dissibility (Not version (pair 1 ems - Checke ns - Carry-On 5 loyee | ItemsC 1 1 ched to the ledication a Wheelchair 1 d | 1 1 1 1 Body nd Medical Stor Scooter) 1 | 1 1 1 1 Supplies 1 2 2 | 24 | 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 | 1 1 1 1 7 1 2 | 7 5 2 1 1 6 6 6 7 2 2 1 1 1 1 1 2 5 1 2 4 26 1 26 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines | Devices - Attar / Necessary N plants (joint) Disability (Not / Necessary N plants (joint) Disability (Not / Services - Carry-On ns - Checked 5 loyee | 1 ched to the ledication a Wheelchair 1 d | 1 1 1 1 1 Body nd Medical \$ 1 1 1 1 1 1 2 | 1 1 1 Supplies 1 2 2 1 | 24 | 1 1 | 4 1 | 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 1 2 | 1 1 1 1 2 4 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 2 4 26 1 26 1 2 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch A Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | Devices - Attar / Necessary N plants (joint) Disability (Not version (pair 1 1 1 1 ems - Checke ns - Carry-On ns - Checked 5 loyee | 1 ched to the ledication a Wheelchair 1 d | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 Supplies 1 2 2 2 | 24 | 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 | 1 1 1 1 2 4 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 2 5 1 2 4 26 1 2 1 2 1 2 1 1 2 1 2 1 2 1 2 1 2 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Lengthy Lines Screening - Procedures/Process | Devices - Attar v Necessary N plants (joint) Disability (Not version (pair 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 ched to the ledication a Wheelchair 1 d | 1 1 1 1 Body and Medical Stor Scooter) 1 1 2 2 34 | 1 1 1 Supplies 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 1 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 1 2 | 1 1 1 1 2 4 | 7 5 2 1 1 1 6 6 7 2 2 1 1 1 1 2 5 1 2 4 26 1 1 1 1 2 11 12 12 11 12 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Lengthy Lines Screening - Procedures/Process 2024 Customer Service | Devices - Attar v Necessary N plants (joint) Disability (Not version (pair 1 1 1 ems - Checke ns - Carry-On ns - Checked 5 loyee 2 3 45 | 1 ched to the ledication a Wheelchair 1 d | 1 1 1 1 1 1 1 1 1 1 2 2 34 3 | 1 1 1 Supplies 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 1 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 1 2 | 1 1 1 1 2 4 | 7 5 2 1 1 1 6 6 7 2 2 1 1 1 1 1 2 5 1 2 4 26 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch An Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Customer Service Customer Service - TSO | Devices - Attar / Necessary M plents (joint) Disability (Not version (pair 1 1 ems - Checke ns - Carry-On s - Carry-On 5 loyee 2 3 45 4 4 | ItemsC 1 1 ched to the ledication a Wheelchair 1 d 2 | 1 1 1 1 1 1 1 1 2 2 34 3 3 3 3 | 1 1 1 Supplies 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 1 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 1 2 | 1 1 1 1 2 4 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 1 1 1 2 5 1 2 4 26 1 1 2 11 12 11 10 10 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch Ar Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Customer Service Customer Service - TSO Expedited Passenger Screening Program | Devices - Attar / Necessary M plants (joint) Dissibility (Not version (pair 1 1 ems - Checke ns - Carry-On ns - Checked 5 loyee 2 3 45 4 4 37 | 1 ched to the ledication a Wheelchair 1 d | 1 1 1 1 1 1 1 1 1 2 2 2 34 3 3 25 | 1 1 1 Supplies 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 1 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 1 2 | 1 1 1 1 2 4 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 1 1 1 1 2 5 1 2 4 26 1 1 1 1 1 2 1 1 1 1 1 2 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch An Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2024 Customer Service Customer Service - TSO | Devices - Attar / Necessary N plants (joint) Disability (Not / Notessary N plants (joint) Disability (Not / Services - Carry-On res - Checked | ItemsC 1 1 ched to the ledication a Wheelchair 1 d 2 | 1 1 1 1 1 1 1 1 2 2 34 3 3 3 3 | 1 1 1 Supplies 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 1 1 | 4 1 | 1 1 1 1 | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 | 1 1 1 1 1 2 | 1 1 1 1 2 4 | 7 5 2 1 1 6 6 7 2 2 1 1 1 1 1 1 1 2 5 1 2 4 26 1 1 2 11 12 11 10 10 |

| | | | I SA CUIILA | ct Center (| i CC) Dala | 1001-1014 | • | | | | | | |
|--------------------------------------------|-------------|--------|-------------|-------------|------------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | 2 | | | | | | | | | | 3 |
| Patdown - Flyer | 1 | | 2 | | | | | | | | | | 3 |
| Property - Special Handling | 2 | 1 | | 2 | | | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | d | | 2 | | | | | | | | | 2 |
| Screening | 1 | 1 | 4 | 1 | | | | | | | | | 7 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 3 | 1 | | | | | | | | | 6 |

| egories | 10-Oct | 11-Nov | 12-Dec | t Center (T 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|--------------------|------------|------------|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| FE . | 21 | 17 | 10 | 12 | 9 | 6 | 3 | 18 | 9 | 12 | 6 | 5 | 128 |
| 2022 | 4 | 6 | 3 | 5 | 5 | 1 | 2 | | 5 | 9 | 4 | 1 | 60 |
| Civil Rights | | | | 2 | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | ation | | | 2 | | | | | | | | | 2 |
| Customer Service | 1 | 1 | | | 1 | | | | | | | | 3 |
| Customer Service - TSO | 1 | 1 | | | 1 | | | | | | | | 3 |
| Expedited Passenger Screening Program | 3 | 4 | 2 | 2 | 3 | 1 | 2 | 13 | 5 | 7 | 2 | 1 | 45 |
| Expedited Passenger Screening Program | - Active Du | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | 1 | | 1 | | | | | 1 | | | ; |
| Expedited Passenger Screening Program | | 3 | 1 | 2 | 2 | 1 | 2 | 13 | 5 | 6 | 2 | 1 | 4 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCa | rry-on Lug | gage | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | l í | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Medication | /Prescriptio | 1 | | | | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | 1 | | |
| Property - Special Handling - Damaged It | ı ems - Carrv-(| On | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iten | | | 1 | | | | | | | | | | |
| Screening | | | | | | | | 2 | | | 1 | | |
| Screening - Crew Member or Airline Empl | lovee | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | ľ | | | | | | | 1 | | | 1 | | |
| TWIC | | | | | 1 | | | | | | | | |
| TWIC - General | | | | | 1 | | | | | | | | |
| 2023 | 6 | 5 | 6 | 7 | 4 | 5 | 1 | 3 | 4 | 3 | 2 | 4 | 50 |
| Customer Service | | | | | | | 1 | | | | | 1 | 2 |
| Customer Service - TSO | | | | | | | 1 | | | | | 1 | - 2 |
| Expedited Passenger Screening Program | 6 | 3 | 6 | 6 | 3 | 4 | | 1 | 3 | 2 | 2 | 2 | 38 |
| Expedited Passenger Screening Program | 6 | 3 | 6 | 6 | 3 | 4 | | 1 | 3 | 2 | 2 | 2 | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | | | | | | | | | | 1 | |
| Patdown | | | | | 1 | | | | 1 | | | | |
| Patdown - Non-Flyer | | | | | 1 | | | | 1 | | | | |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | |
| Property - Special Handling - Damaged It | ı ems - Carrv-(| On | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | 1 | | | | | |
| Screening | | 1 | | | | 1 | | 1 | | 1 | | | |
| Screening - Inconsistency | | | | | | | | 1 | | 1 | | | |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2024 | 11 | 6 | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 10 | 5 | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 5 | 1 | | | | | | | | | | 16 |
| Screening | 1 | 1 | • | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | | | | CC) Data | | | | | | | | |
|--------------------------------------------|--------------|-------------|------------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MFR | 15 | 16 | 20 | 19 | 13 | 13 | 17 | 14 | 19 | 11 | 16 | 19 | 192 |
| 2022 | 3 | 4 | 3 | 6 | 4 | 4 | 12 | 5 | 13 | 5 | 9 | 9 | 77 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | 1 | 2 | | | | | | | 1 | | | 2 | 6 |
| Customer Service - TSO | 1 | 2 | | | | | | | 1 | | | 2 | 6 |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 3 | 3 | 3 | 10 | 4 | 11 | 5 | 7 | 4 | 55 |
| Expedited Passenger Screening Program | | 1 | | | | | 3 | | 1 | 1 | | | 6 |
| Expedited Passenger Screening Program | 2 | | 2 | 3 | 3 | 3 | 7 | 4 | 10 | 4 | 7 | 4 | 49 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsCl | necked Bag | gage | | | 1 | | | | 1 | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | 2 | | | 1 | | 1 | | | 2 | 3 |
| Property - Special Handling - Damaged It | ems - Carry- | On | 1 | 2 | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | | | | 1 | | 1 | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Checked | i | | | | | | | | | | 2 | 2 |
| Screening | | | | 1 | 1 | | | 1 | | | 1 | | 4 |
| Screening - Procedures/Process | | | | 1 | 1 | | | 1 | | | 1 | | 4 |
| 2023 | 5 | 10 | 10 | 9 | 9 | 9 | 5 | 9 | 6 | 6 | 7 | 10 | 95 |
| Civil Rights | 1 | | | | | | | 1 | | | | | 2 |
| Civil Rights - Race | 1 | | | | | | | 1 | | | | | 2 |
| Customer Service | | 2 | | 1 | | | 1 | | | | | 1 | 5 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | 2 | | 1 | | | 1 | | | | | | |
| Expedited Passenger Screening Program | 4 | 5 | 9 | 6 | 8 | 8 | 3 | 6 | 5 | 6 | 6 | 7 | 73 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 5 | 9 | 6 | 8 | 8 | 3 | 6 | 4 | 6 | 6 | 7 | 72 |
| No Jurisdiction | | | | | | | | | | | 1 | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | / Necessarv | 1 | | | | | | 1 | | | | | 2 |
| Property - Special Handling | <u> </u> | | | | | | | | 1 | | | 1 | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-O | 1 | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Iten | | | | | | | | | 1 | | | | |
| Screening | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | | | | 1 | 10 |
| Screening - Inconsistency | | 2 | | 2 | | | | 1 | | | | | |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | 1 | | | | | 1 | |
| 2024 | 7 | 2 | 7 | 4 | | | | | | | | | 20 |
| Customer Service | · | 1 | • | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 7 | | 7 | 3 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | | | 7 | 3 | | | | | | | | | 17 |
| Screening | ' ' | 1 | , | 0 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| Corcorning - 1 1000dures/1 100655 | | | | | | | | | | | | | |

| | | | | ct Center (T | | | | | | | | | |
|--------------------------------------------|----------------|-------------|--------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MGM | 10 | 10 | 8 | 5 | 3 | 3 | 4 | 6 | 4 | 10 | 7 | 4 | 74 |
| 2022 | 2 | 2 | | | 2 | 2 | 2 | 4 | 2 | 6 | 5 | 4 | 31 |
| Customer Service | | | | | 1 | | | | | 1 | | 1 | 3 |
| Customer Service - TSO | | | | | 1 | | | | | 1 | | 1 | 3 |
| Expedited Passenger Screening Program | 2 | 2 | | | 1 | 2 | 1 | 2 | 2 | 4 | 4 | 3 | 23 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | ram | | | | | | | 1 | | 1 | 2 |
| Expedited Passenger Screening Program | 1 | 2 | | | 1 | 2 | 1 | 2 | 2 | 3 | 4 | 2 | 20 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelcha | air or Scoot | er) | | | | | | 1 | | | 1 |
| Screening | | | | | | | | 2 | | | 1 | | 3 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2023 | 4 | 2 | 4 | 3 | 1 | 1 | 2 | 2 | 2 | 4 | 2 | | 27 |
| Civil Rights | | | 1 | | | 1 | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transg | ender | 1 | | | 1 | | | | | | | 2 |
| Customer Service | 1 | 1 | | | | | 1 | | | 1 | | | 4 |
| Customer Service - TSO | 1 | 1 | | | | | 1 | | | 1 | | | 4 |
| Expedited Passenger Screening Program | 3 | 1 | 3 | 3 | 1 | | | 2 | 2 | 2 | 2 | | 19 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | cation Prog | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | 3 | 1 | | | 2 | 2 | 2 | 2 | | 17 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checked | d | | | 1 | | | | | | 1 |
| Screening | ĺ | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | 4 | 6 | 4 | 2 | | | | | | | | | 16 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | 2 | | | | | | | | | 6 |
| Customer Service - TSO | 1 | 1 | 2 | | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 3 | 3 | 1 | | | | | | | | | | 7 |
| Expedited Passenger Screening Program | 3 | 3 | 1 | | | | | | | | | | 7 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MGW | | | | 1 | | | | | | | 1 | 1 | 3 |
| 2023 | | | | 1 | | | | | | | 1 | 1 | 3 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |

| | | | rsa Contac | ct Center (| ICC) Data | 1001 - FOI <i>P</i> | ١ | | | | | | |
|-----------------------------------------|--------------|-----------|------------|-------------|-----------|---------------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MHK | 1 | 9 | 2 | 2 | 4 | | | 3 | 1 | | | | 22 |
| 2022 | | 1 | 2 | | | | | 2 | 1 | | | | 6 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | 2 | 1 | | | | 5 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | | 2 | 1 | | | | 5 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged I | tems - Check | ked | 1 | | | | | | | | | | 1 |
| 2023 | | 1 | | 1 | 4 | | | 1 | | | | | 7 |
| Expedited Passenger Screening Program | | | | 1 | 4 | | | | | | | | 5 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | 4 | | | | | | | | 5 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | hecked Bag | gage | | | | 1 | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | scated Items | 1 | | | | | | | | | | | 1 |
| 2024 | 1 | 7 | | 1 | | | | | | | | | 9 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 4 | | 1 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | - TSA PreC | 4 | | 1 | | | | | | | | | 5 |
| Screening | 1 | 2 | | | | | | | | | | | 3 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | 2 |

| | | | | t Center (T | | | | | | | | | |
|----------------------------------------------|----------------------------------|-------------|--------------|-------------|--------|--------|--------|----------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 1 | 1-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MHT | 19 | 18 | 18 | 20 | 13 | 21 | 11 | | 9 | 13 | 18 | | 184 |
| 2022 | 4 | 5 | 9 | 4 | 2 | 10 | 4 | 7 | 7 | 7 | 11 | 5 | 75 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transgen | der | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | 1 | | | 1 | 1 | 3 |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | 1 | 3 |
| Expedited Passenger Screening Program | 2 | 4 | 9 | 3 | 1 | 8 | 4 | 5 | 6 | 5 | 8 | 3 | 58 |
| Expedited Passenger Screening Program | - TSA Applicat | tion Progr | am | 2 | | | | 1 | | | | | 3 |
| Expedited Passenger Screening Program | 2 | 4 | 9 | 1 | 1 | 8 | 4 | 4 | 6 | 5 | 8 | 3 | 55 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missing I | temsCa | rry-on Lug | gage | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | edication a | and Medica | al Supplies | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tra | auma) | | | | | | | 1 | | | 1 | 2 |
| Property - Special Handling | 1 | 1 | | | | | | | | 1 | 1 | | 4 |
| Property - Special Handling - Damaged It | ems - Checl | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iter | | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | 2 | | | | | | | 3 |
| Screening - Procedures/Process | 1 | | | | | 2 | | | | | | | 3 |
| 2023 | 8 | 10 | 6 | 8 | 11 | 11 | 7 | 6 | 2 | 6 | 7 | 6 | 88 |
| Customer Service | | | • | 1 | 1 | • | | • | | 1 | 1 | • | 4 |
| Customer Service - TSO | | | | 1 | 1 | | | | | 1 | 1 | | 4 |
| Expedited Passenger Screening Program | 8 | 9 | 5 | 6 | 8 | 11 | 4 | 5 | 2 | | 5 | 6 | 72 |
| Expedited Passenger Screening Program | | 2 | | - 0 | 0 | - '' | | <u> </u> | | | | 0 | 2 |
| Expedited Passenger Screening Program | 8 | 7 | 5 | 6 | 8 | 11 | 4 | 5 | 2 | 3 | 5 | 6 | 70 |
| Mishandling of Passenger Property | 0 | - 1 | J | U | 0 | - 11 | | | | 1 | J | 0 | 1 |
| Mishandling of Passenger Property - Dan | l naged/Missing I | tome_Ch | acked Ban | nane | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | laged/ivilssing i | terrisCri | ecked bag | gage 1 | | | | | | - ' | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | dication 4 | and Medic | 1 | | | | | | | | | 1 |
| Property - Special Handling | Trecessary ivid | 1 | ariu ivieuic | - 1 | | | 1 | 1 | | | | | 3 |
| Property - Special Handling - Damaged It | ome Chackad | | | | | | 1 | ı | | | | | 3 |
| | | 1 | | | | | ı | 1 | | | | | 2 |
| Property - Special Handling - Missing Iter | ls - Checke | 1 | 1 | | 2 | | 0 | | | 1 | 1 | | |
| Screening Craw Mamber or Airling Emp | lovos | | - 1 | | | | 2 1 | | | - 1 | 1 | | 7 |
| Screening - Crew Member or Airline Emp | loyee | | | | 4 | | ı | | | 1 | | | |
| Screening - Inconsistency | | | 4 | | 1 | | 4 | | | - 1 | 1 | | 2 |
| Screening - Procedures/Process | _ | | 1 | • | 1 | | 1 | | | | 1 | | 4 |
| 2024 | 7 | 3 | 3 | 8 | | | | | | | | | 21 |
| Customer Service | 1 | | | 3 | | | | | | | | | 4 |
| Customer Service - TSO | 1 | | | 3 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 3 | 2 | 3 | 5 | | | | | | | | | 13 |
| Expedited Passenger Screening Program | 3 | 2 | 3 | 5 | | | | | | | | | 13 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | 1 | | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | | 12-Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------------|---------------|-------------|-------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MIA | 521 | 537 | 607 | 633 | 412 | 492 | 420 | 407 | 378 | 383 | 367 | 351 | 5,508 |
| 2022 | 102 | 132 | 181 | 205 | 186 | 248 | 203 | 189 | 203 | 188 | 171 | 171 | 2,179 |
| Additional Information Required/Insufficient In | | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficie | | - EMAIL OI | NLY | | | | | | | | 1 | | 1 |
| Airline | | | | | 1 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 11 |
| Airline - Policy/Regulations/Service | | | | | 1 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 10 |
| Airline - Wheelchair Assistance | | | | | | | | | | | 1 | | 1 |
| Animals | 1 | | | | | | | | | | | | 1 |
| Animals - Carry-On | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 5 | 3 | 2 | 4 | 5 | 5 | 10 | 4 | 2 | 3 | 3 | 4 | 50 |
| Civil Rights - Age | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | 1 | | | 1 | | 1 | 3 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Profiling | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | 4 | 4 | 4 | | 2 | 2 | 1 | 17 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 3 | 1 | 2 | 3 | | | | | | | | 11 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | 1 | | | | 3 | | 1 | | 1 | 2 | 8 |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | 1 | | | | 2 |
| Claims | 1 | | | | | | | 2 | | | | | 3 |
| Claims - General | 1 | | | | | | | 2 | | | | | 3 |
| Customer Service | 16 | 22 | 32 | 37 | 25 | 32 | 27 | 22 | 33 | 35 | 31 | 23 | 335 |
| Customer Service - TSO | 16 | 22 | 32 | 37 | 25 | 32 | 27 | 22 | 33 | 35 | 31 | 23 | 335 |
| DHS TRIP | | | | | | | | 1 | 1 | 1 | | | 3 |
| DHS TRIP - General | | | | | | | | 1 | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | 48 | 77 | 100 | 108 | 104 | 126 | 111 | 111 | 122 | 99 | 88 | 106 | 1,200 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | 2 | 1 | | | 1 | 2 | 8 |
| Expedited Passenger Screening Program | | 4 | 6 | 2 | 2 | 7 | 3 | 4 | 7 | 3 | 3 | 4 | 47 |
| Expedited Passenger Screening Program | | 72 | 93 | 106 | 102 | 118 | 106 | 106 | 114 | 96 | 84 | 100 | 1,143 |
| Expedited Passenger Screening Program | | 1 | | | | | | | 1 | | | | 2 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| Identification (ID) Requirements | | 1 | | 1 | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | ic | 1 | | 1 | | | | | | | | | 2 |
| Locks | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | | | 12 |
| Locks - General | · | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | | | 11 |
| Lost and Found | 1 | 1 | | 1 | | 1 | | 1 | | 1 | | | 6 |
| Lost and Found - Airport/TSA | 1 | 1 | | 1 | | 1 | | 1 | | 1 | | | 6 |
| Mishandling of Passenger Property | 3 | 1 | 4 | 4 | 2 | 4 | 8 | 4 | 7 | 4 | 9 | 3 | 53 |
| Mishandling of Passenger Property - Dam | | | 2 | 1 | | 1 | 3 | 1 | 6 | 2 | 3 | 1 | 20 |
| Mishandling of Passenger Property - Dam | | | 2 | 3 | 1 | 3 | 5 | 3 | | 2 | 5 | 2 | 29 |
| Mishandling of Passenger Property - Disa | | 1 | | | 1 | | | | 1 | | 1 | | 4 |
| No Jurisdiction | | 3 | 3 | 2 | 3 | 4 | 1 | 4 | 3 | 2 | 7 | 2 | 34 |
| No Jurisdiction - No Referral | | 1 | | | | 1 | | 2 | | | 1 | | 5 |
| No Jurisdiction - Refer to CBP | | 1 | | 2 | 3 | | | 2 | 3 | 1 | 6 | 2 | 20 |
| No Jurisdiction - Refer to Other | | 1 | 3 | | | 3 | 1 | | | 1 | | | 9 |
| Patdown | | 1 | 2 | 3 | 4 | 3 | 6 | | 1 | 1 | 1 | 3 | 25 |
| Patdown - Children | | | | | 1 | | 1 | | | | | | 2 |
| Patdown - Flyer | | 1 | 2 | 3 | 3 | 2 | 4 | | 1 | 1 | 1 | 3 | 21 |
| Patdown - Flyer as Observer | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | 3 | 4 | 9 | 9 | 5 | 2 | 7 | 2 | 5 | 49 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | 1 | 1 | | 1 | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental | Disability | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | , | | | 2 | 1 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | ssings/Mask | (S | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | 1 | 1 | | 1 | | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | | es | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I | | | Body | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | 1 | 2 | | • | | 1 | 3 | 8 |
| Persons w/ Disabilities (PWD) - Metal Im | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | | Wheelchair | or Scooter) | | 1 | 1 | 2 | 1 | | 1 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | , | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | Equipme | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | auma) | | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | 2 | | 1 | | 1 | 1 | | 5 |
| Prohibited & Permitted Items | 1 | -3) | 2 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Alcohol an | d Tobacco | | 2 | | | | | | | | | | 2 |
| Property - Special Handling | 14 | 9 | 6 | 18 | 13 | 19 | 8 | 15 | 12 | 17 | 8 | 10 | 149 |
| Property - Special Handling - Damaged It | 3 | 1 | 1 | 6 | 1 | 5 | 1 | 4 | 7 | 6 | 2 | 3 | 40 |
| Property - Special Handling - Damaged It | | 2 | 2 | 3 | 2 | 1 | 3 | 2 | 2 | 1 | 2 | 3 | 26 |
| Property - Special Handling - Missing Iter | | 3 | 2 | 4 | 5 | 7 | 2 | 6 | 2 | 2 | 1 | 1 | 38 |
| Property - Special Handling - Missing Iter | | 3 | 1 | 5 | 5 | 6 | 2 | 3 | 1 | 8 | 3 | 3 | 45 |
| Request for Assistance | | | 1 | | | | _ | | | | | | 1 |
| Request for Assistance - Other | | | 1 | | | | | | | | | | 1 |
| Screening | 10 | 13 | 25 | 22 | 24 | 42 | 21 | 17 | 18 | 14 | 19 | 14 | 239 |
| Screening - Children | 10 | 10 | 20 | | 27 | 74 | 21 | - 17 | 10 | 1 | 10 | 17 | 1 |
| Screening - Crew Member or Airline Emp | lovee | | | | | | | | | 1 | 1 | | 1 |
| Screening - Cruise Ships | , | | | | | | 1 | | | | - ' | | 1 |
| Screening - Inconsistency | 2 | 3 | 4 | 2 | 4 | 3 | 1 | 2 | 3 | 1 | 2 | 1 | 28 |
| Screening - Lengthy Lines | 3 | 1 | 2 | 4 | 10 | 22 | 5 | 6 | 3 | | 4 | 2 | 62 |
| Screening - Procedures/Process | 5 | 9 | 19 | 15 | 10 | 14 | 12 | 7 | 11 | 11 | 11 | 10 | 134 |
| | - | | | | | | | | | | | | |

| | | | | Center (TC | • | | | | | | | | |
|-------------------------------------------------------------------------------------|-------------------|------------|-------|------------|----------|----------|-----|-----|--------|--------|--------|--------|-------|
| tegories | | 11-Nov 1 | 2-Dec | | 02-Feb (| | | | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Retrieving Abandoned/Confise | cated Items | | | 1 | | 3 | 2 | 2 | 1 | 1 | | 1 | 11 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| Transfer to Security Specialist | | £* | 1 | | | | | | | | | | 1 |
| Transfer to Security Specialist - Reportabl TWIC | e Communica | ition | 1 | | | | | | | | | | 1 |
| TWIC - General | 1 | | | | | | | | | | | | 1 |
| 2023 | 178 | 211 | 241 | 248 | 226 | 244 | 217 | 218 | 175 | 195 | 196 | 180 | 2,529 |
| Additional Information Required/Insufficient Inf | | 211 | | 1 | 220 | | 217 | 210 | 170 | 130 | 1 | 100 | 2,023 |
| Additional Information Required/Insufficier | | - EMAIL ON | ILY | 1 | | | | | | | 1 | | 2 |
| Airline | 1 | 1 | 2 | 3 | | 1 | | 1 | 2 | 2 | | 2 | 15 |
| Airline - Baggage Requirements | | | | 1 | | | | | | | | _ | 1 |
| Airline - Lost Baggage | 1 | | 1 | 2 | | | | | | | | | 4 |
| Airline - Policy/Regulations/Service | | 1 | 1 | | | 1 | | 1 | 2 | 2 | | 2 | 10 |
| Cargo | | | | | 1 | | | | | | | | 1 |
| Cargo - Known Shipper | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 2 | 5 | 1 | 5 | 2 | 5 | 3 | 2 | 7 | 9 | 2 | 6 | 49 |
| Civil Rights - Age | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Constitutional Rights | | 1 | | | | 1 | | | | 1 | | 1 | 4 |
| Civil Rights - National Origin | | | | 1 | | | | | | 2 | | 1 | 4 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | 1 | 2 | | | 1 | | | 4 |
| Civil Rights - Profiling | | | | | | | | | 1 | | | | |
| Civil Rights - Race | 1 No. t. Towns | 3 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 1 | 2 | 19 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | 2 | | 1 | | 1 | 3 | 1 | 1 | 2 | 12 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | 1 | | | - 1 | 2 |
| Claims Claims - General | | | | | | | | | 1 | | | 1 | 2 |
| Claims - General | | | | | | | | | 1 | | | 1 | 1 |
| Customer Service | 31 | 31 | 19 | 32 | 32 | 40 | 32 | 28 | 26 | 27 | 47 | 31 | 376 |
| Customer Service - CSM | - 31 | 31 | 13 | 32 | 32 | 40 | 52 | 20 | 1 | 21 | 47 | 01 | 1 |
| Customer Service - Others | | | | 1 | | | | 1 | 1 | | | | 2 |
| Customer Service - TCC | | | | | | | | ' | 1 | | | | |
| Customer Service - TSO | 31 | 31 | 19 | 31 | 32 | 40 | 32 | 27 | 24 | 27 | 47 | 31 | 372 |
| DHS TRIP | - | | | | | | 1 | | 1 | | | 1 | 3 |
| DHS TRIP - General | | | | | | | 1 | | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | 102 | 129 | 156 | 141 | 130 | 134 | 139 | 129 | 94 | 106 | 95 | 108 | 1,463 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | 1 | | | | | | 3 |
| Expedited Passenger Screening Program | 6 | 5 | 6 | 4 | 5 | 2 | 3 | 5 | | 3 | 1 | 2 | 42 |
| Expedited Passenger Screening Program | 94 | 123 | 150 | 137 | 125 | 132 | 135 | 124 | 94 | 103 | 94 | 106 | 1,417 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Flying Armed | | | | | | 1 | | | | | | | 1 |
| Flying Armed - General | | | | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety | | | | | | | 1 | | | 1 | | | 2 |
| Hazardous Materials Safety - General | | | | | | | 1 | | | 1 | | | 2 |
| Locks | | 1 | 2 | 2 | | | | 1 | 2 | | | 1 | 9 |
| Locks - General | | 4 | 1 | 0 | | | | 4 | | | | 4 | 1 |
| Locks - Missing or Damaged Lock | 4 | 1 | 1 | 2 | | 4 | | 1 | 2 | | 4 | 1 | 8 |
| Lost and Found | 1 | | 1 | | | 1 | | 3 | 1 | | 1 1 | 1 | 9 |
| Lost and Found - Airport/TSA Mishandling of Passenger Property | 7 | 10 | 8 | 5 | 3 | 5 | 1 | 4 | 8 | 7 | 7 | 4 | 69 |
| Mishandling of Passenger Property - Dam | | 4 | 1 | 4 | 1 | 4 | 1 | 2 | 2 | 3 | 6 | 4 | 34 |
| Mishandling of Passenger Property - Dam | | 3 | 6 | 1 | 2 | 1 | | 2 | 3 | 3 | 1 | | 27 |
| Mishandling of Passenger Property - Dam | - | 2 | • | , | | | | | 2 | • | | | 4 |
| Mishandling of Passenger Property - Disa | - | 1 | 1 | | | | | | 1 | 1 | | | 4 |
| No Jurisdiction | 3 | 1 | 6 | 4 | 4 | 5 | 2 | 3 | | 2 | 5 | 3 | 38 |
| No Jurisdiction - No Referral | | | | 2 | | | 1 | | | | 2 | 1 | 6 |
| No Jurisdiction - Refer to CBP | 3 | 1 | 3 | 2 | 3 | 4 | 1 | 3 | | 1 | 3 | 1 | 25 |
| No Jurisdiction - Refer to Other | | | 3 | | 1 | 1 | | | | 1 | | 1 | 7 |
| Patdown | 1 | 1 | 4 | 5 | 2 | 6 | 2 | 2 | 1 | 2 | 3 | 2 | 31 |
| Patdown - Flyer | | 1 | 4 | 5 | 2 | 6 | | 2 | 1 | 2 | 3 | 2 | 28 |
| Patdown - Flyer as Observer | 1 | | | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 5 | 5 | 2 | 4 | 8 | 3 | 5 | 7 | 2 | 3 | 50 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | 2 | | 1 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | 3 | 1 | 1 | 2 | | | 8 |
| Persons w/ Disabilities (PWD) - Hearing In | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | | 1 | | 1 | | | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | 1 | 1 | | 2 | 1 | | 2 | | | 8 |
| Persons w/ Disabilities (PWD) - Mobility [| | 1 | | 1 | | | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Respirato | | Equipment | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service A | | l I | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch | | auma) | 1 | 1 | 1 | 4 | | 1 | 1 | 1 | 1 | 1 | 12 |
| Property - Special Handling | 7 | 8 | 10 | 15 | 7 | 2 | 8 | 10 | 4 | 5 | 6 | 7 | 89 |
| Property - Special Handling - Damaged Ite | | 2 | 3 | 3 | 1 | | 1 | 3 | 1 | 2 | 2 | 4 | 21 |
| Property - Special Handling - Damaged Ite | | | 3 | 4 | 1 | 1 | 1 | 2 | ı | | | 4 | 11 |
| Property - Special Handling - Missing Item | | 5 | 2 | 3 | 3 | <u> </u> | 2 | 2 | 2 | 2 | 2 | 3 | 27 |
| Property - Special Handling - Missing Item | | 1 | 5 | 5 | 3 | 1 | 5 | 3 | 1 | 1 | 2 | 3 | 30 |
| Screening | 20 | 21 | 27 | 30 | 43 | 40 | 20 | 32 | 23 | 27 | 27 | 10 | 320 |
| Screening - Children | 20 | | | 1 | | | | | 1 | | | | 2 |
| Screening - Crew Member or Airline Empl | 2 | 2 | 8 | 6 | | 1 | | 1 | | 1 | | | 21 |
| Screening - Inconsistency | 4 | 5 | 3 | 4 | 5 | 3 | 4 | 5 | 6 | 2 | 4 | 3 | 48 |
| Screening - International Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | 4 | 4 | 2 | 4 | 14 | 6 | 3 | 5 | 2 | 6 | 4 | 1 | 55 |
| Screening - Procedures/Process | 10 | 10 | 14 | 13 | 22 | 29 | 13 | 21 | 13 | 17 | 19 | 6 | 187 |
| | | | | | | | | | | | | | |

| | | | | | t Center (1 | | | 4 | | | | | | |
|------------|-----------------------------------------------------------------------------------|-----------------|--------------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | Screening - Retrieving Abandoned/Confise | | | | 2 | 2 | | | | 1 | 1 | | | |
| 2024 | | 241 | 194 | 185 | 180 | | | | | | | | | 80 |
| Airl | | | 2 | | 2 | | | | | | | | | |
| | Airline - Policy/Regulations/Service | | 1 | | 2 | | | | | | | | | |
| | Airline - Positive Bag Match Program | | 1 | | | | | | | | | | | |
| Civ | ril Rights | 2 | 5 | 3 | 2 | | | | | | | | | 1 |
| | Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | |
| | Civil Rights - Race | 1 | 3 | 1 | 1 | | | | | | | | | |
| | Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | 1 | | | | | | | | | |
| | Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | |
| | Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | |
| Cla | nims | | 1 | | | | | | | | | | | |
| | Claims - Status | | 1 | | | | | | | | | | | |
| Cus | stomer Service | 22 | 44 | 36 | 38 | | | | | | | | | 14 |
| | Customer Service - Others | 1 | | | | | | | | | | | | |
| | Customer Service - TCC | | | | 2 | | | | | | | | | |
| | Customer Service - TSO | 21 | 44 | 36 | 36 | | | | | | | | | 13 |
| DH | S TRIP | 1 | 1 | | | | | | | | | | | |
| | DHS TRIP - General | 1 | 1 | | | | | | | | | | | |
| Exp | pedited Passenger Screening Program | 163 | 96 | 103 | 85 | | | | | | | | | 44 |
| | Expedited Passenger Screening Program | 5 | 1 | 2 | 3 | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | 157 | 95 | 101 | 82 | | | | | | | | | 43 |
| | Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Haz | zardous Materials Safety | | | 1 | | | | | | | | | | |
| | Hazardous Materials Safety - General | | | 1 | | | | | | | | | | |
| Los | st and Found | | | | 1 | | | | | | | | | |
| | Lost and Found - Airport/TSA | | | | 1 | | | | | | | | | |
| Mis | shandling of Passenger Property | 10 | 6 | 5 | 8 | | | | | | | | | 2 |
| | Mishandling of Passenger Property - Dam | | 3 | | 1 | | | | | | | | | |
| | Mishandling of Passenger Property - Dam | | 3 | 4 | 6 | | | | | | | | | 1 |
| | Mishandling of Passenger Property - Dam | | | 1 | | | | | | | | | | |
| | Mishandling of Passenger Property - Disa | | 3 | | 1 | | | | | | | | | |
| No | Jurisdiction | 6 | 5 | 1 | 4 | | | | | | | | | 1 |
| | No Jurisdiction - No Referral | 2 | 1 | | 1 | | | | | | | | | |
| | No Jurisdiction - Refer to CBP | 2 | 2 | | 2 | | | | | | | | | |
| | No Jurisdiction - Refer to Other | 2 | 2 | 1 | 1 | | | | | | | | | |
| Pat | tdown | 2 | 1 | | 3 | | | | | | | | | |
| 1 41 | Patdown - Children | | | | 1 | | | | | | | | | |
| | Patdown - Flyer | 1 | 1 | | 2 | | | | | | | | | |
| | Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Per | rsons w/ Disabilities (PWD) | 5 | 7 | 9 | 2 | | | | | | | | | 2 |
| 1 01 | Persons w/ Disabilities (PWD) - Cognitive | | - 1 | 3 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Diabetes | 2 | 1 | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Diapers/0 | | | 1 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - General | | essings/ivia | 1 | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D |] Dovisoo At | 1 | - 1 | 1 | | | | | | | | | |
| | | | 1 | 4 | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medically | | - 1 | 1 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Prosthesi | | 1 | 1 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Wheelcha | | 3 | 3 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Wounded | | | 1 | 40 | | | | | | | | | |
| Pro | operty - Special Handling | 8 | 6 | 16 | 10 | | | | | | | | | 4 |
| | Property - Special Handling - Damaged Ite | | 1 | 4 | 2 | | | | | | | | | 1 |
| | Property - Special Handling - Damaged Ite | | 4 | 2 | | | | | | | | | | |
| | Property - Special Handling - Missing Item | | | 5 | 6 | | | | | | | | | 1 |
| | Property - Special Handling - Missing Item | | 1 | 5 | 2 | | | | | | | | | 1 |
| Scr | reening | 22 | 20 | 11 | 25 | | | | | | | | | 7 |
| | Screening - Crew Member or Airline Empl | , , | 1 | | | | | | | | | | | |
| | Screening - Inconsistency | 1 | 1 | 2 | 1 | | | | | | | | | |
| | Screening - International Screening | 1 | | | | | | | | | | | | |
| | Screening - Lengthy Lines | 6 | 5 | 2 | 13 | | | | | | | | | 2 |
| | Screening - Opposite Gender | 1 | | | | | | | | | | | | |
| | Screening - Procedures/Process | 13 | 11 | 6 | 11 | | | | | | | | | 4 |
| | Screening - Retrieving Abandoned/Confis | cated Items | 2 | 1 | | | | | | | | | | |

| gories | | | | | | - FOIA | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------|-----------|------------------|--------|--------|--------|----------------------------|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 10-Oct 11 | 1-Nov 1 | 12-Dec 0 | 1-Jan 02 | | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| KE | 101 | 83 | 80 | 75 | 55 | 84 | 79 | 59 | 71 | 62 | | 72 | 896 |
| 2022 | 20 | 22 | 29 | 13 | 14 | 35 | 46 | 26 | 42 | 28 | 44 | 48 | 367 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 1 | | | | | 1 | | 1 | | 2 | 1 | | 6 |
| Civil Rights - Race | | | | | | 1 | | | | 2 | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service | | | 3 | 1 | | | 1 | 1 | 2 | 3 | 2 | 1 | 14 |
| Customer Service - TSO | | | 3 | 1 | | | 1 | 1 | 2 | 3 | 2 | 1 | 14 |
| Expedited Passenger Screening Program | 15 | 20 | 22 | 10 | 10 | 30 | 39 | 20 | 36 | 19 | 35 | 40 | 296 |
| Expedited Passenger Screening Program | - DoD | | | | | 1 | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | 5 | 2 | 1 | 3 | 1 | 1 | | 1 | 1 | | 1 | 16 |
| Expedited Passenger Screening Program | 15 | 15 | 20 | 8 | 7 | 28 | 38 | 18 | 35 | 18 | 35 | 39 | 276 |
| Expedited Passenger Screening Program | | | | 1 | | | | 1 | | | | | 2 |
| Locks | | ,, | | • | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Lost and Found | | 1 | | | | | | | | | 1 | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | 1 | | 2 |
| · | | - 1 | 2 | | | 1 | 1 | | 1 | | I | 1 | 6 |
| Mishandling of Passenger Property | | | 2 | | | - 1 | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Dama | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dama | | | 1 | | | 1 | | | 1 | | | | 3 |
| Mishandling of Passenger Property - Disar | rayed ItemsC | arry-on or | Checked | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | 3 | | | 1 | 1 | 3 | 8 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 2 | | | 1 | 1 | 3 | 7 |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | 2 | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/D | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | edical Devices | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | | or Scooter) | | | | | 2 | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | s/Razors/Shar | n Ohier | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | p o ajot | | 1 | 2 | 1 | 1 | | 2 | | 1 | 1 | 11 |
| Property - Special Handling - Damaged Ite | me - Carry-On | | | - ' | | - ' | 1 | | 1 | | | 1 | 3 |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | | | - 1 | | - 1 | | | - ' | 2 |
| | 1 | | | ı | 2 | | | | | | | | |
| Property - Special Handling - Missing Item | | | | | 2 | - | | | 4 | | 4 | | 3 |
| Property - Special Handling - Missing Item | | | | | | 1 | | | 1 | | 1 | | 3 |
| Screening | 2 | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 3 | 1 | 2 | 16 |
| Screening - Inconsistency | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | 1 | 1 | | 1 | | 1 | 1 | 3 | 1 | 2 | 13 |
| 2023 | 39 | 29 | 29 | 31 | 41 | 49 | 33 | 33 | 29 | 34 | 31 | 24 | 402 |
| Civil Rights | 1 | | | 1 | 1 | | | | 1 | | 1 | | 5 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | | | 1 | 1 | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgend | der | | | | | | | | | 1 | | 1 |
| Customer Service | 3 | 2 | | 2 | 3 | 1 | 2 | 1 | 1 | 1 | 6 | | 22 |
| Customer Service - TSO | 3 | 2 | | 2 | 3 | 1 | 2 | 1 | 1 | 1 | 6 | | 22 |
| Expedited Passenger Screening Program | 30 | 26 | 23 | 24 | 31 | 38 | 30 | 31 | 23 | 28 | 23 | 23 | 330 |
| Expedited Passenger Screening Program | - DoD | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | | 1 | 2 | | | 2 | | | 1 | 1 | 10 |
| Expedited Passenger Screening Program | | | 00 | 22 | 29 | 38 | 30 | 29 | | | | | 319 |
| Expedited Passenger Screening Programm | 29 | 24 | 23 | | | | | | 23 | 28 | 22 | 22 | |
| | 29 | 24 | 23 | 22 | 1 | | | 29 | 23 | 28 | 22 | 22 | |
| Locks | 29 | 24 | 1 | 22 | 1 | | | 29 | 23 | 28 | 22 | 22 | 2 |
| Locks Locks - Missing or Damaged Lock | | 24 | 1 1 | | 1 | 0 | | 29 | 23 | | 22 | 22 | 2 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 2 | 24 | 1 1 1 | 1 | 1 1 | 3 | | 23 | 23 | 1 | 22 | 22 | 2 2 9 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | | 24 | 1 1 | 1 | 1 | | | 25 | 23 | 1 | 22 | 22 | 2 2 9 3 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 2 1 1 | | 1 1 1 1 | | 1 1 | 2 | | 29 | 23 | | 22 | 22 | 2 2 9 3 5 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar | 2 1 1 | | 1 1 1 1 | 1 | 1 1 | 2 | | 29 | 23 | 1 | 22 | 22 | 2 9 3 5 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown | 2 1 1 | | 1 1 1 1 | 1 | 1 1 | 2 1 2 | 1 | 29 | 23 | 1 | 1 | 22 | 2 9 3 5 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer | 2 1 1 | | 1 1 1 1 | 1 | 1 1 | 2 | 1 | 29 | 23 | 1 | 1 1 | 22 | 2 9 3 5 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown | 2 1 1 | | 1 1 1 1 | 1 | 1 1 | 2 1 2 | 1 | 29 | 23 | 1 | 1 | 22 | 2 9 3 5 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer | 2 1 1 | | 1 1 1 1 | 1 | 1 1 | 2 1 2 | | 29 | 23 | 1 | 1 | 22 | 2 9 3 5 1 4 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | 2 1 1 rrayed ItemsC | | 1 1 1 1 Checked | 1 | 1 1 | 2 1 2 | | 29 | 23 | 1 | 1 | 22 | 2 2 9 3 5 1 4 3 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [| 2 1 1 rayed ItemsC | | 1 1 1 1 Checked | 1 | 1 1 | 2 1 2 | | 29 | 23 | 1 | 1 | 22 | 2 9 3 5 1 4 3 1 2 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A | 2 1 1 rayed ItemsC | | 1 1 1 1 Checked | 1 | 1 1 1 | 2 1 2 2 | | | 23 | 1 | 1 | 22 | 2 9 3 5 1 4 3 1 2 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling | 2 1 1 rayed ItemsC | | 1 1 1 1 Checked | 1 | 1 1 | 2 1 2 | | 1 | 23 | 1 1 | 1 | 22 | 2 9 3 5 1 4 3 1 2 1 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite | 2 1 1 1 1 1rrayed ItemsC | | 1 1 1 1 Checked | 1 1 2 | 1 1 1 | 2 1 2 2 | | | 23 | 1 1 3 3 1 1 | 1 1 | 22 | 2 9 3 5 1 4 3 1 2 1 1 1 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | 2 1 1 rayed ItemsC | | 1 1 1 1 Checked | 1 1 2 2 1 | 1 1 1 | 2 1 2 2 | | 1 | 23 | 1 1 | 1 1 | 22 | 2 9 3 5 1 4 3 1 2 1 1 1 1 1 2 6 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | 2 1 1 rrayed ItemsC | | 1 1 1 1 Checked | 1 1 2 | 1 1 1 | 2 1 2 2 2 | | | 23 | 1 1 3 3 1 1 | 1 1 | 22 | 2 9 3 5 1 4 3 1 2 1 1 1 1 1 2 6 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item | 2 1 1 rrayed ItemsC | arry-on or | 1 1 1 Checked 1 1 1 1 1 1 1 1 | 2 1 1 | 1 1 1 1 | 2 1 2 2 2 1 1 1 | | 1 | | 1 1 3 3 1 2 | 1 1 | | 2 9 3 5 1 4 3 1 2 1 1 1 1 2 6 2 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening | 2 1 1 rrayed ItemsC | | 1 1 1 1 Checked | 1 1 2 1 1 | 1 1 1 | 2 1 2 2 2 | | 1 | 4 | 1 1 3 3 1 1 | 1 1 | 22 | 2 9 3 5 1 4 3 1 2 1 1 11 2 6 2 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency | 2 1 1 rayed ItemsC 1 1 nimals 1 1 ms - Checked s - Carry-On s - Checked 1 | arry-on or | 1 1 1 Checked 1 1 1 1 1 1 2 | 2 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 1 11 2 6 2 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process | 2 1 1 1 rrayed ItemsC | arry-on or | 1 1 1 Checked 1 1 1 1 1 1 1 1 | 1 1 2 1 1 | 1 1 1 1 | 2 1 2 2 2 1 1 1 | | 1 | 4 | 1 1 3 3 1 2 | 1 1 | | 2 9 3 5 1 4 3 1 2 1 1 11 2 6 2 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency | 2 1 1 1 rrayed ItemsC | arry-on or | 1 1 1 Checked 1 1 1 1 1 1 2 | 1 1 2 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 1 11 2 6 2 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process | 2 1 1 1 rrayed ItemsC | arry-on or | 1 1 1 Checked 1 1 1 1 1 1 2 | 1 1 2 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 1 1 1 2 6 2 1 17 4 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisce | 2 1 1 rrayed ItemsC | Carry-on or | 1 1 1 Checked 1 1 1 1 2 2 2 | 1 1 2 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 4 12 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline | 2 1 1 rrayed ItemsC | Carry-on or | 1 1 1 Checked 1 1 1 1 2 2 2 | 1 1 2 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 4 3 1 2 1 1 1 1 2 6 6 2 1 1 1 7 4 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage | 2 1 1 rrayed ItemsC | Carry-on or | 1 1 1 Checked 1 1 1 1 2 2 2 | 1 1 2 1 1 1 1 31 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 12 1 17 17 17 17 18 18 18 18 18 18 18 18 18 18 |
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| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Airline Airline - Lost Baggage Civil Rights - Sex/Gender/Gender Identity- | 2 1 1 1 rrayed ItemsC 1 1 1 nimals 1 1 ms - Checked 5 - Carry-On 5 - Checked 1 1 tated Items 42 1 1 Not Trans (| 1 1 32 | 1 1 1 1 1 1 1 1 2 2 2 2 22 | 1 1 2 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 12 1 17 4 12 1 17 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service | 2 1 1 1 rrayed ItemsC | 1 1 32 1 1 2 | 1 1 1 1 1 1 1 1 2 2 2 2 2 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 12 17 4 12 17 2 1 17 4 17 17 4 17 17 17 17 17 17 17 17 17 17 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO | 2 1 1 1 rrayed ItemsC 1 1 1 nimals 1 1 ms - Checked 5 - Carry-On 5 - Checked 1 1 teated Items 42 1 1 Not Trans 1 1 | 1 1 32 1 1 2 2 | 1 1 1 1 1 1 2 2 2 2 2 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 12 1 17 4 12 1 17 2 1 17 4 17 17 17 17 17 17 17 17 17 17 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service - TSO Expedited Passenger Screening Program | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 32 1 1 2 2 23 | 1 1 1 1 1 1 1 1 2 2 2 2 2 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 4 3 1 1 2 1 1 1 1 2 6 6 2 1 1 1 1 1 2 1 1 1 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage Civil Rights - Sex/Gender/Gender Identity- Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 1 1 1 rayed ItemsC 1 1 1 nimals 1 1 ms - Checked s - Carry-On s - Checked 1 1 teated Items 42 1 1 Not Trans 1 1 37 1 | 1 1 32 1 1 2 2 2 23 1 | 1 1 1 1 1 1 1 2 2 2 2 2 2 1 1 1 1 4 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 12 1 17 4 12 1 17 4 17 4 17 4 17 17 17 17 17 17 17 17 17 17 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service - TSO Expedited Passenger Screening Program | 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 32 1 1 2 2 23 | 1 1 1 1 1 1 2 2 2 2 2 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 4 3 1 1 2 1 1 1 1 2 6 6 2 1 1 1 1 1 2 1 1 1 1 |
| Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2024 Airline Airline - Lost Baggage Civil Rights - Sex/Gender/Gender Identity- Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 1 1 1 rayed ItemsC 1 1 1 nimals 1 1 ms - Checked s - Carry-On s - Checked 1 1 teated Items 42 1 1 Not Trans 1 1 37 1 | 1 1 32 1 1 2 2 2 23 1 | 1 1 1 1 1 1 1 2 2 2 2 2 2 1 1 1 1 4 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 3 | 2 1 2 2 1 1 1 3 | | 1 | 4 3 | 1 1 3 1 2 | 1 1 | 1 | 2 9 3 5 1 4 3 1 2 1 11 2 6 2 1 17 4 12 1 17 4 12 1 17 4 17 4 17 4 17 17 17 17 17 17 17 17 17 17 |

| | | | I SA COIILA | ci Center (| icc) Dala | 1001 - FUIA | ١ | | | | | | |
|-------------------------------------------|-------------|-----------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Lost and Found | | 1 | | 1 | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | 4 | | | | | | | | | | 4 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 2 | | | | | | | | | | 2 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 3 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | tems - Chec | 1 | | | | | | | | | | | 1 |
| Screening | 2 | 1 | 1 | 2 | | | | | | | | | 6 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | 2 | | | | | | | | | 5 |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------|------------|--------|--------------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| | | 1 | 1 | | | | | | 1 | | | 3 |
| | | 1 | | | | | | | 1 | | | 2 |
| | | 1 | | | | | | | | | | 1 |
| - TSA PreC | heck | 1 | | | | | | | | | | 1 |
| | | | | | | | | | 1 | | | 1 |
| ems - Checl | red | | | | | | | | 1 | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| | - TSA PreC | | 10-Oct 11-Nov 12-Dec 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1 - TSA PreCheck 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 1 1 - TSA PreCheck 1 1 | 1 1 1 1 - TSA PreCheck 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 1 1 - TSA PreCheck 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1 -TSA PreCheck 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 1 1 1 1 1 -TSA PreCheck 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

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

| | | | | | CC) Data | | | | | | | | |
|--------------------------------------------|---------------|------------|-------------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MLB | 7 | 10 | 13 | 6 | 2 | 4 | 11 | 7 | 7 | 11 | | 7 | 8 |
| 2022 | 1 | | 2 | 2 | 1 | 3 | 6 | 4 | 1 | 3 | | 2 | 2 |
| Customer Service | | | | 1 | | | | | | | | 1 | |
| Customer Service - TSO | | | | 1 | | | | | | | | 1 | |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | | 2 | 6 | 2 | | 3 | | 1 | 18 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | | 2 | 6 | 2 | | 3 | | 1 | 18 |
| Mishandling of Passenger Property | | | | | | | | 1 | 1 | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsCa | arry-on Lug | gage | | | | 1 | 1 | | | | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Screening | | | | | 1 | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | 1 | 1 | | | | | | | |
| 2023 | 5 | 7 | 6 | 2 | 1 | 1 | 5 | 3 | 6 | 8 | | 5 | 49 |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 3 | 1 | 1 | | | | | | | 2 | | | |
| Customer Service - Others | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 3 | 1 | | | | | | | | 2 | | | |
| Expedited Passenger Screening Program | 1 | 4 | 5 | 2 | 1 | 1 | 5 | 3 | 3 | 3 | | 3 | 3 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | 4 | 5 | 2 | 1 | 1 | 5 | 3 | 3 | 2 | | 3 | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | ltemsCh | necked Bag | gage | | | | | 1 | | | | |
| No Jurisdiction | | | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | 1 | | | | |
| Screening | | | | | | | | | | 2 | | | |
| Screening - Procedures/Process | | | | | | | | | | 2 | | | |
| 2024 | 1 | 3 | 5 | 2 | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 2 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Applic | ation Prog | ram | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 1 | | | | | | | | | Ç |

| | | • | | ct Center (1 | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|----------------|-------------|--------------|--------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MLI | 4 | 8 | 7 | 13 | 11 | 8 | 12 | 12 | 8 | 10 | 14 | 3 | 110 |
| 2022 | 1 | 1 | 2 | 4 | 1 | 6 | 10 | 6 | 5 | 3 | 12 | | 51 |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| Customer Service - TSO | | | | | | | | | 1 | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 4 | 1 | 6 | 9 | 4 | 4 | 3 | 11 | | 46 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram 💮 💮 | | | | 1 | | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 4 | 1 | 6 | 8 | 4 | 3 | 2 | 11 | | 43 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lug | gage | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | 1 | | | | | 2 |
| Screening - Procedures/Process | | | | | | | 1 | 1 | | | | | 2 |
| 2023 | 2 | 3 | 2 | 2 | 10 | 2 | 2 | 6 | 3 | 7 | 2 | 3 | 44 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | 1 | | | | | | | | 1 | | | 3 |
| Customer Service - TSO | 1 | 1 | | | | | | | | 1 | | | 3 |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 2 | 10 | 1 | 2 | 5 | 3 | 5 | 1 | 1 | 34 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 1 | 2 | 9 | 1 | 2 | 5 | 3 | 5 | 1 | 1 | 33 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | g ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | 2 | 3 |
| Patdown - Flyer | | | | | | | | | | 1 | | 2 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | t Wheelch | air or Scoot | er) | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry- | -On | | | | | | 1 | | | | | 1 |
| 2024 | 1 | 4 | 3 | 7 | | | | | | | | | 15 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 3 | 3 | 3 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 3 | 3 | | | | | | | | | 9 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checl | 1 | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| | | | rsa Contac | | | | | | | | | | |
|-----------------------------------------------|----------------------------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | | 1-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MLU | 5 | 3 | - | 4 | 1 | 5 | 2 | 6 | 2 | 2 | 3 | - | 45 |
| 2022 | | | 3 | | | 2 | 2 | 1 | 2 | | | 3 | 13 |
| Customer Service | | | 1 | | | 1 | | | | | | | 2 |
| Customer Service - TSO | | | 1 | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | 1 | 1 | 2 | | | 2 | |
| Expedited Passenger Screening Program | TSA Applicat | tion Prος | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreChe | ck | | | | | 1 | 1 | 2 | | | 2 | |
| Notice of Violation/Civil Penalties | | | 1 | | | | | | | | | | |
| Notice of Violation/Civil Penalties - General | al | | 1 | | | | | | | | | | |
| Patdown | | | | | | 1 | | | | | | 1 | |
| Patdown - Flyer | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | | 1 | | | | | | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| 2023 | 3 | | 2 | 3 | 1 | 3 | | 5 | | 2 | 3 | 1 | 2 |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | 1 | 2 | | 3 | | 1 | 2 | 1 | 1 |
| Expedited Passenger Screening Program | 1 | | 1 | 1 | 1 | 2 | | 3 | | 1 | 2 | 1 | 1 |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (g | eneral) Not Br | east Car | ncer | | | 1 | | | | | | | |
| Property - Special Handling | | | 1 | | | | | 1 | | | | | |
| Property - Special Handling - Damaged Ite | ems - Checked | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | s - Checked | | 1 | | | | | | | | | | |
| Screening | 1 | | | 2 | | | | 1 | | | 1 | | |
| Screening - Crew Member or Airline Emplo | oyee | | | | | | | | | | 1 | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | | | | |
| 2024 | 2 | 3 | 3 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 2 | | | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-On | | 1 | | | | | | | | | | |
| Screening | - | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |

| Categories | 10-Oct | | SA Contact 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------|--------------|---------------|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| MOB | 7 | 5 | 12 | 5 | 8 | 13 | 10 | 7 | | 8 | 11 | 10 | 102 |
| 2022 | 1 | 1 | 4 | - | 4 | 7 | 8 | 1 | 2 | 5 | | | 46 |
| Additional Information Required/Insufficient Inf | ormation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficier | | n - EMAIL O | NLY | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | 1 | | | | | | 1 | | 2 |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | 3 | | 1 | | | | |
| Customer Service - TSO | | | | | | | 3 | | 1 | | | | |
| Expedited Passenger Screening Program | 1 | | 3 | | 2 | 7 | 3 | | | 5 | 5 | 3 | 29 |
| Expedited Passenger Screening Program | - TSA Applic | cation Progra | am | | | | | | | | 2 | | 2 |
| Expedited Passenger Screening Program | 1 | J | 3 | | 2 | 7 | 3 | | | 5 | | 3 | 27 |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | - 2 |
| Mishandling of Passenger Property - Dam | aged/Missin | a ItemsCar | rrv-on Luga: | age | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | | | | | | | 1 | | | | | | |
| Patdown | 3 | 5 | 1 | 3 | | | | | | | | 1 | 2 |
| Patdown - Flyer | | | 1 | | | | | | | | | 1 | 2 |
| Property - Special Handling | | | | | | | | 1 | 1 | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | | | | | | | | | 1 | | | | |
| Screening | , , , | 1 | | | 1 | | | | | | 1 | | 3 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | 1 | | 2 |
| 2023 | 2 | 2 | 5 | 1 | 4 | 6 | 2 | 6 | 4 | 3 | 4 | 4 | 43 |
| Civil Rights | _ | | | | | | 1 | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | 1 | 1 | 3 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | 1 | |
| Expedited Passenger Screening Program | | 2 | 5 | 1 | 4 | 5 | 1 | 5 | 4 | 2 | 1 | 2 | 32 |
| Expedited Passenger Screening Program | - TSA Applic | | | | | 1 | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | 2 | 5 | 1 | 4 | 4 | 1 | 5 | 4 | 2 | 1 | 1 | 30 |
| Mishandling of Passenger Property | 1 | | | | - | | | | - | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | - | | | | | | | | | | 1 | | - 2 |
| Patdown | | | | | | | | 1 | | | | | - |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Screening | | | | | | 1 | | | | 1 | 1 | 1 | |
| Screening - Procedures/Process | | | | | | 1 | | | | 1 | 1 | 1 | |
| 2024 | 4 | 2 | 3 | 4 | | | | | | | | | 13 |
| Customer Service | - | 1 | • | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 1 | 2 | 3 | | | | | | | | | 9 |
| Expedited Passenger Screening Program | 3 | 1 | 2 | 3 | | | | | | | | | |
| Patdown | 3 | 1 | 1 | 3 | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Screening | 1 | | - 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |

| | | | | t Center (1 | rcc) Data 1 | | | | | | | | |
|--------------------------------------------|------------------|-----------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MOT | 3 | 5 | 6 | 3 | 5 | 4 | 4 | 3 | 4 | 5 | 8 | 3 | |
| 2022 | | | 2 | | 4 | 1 | 2 | 1 | 4 | 3 | 1 | | |
| Customer Service | | | | | | | | | | 1 | | | |
| Customer Service - TSO | | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | | | 1 | | 4 | 1 | 2 | 1 | 2 | | 1 | | |
| Expedited Passenger Screening Program | - DoD | | | | | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | 4 | 1 | 1 | 1 | 2 | | 1 | | |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Checl | ked | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Iten | ns - Checke | d | 1 | | | | | | | | | | |
| Screening | | | | | | | | | 2 | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | 2 | 1 | | | |
| 2023 | 2 | 3 | 4 | 2 | 1 | 3 | 2 | 2 | | 2 | 7 | 3 | : |
| Customer Service | | 1 | | | | | | | | | 1 | | |
| Customer Service - CSM | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | 4 | 2 | 1 | 3 | 2 | 2 | | 2 | 2 | 1 | |
| Expedited Passenger Screening Program | - DoD | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | 4 | 2 | 1 | 3 | 2 | 1 | | 2 | 2 | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | ı aged/Missiı | ng ItemsC | hecked Bag | gage | | | | | | | | 1 | |
| Screening | 1 | | | | | | | | | | 4 | 1 | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 4 | 1 | |
| 2024 | 1 | 2 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | | | | | | | | | |
| Screening | 1 | | | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |

| | | | | ct Center (T | | | | | | | | | |
|--------------------------------------------------|-------------|--------------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MRY | 12 | | 8 | 5 | 5 | 7 | - | | 5 | 7 | ~ | 10 | 82 |
| 2022 | 5 | 3 | | 1 | 4 | 5 | 1 | 3 | 3 | 4 | 5 | 4 | 38 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | 4 | 3 | | 1 | 3 | 5 | 1 | 3 | 2 | 3 | 5 | 3 | 33 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 4 | 2 | | 1 | 3 | 5 | 1 | 3 | 2 | 3 | 5 | 2 | 31 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | - Opt In | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | s - Carry-C |)n | | | | | | | | 1 | | | 1 |
| 2023 | 2 | | 6 | 3 | 1 | 2 | 2 | 3 | 2 | 3 | 4 | 6 | 36 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | 4 | 3 | | 1 | 2 | | 1 | 1 | 4 | 6 | 25 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | ication Prod | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | | 3 | 3 | | 1 | 2 | | 1 | 1 | 4 | 5 | 22 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missi | na ItemsC | arrv-on Luc | ıdade | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | | | | 1 | | 1 | | | 2 |
| Patdown | -3 | 3 | 1 | 999- | | | | | 1 | | | | 2 |
| Patdown - Flyer | | | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | nimals | | | | | | | 1 | | | | | 1 |
| Screening | | 1 | 1 | | 1 | | | | | 1 | | | 4 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |
| 2024 | 5 | | 2 | 1 | | | | | | | | | 8 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 4 | | 2 | | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 4 | | 2 | | | | | | | | | | 6 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | - ! |

| | | | I SA COIILA | ci center (| icc, Data | 1001 - 1 014 | | | | | | | |
|-------------------------------------------------|---------------|------------|-------------|-------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSL | 1 | 1 | | 1 | | 1 | | 1 | | 1 | 2 | | 8 |
| 2022 | | | | | | 1 | | 1 | | | 2 | | 4 |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | 1 | | 1 | | | 1 | | 3 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Children | | | | | | | | | | | 1 | | 1 |
| 2023 | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | 1 | | | 1 |
| 2024 | 1 | 1 | | 1 | | | | | | | | | 3 |
| Additional Information Required/Insufficient In | formation | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficie | nt Informatio | on - EMAIL | ONLY | 1 | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| ategories | 10-Oct | | A Contact (| 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------|------------------|----------------|-------------|----------|--------|--------|--------|----------|--------|--------|--------|--------|-------|
| | | | | | | | | <u> </u> | | | | | |
| MSN | 35 | 40 | 32 | 38 | 28 | 58 | 29 | 28 | 27 | 22 | | | 381 |
| 2022 | 8 | 12 | 13 | 8 | 8 | 30 | 16 | 11 | 15 | 7 | 10 | 17 | 15 |
| Civil Rights | | | 1 | | | | | 1 | 2 | | | | 4 |
| Civil Rights - Race | NI A T | | | | | | | 1 | 2 | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | ender | 1 | | | | | | | | | | |
| Customer Service | 2 | | 4 | | | | | | | 1 | | 1 | 3 |
| Customer Service - TSO | 2 | | 4 | | | | | | | 1 | | 1 | |
| Expedited Passenger Screening Program | 4 | 12 | 6 | 8 | 8 | 28 | 14 | 8 | 12 | 5 | 7 | 14 | 120 |
| Expedited Passenger Screening Program | 2 | 3 | 1 | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 2 | 9 | 5 | 8 | 8 | 28 | 14 | 8 | 12 | 4 | 7 | 14 | 11 |
| Locks | | | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 2 | 1 | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | | | | | | 1 | | |
| Patdown | 1 | | | | | 1 | 1 | | | | | | |
| Patdown - Flyer | 1 | | | | | 1 | 1 | | | | | | |
| Property - Special Handling | | | 1 | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-Or | | 1 | | | | | | 1 | | | | |
| Screening | , | | | | | 1 | 1 | 2 | | 1 | 1 | 1 | |
| Screening - Children | | | | | | | | | | | | 1 | |
| Screening - Crew Member or Airline Empl | ovee | | | | | | | | | 1 | | | |
| Screening - Inconsistency | Ľ | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | 1 | | | 1 | | |
| Screening - Retrieving Abandoned/Confis | L cated Items | | | | | | 1 | | | | | | |
| 2023 | 14 | 14 | 9 | 15 | 20 | 28 | 13 | 17 | 12 | 15 | 14 | 9 | 180 |
| Civil Rights | | | | | | 2 | | 1 | | | | | |
| Civil Rights - Profiling | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | 1 | | 1 | | | | | |
| | 4 | | | 4 | | | 4 | 1 | 2 | 2 | 0 | 1 | |
| Customer Service | 1 | | | 1 | | 2 | 1 | | 3 | 3 | 2 | | 1: |
| Customer Service - TSO | 1 | | • | 1 | 40 | 2 | 1 | 1 | 3 | 3 | 2 | | 1: |
| Expedited Passenger Screening Program | 11 | 11 | 9 | 14 | 18 | 23 | 11 | 13 | 5 | 8 | 11 | 7 | 14 |
| Expedited Passenger Screening Program | | | 1 | | 2 | | | 1 | 1 | | | | |
| Expedited Passenger Screening Program | 11 | 11 | 8 | 14 | 16 | 23 | 11 | 12 | 4 | 8 | 11 | 7 | 13 |
| Human Capital | | | | | | | | | | 1 | | | |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCarr | y-on Lugga | ge | | | | | | | 1 | | |
| Patdown | 1 | 1 | | | 1 | | | | 1 | | | | |
| Patdown - Flyer | 1 | 1 | | | 1 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | 2 | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Mental I | Disability | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary I | /ledication ar | nd Medical | Supplies | | | | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | | 1 | | | | |
| Screening | 1 | 2 | | | 1 | 1 | 1 | | 1 | 3 | | 1 | 1 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | 1 | 1 | 1 | | 1 | 2 | | 1 | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | |
| 2024 | 13 | 14 | 10 | 15 | | | | | | | | | 5 |
| Civil Rights | 1 | | | | | | | | | | | | - |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | | 1 | 1 | 2 | | | | | | | | | |
| Customer Service - TSO | | 1 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 11 | 13 | 9 | 9 | | | | | | | | | 4 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 | 13 | 1 | 9 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 10 | 13 | 8 | 0 | | | | | | | | | 4 |
| | 10 | 13 | ŏ | 9 | | | | | | | | | |
| No Jurisdiction | | | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Flyer | 1 | | | | | | | | | | | | |
| Screening | | | | 3 | | | | | | | | | |
| Screening - Inconsistency | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | | | | 1 | | | | | | | | | 1 |

| | | T | | | | CC) Data 1 | ool - FOIA | | | | | | | |
|-----------------------------------------|--------------|-------------|--------|--------|--------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-D | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSO | 19 | 11 | | 5 | 19 | 11 | 6 | 9 | 12 | 15 | 12 | 16 | 17 | 152 |
| 2022 | 3 | 3 | | | 7 | 6 | 5 | 3 | 6 | 7 | 5 | 8 | 14 | 67 |
| Airline | | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | 3 | 3 | | | 7 | 6 | 5 | 3 | 4 | 6 | 4 | 8 | 11 | 60 |
| Expedited Passenger Screening Program | - TSA Applie | cation Prog | ram | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 3 | | | 7 | 5 | 5 | 3 | 4 | 6 | 4 | 8 | 11 | 59 |
| Locks | | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | 2 | | | | 1 | 3 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | | 1 |
| 2023 | 10 | 3 | | 1 | 7 | 5 | 1 | 6 | 6 | 8 | 7 | 8 | 3 | 65 |
| Civil Rights | | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Race | | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service | 1 | | | | | | | | | | 1 | 1 | | 3 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | 1 | | 3 |
| Expedited Passenger Screening Program | 9 | 3 | | 1 | 6 | 4 | 1 | 6 | 6 | 8 | 4 | 4 | 2 | 54 |
| Expedited Passenger Screening Program | 1 | | | | | 1 | | 1 | 1 | | | | | 4 |
| Expedited Passenger Screening Program | 8 | 3 | | 1 | 6 | 3 | 1 | 5 | 5 | 8 | 4 | 4 | 2 | 50 |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCl | hecked | d Bagg | age | | | | | | | | 1 | 1 |
| Patdown | _ | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | 1 | 2 | | 4 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | 1 | | | 2 |
| 2024 | 6 | 5 | | 4 | 5 | | | | | | | | | 20 |
| Customer Service | | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | 4 | | 4 | 2 | | | | | | | | | 15 |
| Expedited Passenger Screening Program | 5 | 4 | | 4 | 2 | | | | | | | | | 15 |
| No Jurisdiction | | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | 2 | | | | | | | | | 3 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | 1 | | | | | | | | | 2 |

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------------------------------------------|---------------------|--------------|---------|--------|----------|--------|--------|------------|--------|--------|----------|--------|-------|
| MSP | 456 | 440 | 453 | 468 | 320 | 370 | 367 | 322 | 329 | 310 | 342 | 321 | 4,498 |
| 2022 | 102 | 143 | 123 | 134 | 139 | 184 | 163 | 158 | 165 | 151 | 201 | 160 | 1,823 |
| Additional Information Required/Insufficient Info | | 1 | | | | | | | | | | 1 | 2 |
| Additional Information Required/Insufficier | nt Informatic | 1 | | | | | | | | | | 1 | 2 |
| Airline Policy/Postulations/Service | | | 1 1 | | | | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | | | 1 | | | | | | | | 1 | | |
| Civil Rights | 2 | 2 | 2 | | 2 | 2 | 3 | | 3 | 2 | 2 | 3 | 23 |
| Civil Rights - Age | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | , , | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | 1 | 2 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | 2 | | | 2 | 1 | 1 | 2 | 8 |
| Civil Rights - Racial Profiling or Discrimina | | 1 | | | 1 | | 4 | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | | | 1 | | 1 | | 1 | | | | 2 |
| Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening | lisgerider | | 1 | | | | | | ı | | 1 | | 2 |
| Claims | | | 1 | | | | 1 | | | | ' | | 2 |
| Claims - Status | | | 1 | | | | 1 | | | | | | 2 |
| CSM/Stakeholder Follow-up | | | | | | 1 | | | | | | | 1 |
| CSM/Stakeholder Follow-up - General | | | | | | 1 | | | | | | | 1 |
| Customer Service | 10 | 11 | 4 | 11 | 4 | 12 | 7 | 9 | 14 | 6 | 8 | 14 | 110 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | | | 2 | | 1 | | | | | | | 3 |
| Customer Service - TSO | 10 | 11 | 4 | 8 | 4 | 11 | 7 | 9 | 14 | 6 | 8 | 14 | 106 |
| Expedited Passenger Screening Program | 72 | 107 | 92 | 100 | 118 | 159 | 127 | 130 | 130 | 120 | 163 | 119 | 1,437 |
| Expedited Passenger Screening Program | | 1 | | | 1 | | 1 | 4 | | | 1 | 4 | 8 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 13 93 | 6 86 | 93 | 5 112 | 159 | 120 | 116 | 123 | 117 | 5 157 | 118 | 1 264 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | | | 93 | 112 | 159 | 120 | <u>116</u> | 123 | 117 | 157 | 118 | 1,364 |
| Hazardous Materials Safety | - 134/013 E | .inployees - | Оргіп | 1 | | | | ı | 1 | 1 | | | 4 |
| Hazardous Materials Safety - General | | 1 | | 1 | | | | | 1 | 1 | | | 4 |
| Locks | | | | | | 2 | | 1 | 1 | | 1 | 1 | 6 |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 2 | | | 1 | | 1 | 1 | 5 |
| Lost and Found | | | | | 2 | | | | | | | 1 | 3 |
| Lost and Found - Airport/TSA | | | | | 2 | | | | | | | 1 | 3 |
| Mishandling of Passenger Property | | 2 | 2 | 2 | 4 | | 2 | 4 | 2 | 2 | 3 | 2 | 25 |
| Mishandling of Passenger Property - Dam | | | | 1 | 1 | | 1 | | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | 1 | 2 | | 1 | 3 | 1 | 1 | 1 | | 13 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | 4 | 1 | 4 | 0 | 1 | | | 2 | 1 | 6 |
| No Jurisdiction No Jurisdiction - No Referral | | 1 | | 1 | | 1 | 2 | | | | 1 | | 6 |
| No Jurisdiction - No Refer to CBP | | 1 | | 1 | | 1 | 2 | | | | | | 4 |
| No Jurisdiction - Refer to Other | | | | | | ' | | | | | 1 | | 1 |
| Patdown | 3 | 6 | 2 | 4 | 2 | | 4 | 1 | 3 | 2 | 7 | 7 | 41 |
| Patdown - Children | - | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | 1 | 4 | 2 | 4 | 2 | | 4 | 1 | 2 | 2 | 6 | 7 | 35 |
| Patdown - Flyer as Observer | 2 | 2 | | | | | | | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) | 4 | 4 | 3 | 3 | 1 | 1 | 3 | 1 | | 2 | 4 | 2 | 28 |
| Persons w/ Disabilities (PWD) - Autism S | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | i/N A | le- | 2 | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General | | ssings/ivias | 1 | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | l Devices - Atta | ched to the | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | Dody | | | | 1 | 1 | | 1 | - ' | 1 | 5 |
| Persons w/ Disabilities (PWD) - Mobility [| | Wheelch | 1 | | 1 | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | | | | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | 1 | | | | | | | | | 1 | | 4 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Breast Milk | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 1 | 7 | 4 | 2 | 3 | 2 | 3 | | 4 | 4 | 3 | 38 |
| Property - Special Handling - Damaged Ite | | | 3 | | 1 | | | 3 | | | | | 8 |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | 1 | 1 | 4 | | | 2 | 0 | 0 | 7 |
| Property - Special Handling - Missing Item | | 1 | 2 | 1 | | 1 1 | 1 | | | 2 | 3 | 1 | 13 |
| Property - Special Handling - Missing Item Screening | 6 | 6 | 9 | 8 | 4 | 3 | 12 | 9 | 11 | 12 | 7 | 7 | 94 |
| Screening - Inconsistency | 2 | 1 | 3 | 1 | 1 | 1 | 2 | 1 | - 11 | 2 | - 1 | 1 | 12 |
| Screening - International Screening | _ | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | 1 | 2 | 3 | | 1 | 1 | 1 | 3 | 1 | 3 | | 17 |
| Screening - Procedures/Process | 3 | 4 | 5 | 3 | 3 | | 9 | 7 | 7 | 8 | 4 | 6 | 59 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 2 | 1 | | | | | 1 | 1 | | | 5 |
| 2023 | 183 | 171 | 180 | 211 | 181 | 186 | 204 | 164 | 164 | 159 | 141 | 161 | 2,105 |
| Additional Information Required/Insufficient Inf | | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficier | nt Information | - EMAIL O | NLY | | | | | | | | 1 | | 1 |
| Airline | | | | 1_ | | | | | | | | | 1 |
| Airline - Wheelchair Assistance | _ | | | 1 | 4 | | | | | | | a . | 1 |
| Civil Rights Civil Rights - Age | 3 | 3 | 3 | 2 | 1 | 3 | 6 | 3 | 2 | 4 | 4 1 | 1 | 35 |
| Civil Rights - Age Civil Rights - Constitutional Rights | | 1 | | | | | | | 1 | 1 | - 1 | | 3 |
| Civil Rights - National Origin | 1 | 1 | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Not Specified | ' | 1 | | | | | | | | 1 | | | 1 |
| | | | | | | | | | | | | | - ' |

| | | TSA | Contact C | enter (TC | C) Data Too | I - FOIA | | | | | | | |
|----------------------------------------------------------------|------------------|---------------|-------------|-----------|-------------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 1 | 1-Nov 12 | 2-Dec 0 | 1-Jan 0 | 2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Civil Rights - Profiling | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | 1 | 1 | 3 | 1 | 1 | 1 | 4 | 2 | 1 | 1 | 2 | 1 | 19 |
| Civil Rights - Screening of Religious Cultu | iral and Ceremo | onial Items | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | der | | | | 2 | 2 | 1 | | 1 | | | 6 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 14 | 8 | 11 | 10 | 6 | 10 | 13 | 20 | 10 | 8 | 6 | 9 | 125 |
| Customer Service - TSO | 14 | 8 | 11 | 10 | 6 | 10 | 13 | 20 | 10 | 8 | 6 | 9 | 125 |
| Expedited Passenger Screening Program | 148 | 144 | 152 | 180 | 157 | 149 | 173 | 123 | 123 | 116 | 106 | 128 | 1,699 |
| Expedited Passenger Screening Program | 3 | 5 | 6 | 3 | 2 | 5 | 3 | 1 | 2 | 1 | 3 | 4 | 38 |
| Expedited Passenger Screening Program | | 138 | 146 | 177 | 154 | 144 | 170 | 122 | 121 | 115 | 103 | 124 | 1,659 |
| Expedited Passenger Screening Program | | 1 | | | 1 | | | | | | | | 2 |
| Locks | | 2 | | | | | | | | 1 | 1 | | 4 |
| Locks - General | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | 1 | 1 | | 3 |
| Mishandling of Passenger Property | 2 | 1 | 3 | | 3 | 3 | | 1 | 4 | 3 | 2 | 5 | 27 |
| Mishandling of Passenger Property - Dam | | 1 | 3 | | 3 | 3 | | 1 | 2 | 2 | | 2 | |
| | | 4 | | | 3 | 3 | | | | | - 4 | | 13 |
| Mishandling of Passenger Property - Dam | | 1 | 0 | | | | | 1 | 2 | 1 | 1 | 3 | 9 |
| Mishandling of Passenger Property - Disa | | | 3 | • | | | | | | | 1 | | 5 |
| No Jurisdiction | 1 | 1 | 1 | 2 | | 1 | | | 2 | 1 | 2 | 1 | 12 |
| No Jurisdiction - No Referral | | | | 1 | | | | | 1 | 1 | | | 3 |
| No Jurisdiction - Refer to CBP | 1 | 1 | | 1 | | 1 | | | 1 | | 1 | 1 | 7 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | 1 | | 2 |
| Patdown | 2 | 3 | | 3 | 1 | 2 | | 3 | 3 | 2 | 3 | 1 | 23 |
| Patdown - Children | | | | | | | | 1 | | | 1 | | 2 |
| Patdown - Flyer | 2 | 2 | | 2 | 1 | 1 | | 2 | 2 | 2 | 2 | 1 | 17 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | | | 1 | | | | 3 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | 2 | 1 | | 6 | 3 | 3 | 4 | 2 | 3 | 3 | 30 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | 3 | | | | 1 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | al /Mental Di | isability | | | 2 | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | , O I I CI I | 1 | | | | 1 | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - General | | | ' | | | | | | 2 | | | | |
| Persons w/ Disabilities (PWD) - Medically | 2 | | 1 | 1 | | | 1 | 2 | | 1 | | 1 | 9 |
| Persons w/ Disabilities (PWD) - Medically | | /boolobair o | | - 1 | | | - 1 | 1 | 1 | - 1 | | 1 | 3 |
| | | | or Scooler) | | | 4 | | 1 | 1 | | | I | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tra | uma) | | | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 3 | 2 | 3 | 1 | 2 | 4 | 3 | 5 | 3 | 3 | 33 |
| Property - Special Handling - Damaged It | | 1 | 1 | | | | 1 | 2 | 1 | 1 | 2 | 2 | 13 |
| Property - Special Handling - Damaged It | | | | | | | | | | 3 | | | 3 |
| Property - Special Handling - Missing Iten | | 1 | 1 | | 2 | | 1 | 1 | | 1 | | 1 | 8 |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | 2 | 1 | 1 | | 1 | 2 | | 1 | | 9 |
| Screening | 8 | 7 | 5 | 10 | 10 | 11 | 7 | 7 | 13 | 17 | 10 | 10 | 115 |
| Screening - Crew Member or Airline Emp | 1 1 | | | | | | | 1 | | | | | 2 |
| Screening - Inconsistency | 1 | 2 | | 1 | 3 | 3 | | 1 | 4 | 4 | 3 | | 22 |
| Screening - Lengthy Lines | 1 | | 1 | 2 | 1 | | 1 | 1 | | 3 | 2 | 4 | 16 |
| Screening - Procedures/Process | 4 | 3 | 3 | 7 | 5 | 8 | 6 | 4 | 9 | 10 | 4 | 5 | 68 |
| Screening - Retrieving Abandoned/Confis | 1 | 2 | 1 | | 1 | | | | | | 1 | 1 | 7 |
| 2024 | 171 | 126 | 150 | 123 | | | | | | | | | 570 |
| Airline | | | 1 | | | | | | | | | | 4 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 4 | 1 | 3 | 4 | | | | | | | | | 12 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified | 1 | | 1 | ' | | | | | | | | | 2 |
| Civil Rights - Profiling | ' | | 1 | 1 | | | | | | | | | |
| Civil Rights - Race | 2 | | 1 | | | | | | | | | | 3 |
| Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | | | | | | | | | | 2 |
| | ' | 1 | | | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | 4.4 | | 2 | | | | | | | | | |
| Customer Service | 8 | 11 | 14 | 10 | | | | | | | | | 43 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | _ | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 8 | 11 | 13 | 9 | | | | | | | | | 41 |
| Expedited Passenger Screening Program | 146 | 93 | 115 | 96 | | | | | | | | | 450 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | 6 | 4 | | | | | | | | | 15 |
| Expedited Passenger Screening Program | 143 | 90 | 109 | 92 | | | | | | | | | 434 |
| 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 | 3 | 2 | 1 | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | | | | | | | | | | | | |
| No Jurisdiction | | 3 | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | 2 | | | | | | | | | | | |
| Patdown | | 2 | 2 | 3 | | | | | | | | | |
| Patdown - Flyer | | 2 | 2 | 2 | | | | | | | | | (|
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 3 | 5 | | | | | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmenta | al /Ment | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | | 1 | 1 | | | | | | | | | | 2 |
| i Gradia wi Diadullitea (FWD) - Wedicall) | , i voocaadi y | 1 | 1 | | | | | | | | | | 4 |

| | | | SA Conta | ci Center (| TCC) Data | 1001 - FUIF | ١. | | | | | | |
|--------------------------------------------|----------------|-----------|----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelch | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | ols/Razors/S | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 5 | 2 | 1 | | | | | | | | | 9 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | ems - Checl | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Checke | 2 | 1 | | | | | | | | | | 3 |
| Screening | 8 | 5 | 5 | 5 | | | | | | | | | 23 |
| Screening - Crew Member or Airline Emp | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | 5 | 4 | 3 | 4 | | | | | | | | | 16 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | 1 | | | | | | | | | 2 |

| | | | ISA Contac | ct Center (| rcc) Data | 1001 - FUIA | | | | | | | |
|---------------------------------------|------------|--------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSS | | 1 | 3 | | | 2 | | 1 | | | | | 7 |
| 2022 | | 1 | | | | 2 | | | | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | 2 | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 2 | | | | | | | 3 |
| 2023 | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| 2024 | | | 3 | | | | | | | | | | 3 |
| Customer Service | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | | | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | | 1 |

| Catamaniaa | | | SA Contact Ce | | | | | | | A- 1 1 | ••• | | |
|-----------------------------------------------------|------------------|----------------|----------------|-----|--------|--------|--------|--------|--------|---------------|--------|--------|-------|
| Categories | | 11-Nov | | Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MSY | 260 | 232 | 208 | 205 | 149 | 191 | 218 | 211 | 188 | 161 | 164 | 194 | 2,381 |
| 2022 | 39 | 50 | 55 | 44 | 48 | 97 | 106 | 109 | 88 | 83 | 74 | 97 | 890 |
| Airline | | | 1 | | | | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 2 | 1 | | | | | 1 | | 1 | 1 | | 3 | 9 |
| Civil Rights - Race | | | | | | | 1 | | 1 | | | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimina | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | | | 1 | | 2 | 3 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | 3 | 3 | 2 | 4 | 5 | 10 | 10 | 9 | 7 | 2 | 7 | 64 |
| Customer Service - TSO | 2 | 3 | 3 | 2 | 4 | 5 | 10 | 10 | 9 | 7 | | 7 | 64 |
| Expedited Passenger Screening Program | 28 | 36 | 44 | 36 | 40 | 79 | 76 | 86 | 68 | 64 | 59 | 74 | 690 |
| Expedited Passenger Screening Program | | | | 00 | -10 | 70 | 10 | - 00 | - 00 | 01 | 00 | 1 | 1 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | 4 | | | | | | 6 |
| Expedited Passenger Screening Program | | 1 | 2 | - ' | 1 | | 4 | 8 | 3 | 2 | 1 | 2 | 27 |
| Expedited Passenger Screening Program | 24 | | 41 | 25 | | 70 | | | | | | | |
| | | 34 | | 35 | 39 | 79 | 68 | 78 | 65 | 62 | 58 | 71 | 654 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Locks | | | 2 | | | | 1 | | | | | | 3 |
| Locks - Missing or Damaged Lock | | | 2 | | | | 1 | | | | | | 3 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | 1 | 3 | 3 | 1 | 2 | | 1 | 13 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCa | rry-on Luggage | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | 1 | | 1 | 2 | 2 | 1 | 2 | | 1 | 11 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on o | or Checked | | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | | | 2 | 2 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | | 2 | 2 |
| Patdown | | 1 | 1 | | 1 | 1 | 2 | 1 | 1 | | 5 | 6 | 19 |
| Patdown - Flyer | | 1 | | | 1 | 1 | 2 | 1 | 1 | | 5 | 6 | 18 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | ' | | 1 | 3 | 5 | 1 | 3 | 3 | 1 | | 20 |
| Persons w/ Disabilities (PWD) - Cancer (c | I | 1 | | | ı | 3 | 5 | 1 | 3 | 3 | ı | | 1 |
| | , | | Dischility | | | | | | 4 | 4 | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | itai /ivierita | Disability | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | Body | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelcha | ir or Scooter) | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | /ersion (pain/tr | auma) | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | egway | | | | 1 | | | | | 1 | | 2 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 4 | 3 | 2 | 3 | | 2 | 1 | 1 | | 3 | 1 | | 20 |
| Property - Special Handling - Damaged It | 1 | | 1 | 2 | | | | | | 3 | 1 | | 8 |
| Property - Special Handling - Damaged It | | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Iten | | 2 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Iten | | 1 | 1 | | | 1 | 1 | 1 | | | | | 7 |
| Screening | 1 | 3 | 2 | 2 | 1 | 6 | 7 | 7 | 5 | 3 | 5 | 4 | 46 |
| Screening - Cruise Ships | ' | J | | | | 0 | - 1 | - 1 | J | J | 1 | | 1 |
| Screening - Gruse Ships | | | 1 | | | | 2 | 1 | 1 | | - 1 | | 5 |
| Screening - Inconsistency Screening - Lengthy Lines | | | I | | 4 | | | | | | 4 | 4 | |
| | | | | | 1 | 5 | 2 | 1 | 1 | | 1 | 1 | 12 |
| Screening - Procedures/Process | 1 | 3 | 1 | 2 | | 1 | 3 | 5 | 3 | 2 | 3 | 3 | 27 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | 1 | | | 1 |
| 2023 | 123 | 100 | 87 | 99 | 101 | 94 | 112 | 102 | 100 | 78 | 90 | 97 | 1,183 |
| Additional Information Required/Insufficient In | | | | | | | 1 | | 1 | | 1 | | 3 |
| Additional Information Required/Insufficient | nt Information | - EMAIL C | | | | | 1 | | 1 | | 1 | | 3 |
| Airline | | | 1 | 1 | | | 1 | | | | | 1 | 4 |
| Airline - Lost Baggage | | | 1 | 1 | | | 1 | | | | | | 3 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 4 | 3 | 1 | 1 | 1 | 1 | 2 | | 5 | 2 | 4 | 1 | 25 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - Perceived Religion | · , , , | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | 2 | 1 | 1 | 1 | | • | 2 | | 2 | | 2 | 1 | 12 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Screening of Religious or Cu | | | 13 | | | | | | 1 | | | | 1 |
| | | 1 | | | 1 | | | | 1 | 1 | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | | ı | | | l l | | | | - 1 | - 1 | 4 | | |
| Civil Rights - Sexual Orientation - Not Tra | | • | 0 | | | | - | , | | 40 | 1 | | 1 |
| Customer Service | 5 | 8 | 8 | 8 | 9 | 8 | 5 | 4 | 8 | 10 | 11 | 8 | 92 |
| Customer Service - Others | _ | | 11 | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 8 | 7 | 8 | 9 | 8 | 5 | 4 | 8 | 10 | 11 | 8 | 91 |
| Expedited Passenger Screening Program | 100 | 74 | 67 | 79 | 81 | 68 | 77 | 69 | 79 | 47 | 63 | 70 | 874 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | 3 | 2 | 3 | 1 | 1 | 1 | | 1 | 1 | 1 | | 1 | 15 |
| Expedited Passenger Screening Program | 96 | 72 | 63 | 78 | 80 | 67 | 77 | 67 | 78 | 46 | 63 | 68 | 855 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | 1 | 1 | 2 | 1 | 1 | | 1 | | 7 |
| Locks - Missing or Damaged Lock | | | | | 1 | 1 | 2 | 1 | 1 | | 1 | | 7 |
| Lost and Found | | | | | | 1 | | 1 | | 1 | ı | | 1 |
| | 1 | | | | | | | | | - 1 | | | |

| | | TSA | Contact C | enter (TCC |) Data Tool | - FOIA | | | | | | | |
|---------------------------------------------|------------------|-------------------|-------------|-------------|-------------|--------|----------|--------|-------|--------|--------|--------|-------|
| Categories | 10-Oct 11 | I-Nov 12 | 2-Dec 0 | 1-Jan 02 | 2-Feb 03 | -Mar 0 | 4-Apr 05 | -May 0 | 6-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | 2 | 3 | 1 | 1 | | 4 | 4 | 4 | 1 | 3 | 2 | 3 | 2 |
| Mishandling of Passenger Property - Dam | | 1 | | | | 2 | 3 | 1 | 1 | | 2 | 1 | 1 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 1 | | 1 | - | 3 | | 2 | | | 1 |
| Mishandling of Passenger Property - Disa | | | | ' | | 1 | 1 | J | | 1 | | 2 | |
| No Jurisdiction | mayeu nemsC | arry-orr or C | | | | - 1 | 3 | | | 1 | | 1 | |
| | | | 1 | | | | | | | | | 1 | |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | 2 | | | | | 1 | |
| Notice of Violation/Civil Penalties | | | | | 1 | | | | | | | | |
| Notice of Violation/Civil Penalties - Gener | al | | | | 1 | | | | | | | | |
| Patdown | 4 | 2 | 3 | 2 | | 3 | 2 | 2 | 1 | 4 | 3 | 4 | 3 |
| Patdown - Children | | | | | | | | | | 1 | | | |
| Patdown - Flyer | 4 | 1 | 3 | 2 | | 3 | 2 | 2 | 1 | 3 | 2 | 3 | 2 |
| • | 4 | ı | 3 | | | 3 | | | - ' | 3 | 1 | | |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | 1 | |
| Patdown - General | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 2 | | | 2 | 2 | 4 | 5 | | 2 | 1 | 1 | 1 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not Bre | ast Cancer | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | mnairment | • | | | | | 1 | | | | | | |
| . , , | | and the three Die | 1 | | 4 | 4 | · · | | | | 4 | | |
| Persons w/ Disabilities (PWD) - Medical [| | | | Samuel Cons | 1 | 1 | 4 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | uication and | i Medical S | upplies | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | /heelchair o | r Scooter) | | | | | 3 | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | | | | 1 | | | 1 | | 1 | |
| Property - Special Handling | 2 | 2 | 1 | 2 | 1 | 3 | 2 | 3 | 1 | 2 | 1 | | |
| Property - Special Handling - Damaged It | | 1 | | 1 | ' | J | | 1 | | | 1 | | |
| Property - Special Handling - Damaged It | | I | | 1 | 4 | 2 | 4 | 1 | | | - 1 | | |
| | | | | 1 | 1 | 3 | 1 | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | 1 | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Checke | 1 | 1 | | | | 1 | 1 | | 2 | | | |
| Screening | 6 | 6 | 4 | 4 | 4 | 4 | 9 | 14 | 3 | 7 | 3 | 6 | |
| Screening - Inconsistency | | 3 | | | | 1 | 5 | 2 | | 3 | | 1 | |
| Screening - International Screening | | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | 2 | | 1 | | | 1 | 1 | 1 | | | 1 | | |
| Screening - Procedures/Process | 4 | 3 | 2 | 3 | 4 | 1 | 3 | 11 | 3 | 4 | 2 | 5 | |
| Screening - Retrieving Abandoned/Confis | | - 0 | 1 | 1 | | - '- | 0 | - 11 | - 0 | | | | |
| | l | | | | 4 | | | | | | | 4 | |
| TWIC | | | | 1 | 1 | | | | | | | 1 | |
| TWIC - General | | | | 1 | 1 | | | | | | | 1 | |
| 2024 | 98 | 82 | 66 | 62 | | | | | | | | | 30 |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Civil Rights | 1 | | 1 | 1 | | | | | | | | | |
| Civil Rights - Race | | | 1 | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | • | | | | | | | | | |
| | ' | 1 | | | | | | | | | | | |
| Claims | | | | | | | | | | | | | |
| Claims - General | | 1 | | | | | | | | | | | |
| Customer Service | 8 | 10 | 11 | 10 | | | | | | | | | |
| Customer Service - TSO | 8 | 10 | 11 | 10 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 73 | 51 | 47 | 48 | | | | | | | | | 21 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | | 49 | 46 | 45 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | 70 | 70 | | | | | | | | | |
| | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | | | | | | | | | | |
| Patdown | 6 | | 1 | | | | | | | | | | |
| Patdown - Flyer | 6 | | 1 | | | | | | | | | | |
| • | | 4 | 1 | 4 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 5 | 4 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | | | | | | | | | | | |
| | | | 4 | A | | | | | | | | | |
| Property - Special Handling | 2 | 5 | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Carry-C | 1 | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | 2 | | | | | | | | | | | |
| Screening | 2 | 7 | 2 | | | | | | | | | | |
| - | | 1 | _ | | | | | | | | | | |
| Screening - Inconsistency | _ | | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | 6 | 2 | | | | | | | | | | |
| TWIC | | 1 | 2 | 1 | | | | | | | | | |
| TWIC - General | | 1 | 2 | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | Т | SA Contact | t Center (T | CC) Data T | ool - FOIA | | | | | | | |
|-------------------------------------------|--------------|-------------|-------------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MTJ | 5 | 12 | 21 | 30 | 14 | 15 | 5 | | 8 | 6 | 12 | 12 | 140 |
| 2022 | 1 | 1 | 8 | 20 | 6 | 9 | 3 | | 2 | 2 | | 7 | 59 |
| Customer Service | | 1 | 2 | 3 | 2 | | | | 1 | 1 | | 1 | 11 |
| Customer Service - TSO | | 1 | 2 | 3 | 2 | | | | 1 | 1 | | 1 | 11 |
| Expedited Passenger Screening Program | | | 5 | 11 | 3 | 7 | 3 | | 1 | | | 6 | 36 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appli | cation Proç | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | 11 | 3 | 7 | 3 | | 1 | | | 6 | 33 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 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 Ite | ems - Carry- | On | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | 3 | 1 | 2 | | | | 1 | | | 8 |
| Screening - Inconsistency | | | | 2 | | 1 | | | | 1 | | | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | 1 | | 1 | | | | | | | 3 |
| 2023 | | 4 | 9 | 3 | 8 | 6 | 2 | | 6 | 4 | 12 | 5 | 59 |
| Customer Service | | | | | 2 | | | | 2 | 1 | 2 | 2 | 9 |
| Customer Service - TSO | | | | | 2 | | | | 2 | 1 | 2 | 2 | 9 |
| Expedited Passenger Screening Program | | 4 | 5 | 3 | 4 | 3 | 2 | | 3 | 2 | 5 | 1 | 32 |
| Expedited Passenger Screening Program | - TSA PreC | 4 | 5 | 3 | 4 | 3 | 2 | | 3 | 2 | 5 | 1 | 32 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCl | necked Bagg | gage | | 2 | | | | | | | 2 |
| Patdown | _ | | 1 | | | | | | 1 | | 4 | | 6 |
| Patdown - Flyer | | | 1 | | | | | | 1 | | 3 | | 5 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | 2 | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | 2 | | | | | | | | 2 |
| Screening | | | 2 | | | 1 | | | | 1 | 1 | 2 | 7 |
| Screening - Lengthy Lines | | | 2 | | | | | | | 1 | 1 | | 4 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | 2 | 3 |
| 2024 | 4 | 7 | 4 | 7 | | | | | | | | | 22 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 3 | 2 | 3 | | | | | | | | | 9 |
| Customer Service - TSO | 1 | 3 | 2 | 3 | | | | | | | | | 9 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | 1 | | | | | | | | | 1 |
| Screening | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Screening - Lengthy Lines | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |

| | | | | ct Octitet (| , | | • | | | | | | |
|-----------------------------------------|--------------|-----------|-------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MVY | | 1 | | | | | | | | 6 | 7 | 5 | 19 |
| 2022 | | | | | | | | | | | 4 | 4 | 8 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | 2 | 4 | 6 |
| Expedited Passenger Screening Program | i - TSA PreC | heck | | | | | | | | | 2 | 4 | 6 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missi | ng ItemsC | arry-on Lug | ggage | | | | | | | 1 | | 1 |
| 2023 | | | | | | | | | | 6 | 3 | 1 | 10 |
| Civil Rights | | | | | | | | | | | 1 | 1 | 2 |
| Civil Rights - Race | | | | | | | | | | | 1 | 1 | 2 |
| Customer Service | | | | | | | | | | 3 | | | 3 |
| Customer Service - TSO | | | | | | | | | | 3 | | | 3 |
| Expedited Passenger Screening Program | | | | | | | | | | 2 | 1 | | 3 |
| Expedited Passenger Screening Program | i - TSA PreC | heck | | | | | | | | 2 | 1 | | 3 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |

| | | | on conta | 0. 00 | oo, bata | | • | | | | | | |
|---------------------------------------|-------------|--------|----------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| MWA | | | 1 | 1 | | | 3 | | 1 | | | | 6 |
| 2022 | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| 2023 | | | 1 | | | | 2 | | 1 | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | 2 | | 1 | | | | 4 |
| Expedited Passenger Screening Program | - TSA PreCh | neck | 1 | | | | 2 | | 1 | | | | 4 |

| Categories | 10-Oct 1 | | A Contact | | | | 04 Ar- | OF-May | ne. lum | 07 1 | 08-Aug | 09 800 | Total |
|---------------------------------------------------------------------------------------|----------------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| MYR | 10-Oct 1 68 | 1-Nov 46 | 12-Dec (| 01-Jan 31 | 02-Feb 22 | 03-Mar 31 | 04-Apr 41 | 05-May 54 | 06-Jun 55 | 07-Jul 43 | 08-Aug 57 | 09-Sep 42 | Total 518 |
| 2022 | 17 | 12 | 14 | 12 | 10 | 13 | 9 | 27 | 34 | 18 | 28 | 29 | 223 |
| Civil Rights | 1 | 12 | 1 | 12 | 10 | 13 | | 1 | 34 | 2 | 20 | 1 | 6 |
| Civil Rights - Civil Rights Violation (TSA E | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | I | | - ' | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | der | | | | | | | | 1 | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | | | | 1 | 1 |
| Claims | _ | | | | 1 | | | | | | | | 1 |
| Claims - General | | | | | 1 | | | | | | | | 1 |
| Customer Service | 2 | | | | 1 | | | | 3 | | | 1 | 7 |
| Customer Service - TSO | 2 | | | | 1 | | | | 3 | | | 1 | 7 |
| Expedited Passenger Screening Program | 13 | 9 | 12 | 8 | 6 | 10 | 7 | 24 | 24 | 15 | 19 | 19 | 166 |
| Expedited Passenger Screening Program | 2 | 1 | - 10 | | | 10 | _ | 0.4 | 2 | 2 | 1 | 2 | 10 |
| Expedited Passenger Screening Program | 11 | 8 | 12 | 8 | 6 | 10 | 7 | 24 | 22 | 13 | 18 | 17 | 156 |
| Human Capital Propositive Employment | t with TCA | | | | <u> </u> | | | | | | | | 1 |
| Human Capital - Prospective Employmen | l WILLI TOA | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Lost and Found | | | | | - 1 | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 2 | 1 | 3 |
| Mishandling of Passenger Property - Dam | ı naged/Missing I | temsCar | rv-on Lugga | iae | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | | | 1 | | | 1 | | 4 | | 8 |
| Patdown - Flyer | 1 | | 1 | | | 1 | | | 1 | | 3 | | 7 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | 1 | | | | 1 | 2 | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | | al /Mental | Disability | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | nd Medical | Supplies | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees an I | d Casts | | | | | | | | | | 1 | 1 |
| Property - Special Handling | omo Corni On | | | | | | | 1 | | | | 3 | 4 |
| Property - Special Handling - Damaged It Property - Special Handling - Damaged It | | | | | | | | 1 | | | | 3 | 3 |
| Screening | ems - Checked | 1 | | 3 | | 2 | 1 | 1 | 5 | 1 | 2 | 2 | 18 |
| Screening - Inconsistency | | - 1 | | 3 | | | 1 | - 1 | 1 | - 1 | | 1 | 2 |
| Screening - Inconsistency Screening - Lengthy Lines | | | | | | 1 | | | | | | 1 | 1 |
| Screening - Procedures/Process | | 1 | | 3 | | 1 | 1 | 1 | 4 | 1 | 2 | 1 | 15 |
| 2023 | 37 | 21 | 8 | 12 | 12 | 18 | 32 | 27 | 21 | 25 | 29 | 13 | 255 |
| Additional Information Required/Insufficient In | formation | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficien | nt Information - | EMAIL OI | NLY | 1 | | | | | | | | | 1 |
| Civil Rights | 1 | 1 | 1 | | | | 4 | | | 1 | 1 | | 9 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | | 3 | | | | 1 | | 5 |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | 1 | | | 1 | | 2 | 3 | 1 | | 10 |
| Customer Service - TSO | 1 | 1 | | 1 | | | 1 | | 2 | 3 | 1 | | 10 |
| Expedited Passenger Screening Program | 29 | 15 | 6 | 9 | 10 | 16 | 25 | 22 | 13 | 19 | 20 | 12 | 196 |
| Expedited Passenger Screening Program | | | | | 40 | 40 | 0.5 | 1 | 40 | 1 | 00 | 1 | 3 |
| Expedited Passenger Screening Program Locks | 29 | 15 | 6 | 9 | 10 | 16 | 25 | 21 1 | 13 | 18 | 20 | 11 | 193 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | 1 | 2 | | 2 | 1 | 6 |
| Mishandling of Passenger Property - Dam | l naged/Missing I | temsC | 1 | | | | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | 0 0 | | | age | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property - Disa | | | | 3 | | | | | 1 | | | | 1 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | 2 | | 1 | | | | 3 |
| Patdown - Children | | | | | | | 1 | | 1 | | | | 2 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | 1 | 2 | | | 5 |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | nd Medical | Supplies | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | Is/Amputees | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | 1 | 1 | 1 | | 2 | 1 | | | | 7 |
| Property - Special Handling - Damaged It | | I | | 1 | 1 | 4 | | 1 | | | | | 3 |
| Property - Special Handling - Damaged Ite | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | | | | | | | | 1 | 1 | | | | 1 |
| Request for Assistance | is - Offecked | 1 | | | | | | 1 | | | | | <u>1</u> 1 |
| Request for Assistance - Other | | 1 1 | | | | | | | | | | | <u>1</u> |
| Screening | 5 | 2 | | | 1 | | | 2 | 1 | | 4 | | 15 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | 4 | | 15 |
| Screening - Inconsistency | 1 | 1 | | | | | | 1 | | | 1 | | 4 |
| Screening - Inconsistency Screening - Lengthy Lines | ' | | | | | | | 1 | | | 1 | | 1 |
| Screening - Procedures/Process | 3 | 1 | | | 1 | | | 1 | 1 | | 2 | | 9 |
| 2024 | 14 | 13 | 6 | 7 | | | | | | | | | 40 |
| | | | | | | | | | | | | | |

| | | | OA COIILA | ci center (| CC) Data | 1001 - 1 012 | • | | | | | | |
|-------------------------------------------|-------------|-----------|-----------|-------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Customer Service | 1 | 4 | | 1 | | | | | | | | | e |
| Customer Service - TCC | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | | 4 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 11 | 7 | 3 | 5 | | | | | | | | | 26 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 10 | 7 | 2 | 5 | | | | | | | | | 24 |
| Mishandling of Passenger Property | | | 2 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 2 | | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | | | | | | | | | | |
| Screening | 1 | 1 | | 1 | | | | | | | | | |
| Screening - Lengthy Lines | 1 | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |

| | | | | ct Center (| CC) Data | 001 - FUIA | ١ | | | | | | |
|--------------------------------------------|--------------|--------|--------|-------------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| NYL | | 3 | | 2 | 2 | | 2 | 3 | 3 | 3 | 2 | 2 | 2: |
| 2022 | | 3 | | 1 | 1 | | 1 | | 1 | 1 | 1 | | , |
| Expedited Passenger Screening Program | | 1 | | | | | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | 1 | | | | 1 | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | | | | 1 | | | |
| Screening | | 2 | | 1 | | | | | 1 | | | | |
| Screening - Procedures/Process | | 2 | | | | | | | 1 | | | | |
| Screening - Shoe Screening | | | | 1 | | | | | | | | | |
| 2023 | | | | | 1 | | 1 | 3 | 2 | 2 | 1 | 2 | 1: |
| Expedited Passenger Screening Program | | | | | | | | 2 | 2 | 1 | 1 | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | 2 | 2 | 1 | 1 | 1 | |
| Patdown | | | | | | | | | | 1 | | | |
| Patdown - Flyer | | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | | | | 1 | | | | | |
| Property - Special Handling - Missing Iter | ns - Carry-O | n | | | | | | 1 | | | | | |
| Screening | | | | | 1 | | 1 | | | | | 1 | |
| Screening - Inconsistency | | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | 1 | |
| 2024 | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | |

| | | | | | TCC) Data | | | | | | | | |
|------------------------------------------------------------------------------|--------------------|-----------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| OAJ | 4 | 6 | 8 | 1 | | 6 | 4 | 10 | 2 | 9 | | 5 | 65 |
| 2022 | 2 | 3 | 3 | 1 | 1 | 5 | 3 | 5 | | 2 | | 1 | 26 |
| Civil Rights | | | | 1 | | | | 2 | | | | 1 | 4 |
| Civil Rights - Profiling | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Civil Rights - Racial Profiling or Discrimin | | | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | | | | | | | | 1 | |
| Customer Service | 1 | 1 | 1 | | | | | 1 | | | | | |
| Customer Service - TSO | 1 | 1 | 1 | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | 1 | 2 | 1 | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 1 | 2 | 1 | | | | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | 2 | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees | and Casts | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | Segway | | | 1 | 1 | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | |
| Screening | | | 2 | | | 2 | 1 | 1 | | 2 | | | |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | | |
| Screening - Inconsistency | ľ | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | | | | 2 | 1 | 1 | | 2 | | | |
| 2023 | 2 | 2 | 2 | | 2 | 1 | 1 | 5 | 2 | 7 | | 4 | 3 |
| Civil Rights | | | | | | | | 1 | | 1 | | | |
| Civil Rights - Age | | | | | | | | 1 | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transq | ender | | | | | | | | 1 | | | |
| Customer Service | 1 | | | | | | | 1 | 1 | | 1 | 1 | |
| Customer Service - TSO | | | | | | | | 1 | 1 | | 1 | 1 | |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | | 1 | 3 | | 2 | 4 | 2 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | _ | 1 | | |
| Expedited Passenger Screening Program | | | 1 | | 1 | | 1 | 3 | | 2 | 3 | 2 | 1 |
| Locks | | | | | | | | | | _ | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Patdown | | | | | | | | | | 2 | 1 | | |
| Patdown - Flyer | | | | | | | | | | 2 | | | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical I | | | e Body | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | o Douy | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged It | I ems - Carry-l |)n | | | | | | | | 1 | | | |
| Screening Screening | l Garry | 1 | 1 | | 1 | 1 | | | 1 | 1 | | | |
| Screening - Crew Member or Airline Empl | lovee | ' | ' | | 1 | ' | | | ' | ' | | | |
| Screening - Inconsistency | | 1 | | | ' | | | | | | | | |
| Screening - Procedures/Process | | ' | 1 | | | 1 | | | 1 | 1 | | | |
| 2024 | | 1 | 3 | | | - 1 | | | - 1 | | | | |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | - TSA DraC | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | - IOA FIEL | - 1 | 2 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | l nagad/Mia-i- | a Itama O | 2 | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------------------------------------------------------|---------------|---------------|-------------|------------|--------|--------|----------|--------|--------|--------|--------|--------|-------|
| OAK | 143 | 135 | 137 | 107 | 66 | 80 | 98 | 101 | 89 | 90 | 90 | | 1,237 |
| 2022 | 26 | 36 | 40 | 23 | 25 | 28 | 46 | 47 | 43 | 46 | 48 | | 461 |
| Airline | | | | | 1 | | | 1 | | 1 | | | 3 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | 1 | | 1 | | | 3 |
| Civil Rights | 2 | 1 | | 1 | 1 | 1 | | | 2 | 2 | | | 10 |
| Civil Rights - Age | 1 | | | | | | | | 4 | | | | 1 |
| Civil Rights - Perceived Religion Civil Rights - Race | | | | | | 1 | | | 1 1 | 1 | | | 1 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimin | 1 | 1 | | 1 | | I I | | | I | | | | 3 |
| Civil Rights - Screening of Religious Cultu | | | S | | 1 | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | | 1 | | | 1 |
| Claims | | | | | | | | | | 1 | | | 1 |
| Claims - Status | | | | | | | | | | 1 | | | 1 |
| Customer Service | 4 | 2 | 1 | | 1 | 2 | 2 | 4 | 5 | 1 | 3 | | 26 |
| Customer Service - TSO | 4 | 2 | 1 | | 1 | 2 | 2 | 4 | 5 | 1 | 3 | | 26 |
| Expedited Passenger Screening Program | 10 | 31 | 35 | 17 | 19 | 20 | 38 | 32 | 31 | 38 | 41 | 44 | 356 |
| Expedited Passenger Screening Program | | 2 | 2 | | 1 | | 5 | | 3 | 2 | 4 | 3 | 22 |
| Expedited Passenger Screening Program | | 29 | 33 | 17 | 18 | 20 | 33 | 32 | 28 | 36 | 36 | 41 | 333 |
| Expedited Passenger Screening Program | I - TSA/DHS E | | | 2 | | 4 | 4 | 0 | 4 | | 1 | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dam | | 2 | 1 | 2 | | 1 | <u> </u> | 2 | 1 1 | | | | 11 9 |
| Mishandling of Passenger Property - Disa | | | 1 | 1 | | 1 | | | - 1 | | | | 2 |
| Notice of Violation/Civil Penalties | l ayeu items | Carry-Ori | | ' | 1 | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | 1 | | | | | | | | 1 |
| Patdown | 1 | | | | | | 1 | | 3 | | | 2 | 7 |
| Patdown - Flyer | 1 | | | | | | 1 | | 3 | | | 1 | 6 |
| Patdown - General | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | 1 | 1 | 1 | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ntal /Ment | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | /ledication a | and Medica | I Supplies | | | 1 | | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | | | | | 1 | 1 | 2 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 2 | | 1 | 1 | 1 | | | 1 | 1 | 9 |
| Property - Special Handling - Damaged It | | .1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | | | | | | 1 | 1 | 1 | | | 1 | | 4 |
| Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | | | 1 | 2 | | | | | | | | 1 | 3 |
| Request for Assistance | lis - Checked | | | | | | | | | | | 1 | 1 |
| Request for Assistance - Other | | | | | | | | | | | | 1 | 1 |
| Screening | 7 | | 1 | | 2 | 3 | 2 | 6 | | 2 | 2 | | 28 |
| Screening - Inconsistency | , | | | | 1 | | 1 | 2 | | | | | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | 1 | | 2 |
| Screening - Procedures/Process | 7 | | 1 | | 1 | 2 | 1 | 4 | | 2 | 1 | 3 | 22 |
| 2023 | 56 | 59 | 53 | 47 | 41 | 52 | 52 | 54 | 46 | 44 | 42 | 48 | 594 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 2 | 2 | | 1 | 1 | 2 | 1 | 2 | 2 | 3 | | | 16 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | 4 | 4 | 4 | | | 2 | | | | 2 |
| Civil Rights - Race | Not Transac | ndor | | 1 | 1 | 1 | - 1 | 1 | | 3 | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | - NOL Transge | 1 | | | | 1 | 1 | 1 | | 3 | | | 3 |
| Customer Service | 3 | 4 | 1 | 5 | 1 | 2 | 1 | 4 | 4 | | 1 | | 26 |
| Customer Service - TSO | 3 | 4 | 1 | 5 | 1 | 2 | 1 | 4 | 4 | | 1 | | 26 |
| DHS TRIP | | 1 | | | | | | | | | | | 1 |
| DHS TRIP - General | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 42 | 43 | 46 | 35 | 32 | 36 | 35 | 39 | 32 | 35 | 31 | 36 | 442 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 3 | | 1 | | 1 | | | | 1 | 1 | | 8 |
| Expedited Passenger Screening Program | | 40 | 45 | 34 | 31 | 35 | 35 | 39 | 32 | 34 | 30 | 36 | 432 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees - | - Opt In | | 1 | | | | | | | | 1 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | | 2 | 2 | 2 | 3 | 2 | 1 | | 2 | 2 | 19 |
| Mishandling of Passenger Property - Dam | | | rry-on Lug | 1 | 1 | 0 | 2 | 1 | 4 | | 1 | 0 | 6 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | | 1 | | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 2 | 12 |
| No Jurisdiction | 1 | | | | | | 1 | | | 1 | | | 1 2 |
| No Jurisdiction - Refer to FAA | | | | | | | 1 | | | ' | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | 1 | 3 | 1 | 1 | | | 2 | | 1 | | | 10 |
| Patdown - Flyer | 1 | 1 | 2 | 1 | 1 | | | 2 | | 1 | | | 9 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 3 | 1 | | 1 | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | 1 | | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| | | r or Scoote | r) | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 3 | 3 | 2 | | 1 | | 1 | 1 | 2 | | 1 | 1 | 15 |
| Property - Special Handling - Damaged It | | | | | 1 | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged It | eurs - Unecl | 2 | | | 1 | | 1 | | | | 1 | | 5 |
| | | | 4 | | | | | | | | | | 0 |
| Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten | ns - Carry-On | | 1 | | | | | 1 | 1 | | | 1 | 2 |

| | | 1 | SA Contac | ct Center (1 | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|---------------|-----------|-----------|--------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Request for Assistance | | | | | | 1 | | | | | | | |
| Request for Assistance - Other | | | | | | 1 | | | | | | | |
| Screening | 2 | 4 | 1 | 3 | 2 | 6 | 9 | 4 | 4 | 3 | 5 | 8 | 5 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | 1 | | |
| Screening - Inconsistency | | | | | | | | | | 1 | 1 | 1 | |
| Screening - Lengthy Lines | | | | | | 1 | 2 | 1 | 1 | | | 3 | |
| Screening - Opposite Gender | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | 1 | 4 | 1 | 3 | 2 | 4 | 6 | 3 | 3 | 2 | 3 | 4 | 3 |
| Screening - Retrieving Abandoned/Confisc | cated Items | | | | | | 1 | | | | | | |
| 2024 | 61 | 40 | 44 | 37 | | | | | | | | | 18 |
| Civil Rights | 1 | | 1 | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transo | jender | 1 | | | | | | | | | | |
| Customer Service | 3 | 3 | 7 | 5 | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 3 | 3 | 6 | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | 48 | 31 | 29 | 28 | | | | | | | | | 1: |
| Expedited Passenger Screening Program | 1 | 2 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 47 | 29 | 28 | 27 | | | | | | | | | 13 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | 1 | | | | | | | | | | |
| Lost and Found | | | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 2 | 2 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service A | nimals | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | 1 | | | | | | | | | | |
| Property - Special Handling | 1 | 2 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-C | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | | | | | | | | | | | |
| Screening | 7 | 1 | 2 | 4 | | | | | | | | | |
| Screening - Inconsistency | | | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | 2 | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 4 | 1 | | 3 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | | | 1 | | | | | | | | | |
| TWIC | | 1 | | | | | | | | | | | |
| TWIC - General | | 1 | | | | | | | | | | | |
| | | | | | | | | | | | | | |

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

| Categories | 10-Oct | | SA Contact C | Jenter (1)1-Jan | | | 04 4== | O5-May | ne. lum | 07 11 | 09 4~ | 09-Sep | Total |
|----------------------------------------------------------------------------------|----------------------|---------------|----------------|---------------------|--------------|---------------|---------------|---------------|--------------|---------------|--------------|--------|----------------|
| OGG | 10-Oct 127 | 11-Nov 105 | 12-Dec 0 | 136 | 02-Feb 68 | 03-Mar 104 | 04-Apr 103 | 05-May 111 | 06-Jun 99 | 07-Jul 103 | 08-Aug 85 | | Total 1,249 |
| 2022 | 35 | 33 | 29 | 53 | 30 | 47 | 50 | 58 | 55 | 64 | 65 | | 598 |
| Airline | | | 20 | | | 71 | | | | 1 | 00 | 10 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 2 | 1 | | | 2 | 1 | 1 | | 1 | 3 | 1 | | 12 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | 1 | | | 1 | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | | | 1 | | | | | | | | 2 |
| Civil Rights - Screening of Religious or Cu | Itural Garmen | ts | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | 1 | | | | 1 | 1 | | | 4 |
| Customer Service | 2 | 4 | 7 | 10 | 2 | 5 | 6 | 6 | 2 | 6 | 4 | | 57 |
| Customer Service - TSO | 2 | 4 | 7 | 10 | 2 | 5 | 6 | 6 | 2 | 6 | 4 | | 57 |
| Expedited Passenger Screening Program | 24 | 26 | 18 | 36 | 21 | 33 | 34 | 44 | 49 | 49 | 54 | 40 | 428 |
| Expedited Passenger Screening Program | | Military | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 5 | 1 | 5 | 04 | 1 | 2 | 1 | 1 | 3 | 1 | 40 | 22 |
| Expedited Passenger Screening Program | 22 | 21 | 17 | 31 | 21 | 32 | 32 | 42 | 48 | 45 | 52 | 40 | 403 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | 1 | - 1 | 1 | | - 1 | | | 2 | | - 1 | <u>1</u> |
| Mishandling of Passenger Property | · · | Itama C | 1 | 1 | | | <u> </u> | | | 2 | | 1 | 4 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | | | | | | ı | | | 2 | | 1 | 2 |
| Mishandling of Passenger Property - Disa | 0 0 | itemscm | ecked bayya | ge | | | | | | | | | |
| No Jurisdiction | ' | | | 1 | | | | 1 | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | | 1 | | | | 2 | 2 | 2 | | 1 | | | 8 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | 1 | | | | 2 | 2 | 2 | | | | | 7 |
| Persons w/ Disabilities (PWD) | 2 | | | 1 | | 2 | | 1 | 1 | | 2 | 28 | 37 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | 3 | 4 |
| Persons w/ Disabilities (PWD) - Internal N | ledical Device | S | | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | | | | | | | | 23 | 23 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelchai | ir or Scoot | 1 | | 1 | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | egway | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 1 | | 1 | 2 | 3 | | 1 | 2 | 1 | | 1 | | 12 |
| Property - Special Handling - Damaged Ite | | | | 2 | | | 1 | 1 | | | | | 5 |
| Property - Special Handling - Damaged Ite | | 1 | 1 | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Item | | | | | 1 | | | 4 | 4 | | 1 | | 2 |
| Property - Special Handling - Missing Item Screening | | | | 2 | 1 | 4 | | 1 2 | 1 | 0 | 3 | 7 | 3 |
| Screening - Inconsistency | 3 1 | 1 | 2 | 1 | 1 | <u>4</u> | 5 1 | | 1 | 2 | 3 | 7 | 33 |
| Screening - Inconsistency Screening - Lengthy Lines | ' | | | - 1 | 1 | - ' | 2 | | 1 | | 2 | | 7 |
| Screening - Procedures/Process | 2 | 1 | 2 | 1 | ' | 3 | 2 | 2 | ' | 2 | | 5 | 21 |
| 2023 | 71 | 52 | 59 | 64 | 38 | 57 | 53 | 53 | 44 | 39 | 20 | | 575 |
| Civil Rights | | 2 | 1 | · · | | • | | | ••• | | | | 3 |
| Civil Rights - Race | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | 4 | 8 | 3 | 3 | 8 | 5 | 2 | 6 | 3 | 3 | 49 |
| Customer Service - TCC | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 2 | 2 | 4 | 8 | 3 | 3 | 7 | 5 | 2 | 6 | 3 | 3 | 48 |
| Expedited Passenger Screening Program | 50 | 33 | 42 | 42 | 25 | 41 | 36 | 39 | 35 | 29 | 15 | 19 | 406 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 3 | 1 | 3 | | 2 | | | 1 | | | | 10 |
| Expedited Passenger Screening Program | | 30 | 41 | 39 | 25 | 38 | 36 | 39 | 34 | 29 | 15 | 18 | 393 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | - Opt In | | | 1 | | | | | | 1 | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | 1 | 2 | 1 | | 1 | 1 | | 12 |
| Mishandling of Passenger Property - Dam | | ItemsC | 1 | | 1 | | 1 | 1 | | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | 1 | 1 | | | | 1 | 1 | 6 |
| No Jurisdiction | | | | | | | | | 2 | | | | 2 |
| No Jurisdiction - No Referral No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| | | 1 | - | 1 | 1 | 1 | | 1 | 1 | | - 1 | | 12 |
| Patdown Patdown - Flyer | | 1 | 5 5 | 1 | 1 | 1 | | 1 | 1 | | 1 | | 12 |
| Persons w/ Disabilities (PWD) | 16 | 6 | 1 | 1 | 1 | 1 | 3 | 4 | 3 | 1 | ' | 1 | 38 |
| Persons w/ Disabilities (PWD) - Autism St | | 0 | ' | | 1 | · · | 3 | | 3 | - 1 | | ' | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental | l Disability | | ' | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - General | 7.Developinion | 1 | Dioability | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D |) Pevices - Attac | hed to the | Body | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | 1 | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 5 | 1 | | | 1 | 1 | | 1 | 1 | | | 24 |
| Persons w/ Disabilities (PWD) - Mobility D | | | ir or Scooter) | | | | 1 | 1 | * | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | ., | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | 1 | 1 | 1 | | | | 5 |
| Property - Special Handling | | 1 | 1 | 1 | 2 | 2 | | | | | | | 7 |
| Property - Special Handling - Damaged Ite | ems - Carry-O | n | | | 1 | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | s - Checked | | 1 | | 1 | 1 | | | | | | | 3 |
| Screening | 2 | 7 | 4 | 10 | 5 | 8 | 3 | 3 | 1 | 2 | | | 45 |
| Screening - Children | | | | | | | 1 | | | 1 | | | 2 |
| | | | | | | | | | | | | | |

| | | 1 | SA Contac | ct Center (1 | CC) Data | ΓοοΙ - FOIA | | | | | | | |
|--------------------------------------------|---------------|-------------|-----------|--------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | 1 | | | | |
| Screening - Inconsistency | | 1 | 2 | 2 | 1 | 2 | | 1 | | | | | 9 |
| Screening - Lengthy Lines | | | | 1 | | 1 | | | | | | | |
| Screening - Procedures/Process | 2 | 6 | 2 | 7 | 4 | 5 | 2 | 2 | | 1 | | | 3 |
| 2024 | 21 | 20 | 16 | 19 | | | | | | | | | 7 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | 2 | 1 | 1 | 2 | | | | | | | | | |
| Customer Service - TSO | 2 | 1 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 15 | 17 | 12 | 11 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 15 | 17 | 12 | 9 | | | | | | | | | 5 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| Patdown | 2 | | 1 | | | | | | | | | | |
| Patdown - Flyer | 2 | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Att | ached to th | e Body | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | 1 | | | | | | | | | | |
| Property - Special Handling | | 1 | | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | -On | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | ns - Carry-C | 1 | | 1 | | | | | | | | | |
| Screening | | | | 3 | | | | | | | | | |
| Screening - Crew Member or Airline Empl | oyee | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 2 | | | | | | | | | |

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

| | | | A Contact Ce | nter (TCC | • | | | | | | | | |
|-------------------------------------------------|----------------------------|-------------|-----------------|-----------|----------|------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 1 | 1-Nov 1 | 12-Dec 01- | -Jan 0 | 2-Feb 03 | -Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| OKC | 60 | 85 | 88 | 71 | 48 | 48 | 48 | 47 | 61 | 69 | 60 | 47 | 732 |
| 2022 | 14 | 29 | 20 | 11 | 19 | 26 | 21 | 20 | 29 | 31 | 23 | 25 | 268 |
| Airline | | | | | | | | | | | 1 | | 1 |
| | | | | | | | | | | | 1 | | 1 |
| Airline - Baggage Requirements | | | | | | | | | | | | | |
| Civil Rights | | | | 1 | | | 3 | | | | 1 | 1 | 6 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 2 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimin | otion | | | 1 | | | | | | | | | |
| | | 1 | | - 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | 1 | 1 |
| Customer Service | 1 | 6 | | | 3 | 3 | 1 | 1 | | | 1 | | 16 |
| Customer Service - TSO | 1 | 6 | | | 3 | 3 | 1 | 1 | | | 1 | | 16 |
| Expedited Passenger Screening Program | 5 | 19 | 15 | 8 | 15 | 17 | 15 | 15 | 21 | 28 | 17 | 22 | 197 |
| Expedited Passenger Screening Program | | 10 | 10 | | 1 | | 10 | 10 | | 20 | 1 | | 2 |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | | | 2 | 3 | | | 1 | 3 | | 1 | 14 |
| Expedited Passenger Screening Program | 4 | 17 | 15 | 8 | 12 | 14 | 15 | 14 | 20 | 25 | 15 | 21 | 180 |
| Expedited Passenger Screening Program | - TSA/DHS Em | ployees - 0 | Opt In | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | 1 | | 3 |
| | and all /N diameter at the | | | | | | | | | | ' | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missing It | temsChed | cked Baggage | 9 | | | | | | 1 | 1 | | 2 |
| No Jurisdiction | | | | | 1 | | | | | 1 | | | 2 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | 1 | | | 2 |
| | | | | 1 | | 1 | 1 | | 1 | | | | 4 |
| Patdown | | | | | | | | | - 1 | | | | |
| Patdown - Flyer | | | | 1 | | 1 | 1 | | | | | | 3 |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | | | 1 | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary Me | dication an | nd Medical Su | nnlies | | | | | 1 | | | | 1 |
| | | ulcation ai | iu ivieulcai ou | pplies | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not W | /heelchair | or Scooter) | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | is/Amputees an | d Casts | | | | 1 | | | | | | 1 | 2 |
| Property - Special Handling | · · | | 1 | | | | | | | | 1 | | 2 |
| | no Corni On | | - ' | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | - 1 | | |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | | | | | | | | | 1 |
| Screening | 7 | 4 | 4 | 1 | | 4 | 1 | 4 | 6 | | | 1 | 32 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | 1 | 1 | 1 | | | 1 | | 4 | | | | | 8 |
| | | | | | | | | 4 | | | | | |
| Screening - Procedures/Process | 5 | 3 | 3 | 1 | | 3 | | | 5 | | | 1 | 21 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | 1 | | | | | | 2 |
| 2023 | 18 | 28 | 37 | 37 | 29 | 22 | 27 | 27 | 32 | 38 | 37 | 22 | 354 |
| Civil Rights | | | | | 1 | | | 1 | | 1 | | | 3 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| <u> </u> | | | | | | | | 4 | | 4 | | | |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service | 1 | 2 | 1 | 1 | 1 | 3 | | | | 1 | | | 10 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 1 | 1 | 1 | 3 | | | | 1 | | | 9 |
| | 16 | 26 | 29 | 32 | 17 | 16 | 24 | 24 | 22 | 25 | | 17 | 275 |
| Expedited Passenger Screening Program | | 20 | 29 | | 17 | 10 | | 24 | 22 | 25 | | 17 | |
| Expedited Passenger Screening Program | | | | 1 | | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA Appl | 2 | | 1 | | | 1 | | 2 | 1 | | 2 | 9 |
| Expedited Passenger Screening Program | 16 | 24 | 29 | 30 | 17 | 16 | 22 | 24 | 20 | 24 | 26 | 15 | 263 |
| Mishandling of Passenger Property | | | | | 2 | | | | | | 1 | | 3 |
| 0 1 1 | l // Air i | Ob | alead Dannana | _ | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | , | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed ItemsC | carry-on or | Checked | | 1 | | | | | | 1 | | 2 |
| No Jurisdiction | | | | | | | | | | | 2 | | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | | |
| | | | | | | | | | | | | | 1 |
| Patdown | | | 1 | | | 1 | | | | 3 | | 1 | 8 |
| Patdown - Flyer | | | 1 | | | 1 | | | | 3 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Autism S | nectrum | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism 3 | | and Comm | r | | | | | | 1 | | | 1 | |
| | general) NOLBR | asi Cance | | | | | | | | | | 7 | 1 |
| Property - Special Handling | | | 1 | | 1 | | | | 3 | 1 | | | 7 |
| Property - Special Handling - Damaged It | ems - Carry-On | | 1 | | 1 | | | | | 1 | | | 3 |
| Property - Special Handling - Damaged It | ems - Checked | | | | | | | | 2 | | | | 2 |
| Property - Special Handling - Missing Iten | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | |
| | | | _ | | | | | _ | | | | | 1 |
| Screening | 1 | | 5 | 4 | 7 | 2 | 3 | 2 | 6 | 7 | 4 | 3 | 44 |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | 1 | 3 | 1 | | | 1 | 1 | | | 8 |
| Screening - Lengthy Lines | | | 1 | 1 | 1 | | | | 3 | 1 | 2 | 1 | 10 |
| | | | | | | | _ | _ | | | | | |
| Screening - Procedures/Process | 1 | | 2 | 2 | 3 | 1 | 3 | 2 | 2 | 5 | 2 | 2 | 25 |
| 2024 | 28 | 28 | 31 | 23 | | | | | | | | | 110 |
| Additional Information Required/Insufficient In | 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | | | | | | | | | | | | | 1 |
| · | · ' | 1 | | | | | | | | | | | 1 |
| Animals | | | | | | | | | | | | | |
| Animals - Carry-On | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 3 | 7 | | | | | | | | | | 11 |
| | | | | | | | | | | | | | |
| Customer Service - TSO | 1 | 3 | 7 | | | | | | | | | | 11 |
| Expedited Passenger Screening Program | 22 | 16 | 20 | 19 | | | | | | | | | 77 |
| Expedited Passenger Screening Program | - Known Crew | Membe | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | 3 |
| | | 40 | | 40 | | | | | | | | | |
| Expedited Passenger Screening Program | | 16 | 17 | 19 | | | | | | | | | 73 |
| HAZMAT Endorsement | 1 | | | | | | | | | | | | 1 |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| | - | | | | | | | | | | | | |

| | | | TOA COING | ocintei (| i oo, bata | 1001 - 1 015 | • | | | | | | |
|--------------------------------------------|---------------|-----------|------------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Baç | 1 | | | | | | | | | 1 |
| Patdown | | 2 | | | | | | | | | | | 2 |
| Patdown - Flyer | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (N | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter | / Segway | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | | | | | | | | | | | 1 |
| Screening | 2 | 4 | | 3 | | | | | | | | | 9 |
| Screening - Lengthy Lines | 1 | | | 2 | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 4 | | 1 | | | | | | | | | 6 |
| | | | | | | | | | | | | | |

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

| 0-1 | | | A Contact C | | - | | | | | | | | |
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| Categories | | | | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| OMA | 102 | 98 | 96 | 93 | 86 | 87 | 63 | 85 | 61 | 93 | 71 | 77 | 1,012 |
| 2022 | 20 | 21 | 24 | 17 | 33 | 32 | 28 | 31 | 29 | 35 | 36 | 36 | 342 |
| Airline | | | | 2 | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | | | 2 | | | | | | | | | 2 |
| Civil Rights | | 1 | 3 | 1 | 1 | | | 1 | | | | | 7 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | 3 | 1 | 1 | | | | | | | | 6 |
| Customer Service | 3 | 2 | 2 | 1 | 4 | 3 | 4 | 4 | 3 | 6 | 4 | 9 | 45 |
| Customer Service - TSO | 3 | 2 | 2 | 1 | 4 | 3 | 4 | 4 | 3 | 6 | 4 | | 45 |
| Expedited Passenger Screening Program | 8 | 15 | 14 | 8 | 21 | 27 | 19 | 23 | 23 | 23 | 26 | | 230 |
| Expedited Passenger Screening Program | | | 14 | 0 | 21 | 21 | 13 | 20 | 20 | 20 | 1 | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | 1 | | | | | | 4 |
| Expedited Passenger Screening Program | | 3 | - 1 | | | 1 | 1 | 2 | | - 1 | 1 | 2 | |
| | | | 40 | | 0.1 | | 40 | | 00 | 1 | | | 10 |
| Expedited Passenger Screening Program | 7 | 11 | 13 | 8 | 21 | 26 | 18 | 21 | 23 | 22 | 24 | 21 | 215 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 2 | 1 | 1 | | 2 | 1 | 2 | 1 | | 12 |
| Mishandling of Passenger Property - Dam | | g ItemsCar | ry-on Luggao | ge | | 1 | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | 1 | | | | 1 | | 1 | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | 1 | | | 1 | | 1 | 1 | | 6 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | 1 | | 1 | 1 | | | 4 | | 9 |
| Patdown - Children | | 1 | | | 1 | | 1 | | | | | | 3 |
| Patdown - Flyer | 1 | ' | | | - ' | | · ' | 1 | | | 4 | | 6 |
| | 2 | 4 | 4 | 1 | | | | ' | | | | | 7 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | ı | 2 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | /ledication a | nd Medical S | Supplies | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | 1 | | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Breast Milk | | | ' | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Prohibited & Permitted Items - Liquids/Ge | IS/Aerosois | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 2 | 1 | 1 | 1 | | | 2 | 1 | | 1 | 9 |
| Property - Special Handling - Damaged Ite | | | | | | | | | 1 | | | 1 | 2 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | is - Carry-On | | | | 1 | 1 | | | | 1 | | | 3 |
| Property - Special Handling - Missing Item | s - Checked | | 1 | | | | | | 1 | | | | 2 |
| Screening | 3 | | 1 | 1 | 2 | | 3 | | | 3 | 1 | 3 | 17 |
| Screening - Inconsistency | | | | | | | 2 | | | | | 2 | 4 |
| Screening - Procedures/Process | 3 | | 1 | 1 | 1 | | | | | 3 | 1 | | 11 |
| | | | ' | - 1 | 1 | | 1 | | | - 0 | | | 2 |
| Screening - Retrieving Abandoned/Confise 2023 | | 35 | 20 | 44 | 53 | | 35 | 54 | 32 | E0 | 35 | 41 | |
| | 40 | 35 | 39 | 44 | 53 | 55 1 | 35 | 34 | 32 | 58 | 35 | 41 | 521 |
| Additional Information Required/Insufficient Inf | | E14411 01 | | | | | | | | | | | - 1 |
| Additional Information Required/Insufficier | nt information | - EMAIL OI | NLY | | | 1 | | | | | | | |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | | | 1 | | | | | | 1 |
| Civil Pighto | | | | | 1 | 1 | 1 | | 4 | 4 | 1 | | 15 |
| Civil Rights | | 1 | 1 | | 1 | | | | | | | 1 | |
| Civil Rights - Age | | 1 | 1 | | ı | | | | | 1 | · · | 1 | 1 |
| | | 1 | 1 | | ı | | | | 1 | 1 | | 1 | 1 |
| Civil Rights - Age Civil Rights - National Origin | | 1 | 1 | | | | 1 | | | | | 1 | 1 1 8 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race | - Not Transge | | | | 1 | 1 | 1 | | 2 | 2 | | | |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | 1 | 1 | | | | | 1 | 4 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | | ender 1 | 1 | 4 | 1 | | | 10 | 1 | 2 | 1 | 1 | 4 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service | - Not Transge 5 | ender | | 4 | | 1 2 | 1 | 10 | 2 | 2 | | 1 | 4 1 57 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM | 5 | ender 1 1 | 1 | | 1 | 2 | 6 | 1 | 2 1 | 2 1 | 1 | 1 | 4 1 57 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO | 5 | ender 1 1 1 | 2 | 4 | 5 | 2 | 6 | 1 9 | 3 | 2 1 10 | 5 | 1 4 | 4 1 57 1 56 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program | 5 5 31 | ender 1 1 | 1 | | 1 | 2 | 6 | 1 | 2 1 | 2 1 | 5 | 1 4 | 4 1 57 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO | 5 5 31 | ender 1 1 1 | 2 | 4 | 5 | 2 | 6 | 1 9 | 3 | 2 1 10 | 5 | 1 4 | 4 1 57 1 56 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program | 5 5 31 - DoD | ender 1 1 1 | 2 | 4 | 5 | 2 2 43 | 6 | 1 9 | 3 | 2 1 10 | 5 | 1 4 | 4 1 57 1 56 354 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 5 31 - DoD | 1 1 1 30 | 1 2 2 31 | 4 | 5 5 37 | 2 2 43 1 | 6 | 1 9 | 3 3 19 | 2 1 10 10 32 | 5 | 1 4 4 27 | 4 1 57 1 56 354 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 5 31 - DoD 1 30 | 1 1 1 30 | 1 2 2 31 | 4 32 | 1 5 5 37 | 2 43 1 1 | 6 6 22 | 1 9 34 | 2 1 3 3 19 | 2 1 10 10 32 | 1 5 5 16 | 1 4 4 27 | 4 1 57 1 56 354 1 7 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 5 31 - DoD 1 30 | 1 1 30 1 28 | 1 2 2 31 | 4 32 | 1 5 5 37 | 2 43 1 1 | 6 6 22 | 1 9 34 | 2 1 3 3 19 | 2 1 10 10 32 | 1 5 5 16 | 1 4 4 27 | 4 1 57 1 56 354 1 7 345 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 5 31 - DoD 1 30 | 1 1 30 1 28 | 1 2 2 31 | 4 32 | 1 5 5 37 | 2 43 1 1 | 6 6 22 | 1 9 34 | 2 1 3 3 19 | 2 1 10 10 32 | 1 5 5 16 16 | 1 4 4 27 | 4 1 57 1 56 354 1 7 345 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks | 5 5 31 - DoD 1 30 | 1 1 1 30 1 28 | 1 2 2 31 | 4 32 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 | 1 4 4 27 | 4 1 57 1 56 354 1 7 345 1 2 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 5 5 31 - DoD 1 30 - TSA/DHS | 1 1 1 30 1 28 1 | 1 2 2 31 | 4 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 | 1 4 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property | 5 31 - DoD 1 30 - TSA/DHS | 1 1 30 1 28 1 1 1 1 1 | 1 2 2 31 1 30 | 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 2 2 2 | 1 4 4 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 5 31 - DoD 1 30 - TSA/DHS aged/Missin | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 4 32 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 | 1 4 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 |
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| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing trayed Items- | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 2 2 2 | 1 4 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 5 31 - DoD 1 30 - TSA/DHS aged/Missin | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 2 2 2 | 1 4 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing trayed Items- | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 | 6 6 22 | 1 9 34 34 | 2 1 3 3 19 | 2 1 10 10 32 1 31 | 1 5 5 16 16 2 2 2 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missing rrayed Items- | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 41 | 6 6 22 | 1 9 34 34 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 | 1 5 5 16 16 2 2 1 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 2 10 5 4 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Properting Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missing rrayed Items- | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 41 | 6 6 22 | 1 9 34 34 1 | 2 1 3 3 19 1 1 18 | 2 1 10 10 32 1 31 31 | 1 5 5 16 16 2 2 2 1 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing trayed Items- | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 41 | 6 6 22 | 1 9 34 34 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 1 1 | 1 5 5 16 16 2 2 1 1 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown - Patdown - Children Patdown - Flyer Patdown - Flyer | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing trayed Items- | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 32 2 | 1 5 5 37 1 36 | 2 2 43 1 1 41 | 6 6 22 22 | 1 9 34 34 1 | 2 1 3 3 19 1 1 18 | 2 1 10 10 32 1 31 1 1 1 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing trayed Items-1 1 1 | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 | 1 5 5 37 1 36 | 2 43 1 1 41 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 1 18 | 2 1 10 10 32 1 31 1 1 1 1 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing rrayed Items- 1 1 1 | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Bag | 32 32 2 | 1 5 5 37 1 36 | 2 43 1 1 41 | 6 6 22 22 | 1 9 34 34 1 | 2 1 3 3 19 1 1 18 | 2 1 10 10 32 1 31 1 1 1 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca | 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing trayed Items- 1 1 1 | 1 1 30 1 28 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 2 2 31 1 30 ecked Baç r Checked | 32 32 2 2 | 1 5 5 37 1 36 | 2 43 1 1 41 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 1 1 1 1 3 2 4 1 3 3 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 9 9 9 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical D | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missin frrayed Items- 1 1 1 1 ancer mpairment Devices - Atta | ender 1 1 30 1 28 1 1 gltemsCheCarry-on o | 1 2 2 31 1 30 ecked Baç r Checked | 32 32 2 | 1 5 5 37 1 36 | 2 43 1 1 41 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 1 18 | 2 1 10 10 32 1 31 1 1 1 1 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missin frrayed Items- 1 1 1 1 ancer mpairment Devices - Atta | ender 1 1 30 1 28 1 1 gltemsCheCarry-on o | 1 2 2 31 1 30 ecked Baç r Checked | 32 32 2 2 | 1 5 5 37 1 36 | 2 43 1 1 41 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 32 1 31 1 1 1 1 3 2 4 1 3 3 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 9 9 9 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical D | 5 31 - DoD 1 30 - TSA/DHS aged/Missingrrayed Items- 1 1 1 1 ancer mpairment levices - Atta bisability (Not) | ender 1 1 30 1 28 1 1 gltems—Che-Carry-on o | 1 2 2 31 1 30 ecked Baç r Checked | 32 32 2 2 | 1 5 5 37 1 36 | 2 43 1 1 41 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 32 1 31 1 1 1 1 3 2 4 1 3 3 | 1 5 5 16 16 2 2 2 1 1 | 1 4 27 27 1 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I | 5 31 - DoD 1 30 - TSA/DHS aged/Missingrrayed Items- 1 1 1 1 ancer mpairment levices - Atta bisability (Not) | ender 1 1 30 1 28 1 1 gltems—Che-Carry-on o | 1 2 2 31 1 30 ecked Baç r Checked | 32 32 2 2 | 1 5 5 37 1 36 | 2 43 1 1 41 | 22 22 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 32 1 31 1 1 1 1 3 2 4 1 3 3 | 1 5 5 16 16 2 2 2 1 1 | 1 4 4 27 27 27 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 9 2 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelcha | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing aged/Missing rrayed Items-1 1 1 1 1 ancer mpairment Devices - Atta | ender 1 1 30 1 28 1 1 gltemsCheCarry-on o | 2 2 31 1 30 ecked Baç r Checked Body r or Scooter) | 2 2 2 | 1 5 5 37 1 36 3 2 1 | 2 43 1 1 41 22 2 1 1 | 22 22 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 31 4 1 1 3 2 1 | 1 5 5 16 16 2 2 1 1 1 3 1 2 | 1 4 27 27 1 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha | 5 5 31 - DoD 1 30 - TSA/DHS aged/Missingrayed Items- 1 1 1 1 ancer mpairment Devices - Atta Disability (Not air/ Scooter/ \$ ems - Carry-C | ender 1 1 30 1 28 1 1 1 gltemsCheCarry-on o | 2 2 31 1 30 ecked Baç r Checked Body or Scooter) | 2 2 2 | 1 5 5 37 1 36 | 2 43 1 1 41 2 2 2 1 1 1 | 22 22 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 1 1 1 1 1 | 1 5 5 16 16 2 2 1 1 1 3 1 2 | 1 4 27 27 1 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons W/ Disabilities (PWD) Persons W/ Disabilities (PWD) - Hearing I Persons W/ Disabilities (PWD) - Medical I Persons W/ Disabilities (PWD) - Medical I Persons W/ Disabilities (PWD) - Mobility I Persons W/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing aged/Missing arrayed Items- 1 1 1 1 ancer mpairment Devices - Atta Disability (Not air/ Scooter/ \$2 ems - Carry-Cems - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checke | ender 1 1 30 1 28 1 1 1 gltemsCheCarry-on o | 2 2 31 1 30 ecked Baç r Checked Body r or Scooter) | 2 2 2 | 1 5 5 37 1 36 3 2 1 | 2 43 1 1 41 22 2 1 1 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 31 4 1 1 3 2 1 | 1 5 5 16 16 2 2 1 1 1 3 1 2 | 1 4 27 27 1 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Age Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha | 5 31 - DoD 1 30 - TSA/DHS aged/Missin aged/Missing aged/Missing arrayed Items- 1 1 1 1 ancer mpairment Devices - Atta Disability (Not air/ Scooter/ \$2 ems - Carry-Cems - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checker - Checke | ender 1 1 30 1 28 1 1 1 gltemsCheCarry-on o | 2 2 31 1 30 ecked Baç r Checked Body r or Scooter) | 2 2 2 | 1 5 5 37 1 36 3 2 1 | 2 43 1 1 41 2 2 2 1 1 1 | 22 | 1 9 34 34 1 | 2 1 3 3 19 1 18 | 2 1 10 10 32 1 31 1 1 1 1 1 | 1 5 5 16 16 2 2 2 1 1 1 | 1 4 27 27 27 21 1 1 | 4 1 57 1 56 354 1 7 345 1 2 2 10 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------|--------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening - Inconsistency | | | | | | 1 | | 1 | 1 | | 2 | | 5 |
| Screening - Lengthy Lines | 1 | 1 | | | 1 | | | 2 | | 1 | 1 | 1 | 8 |
| Screening - Procedures/Process | 1 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 1 | 3 | 1 | 5 | 33 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |
| TWIC | | | | | | | | | 1 | | | | 1 |
| TWIC - General | | | | | | | | | 1 | | | | 1 |
| 2024 | 42 | 42 | 33 | 32 | | | | | | | | | 149 |
| Civil Rights | 1 | 1 | | | | | | | | | | | 2 |
| Civil Rights - Race | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service | 6 | 4 | 4 | | | | | | | | | | 14 |
| Customer Service - TSO | 6 | 4 | 4 | | | | | | | | | | 14 |
| Expedited Passenger Screening Program | 28 | 28 | 24 | 25 | | | | | | | | | 105 |
| Expedited Passenger Screening Program | - Active Dut | ty Military | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 27 | 27 | 23 | 25 | | | | | | | | | 102 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 3 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | arry-on Lug | 3 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| Patdown | 3 | 2 | 2 | 1 | | | | | | | | | 8 |
| Patdown - Flyer | 3 | 1 | 2 | 1 | | | | | | | | | 7 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | ems - Check | red | | 1 | | | | | | | | | 1 |
| Screening | 2 | 5 | 3 | 1 | | | | | | | | | 11 |
| Screening - Lengthy Lines | 1 | 1 | 2 | | | | | | | | | | 4 |
| Screening - Procedures/Process | 1 | 4 | 1 | 1 | | | | | | | | | 7 |

| | | | | | , | | | | | | | | |
|-----------------------------------------|------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| OME | | | 1 | | | 1 | | 1 | 2 | | | | 5 |
| 2022 | | | | | | 1 | | 1 | 2 | | | | 4 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | 1 | 2 | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | 1 | 2 | | | | 3 |
| 2023 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |

| Categories 10-Oct 11-Nov 12-D ONT 103 101 202 Civil Rights 14 28 1 Civil Rights - Hair Patdowns 1 1 1 Civil Rights - National Origin 1 1 1 Civil Rights - Not Specified 1 1 1 Civil Rights - Race 1 1 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 | 0ec 01- 86 27 | | 2-Feb 03 | -Mar | 04-Apr | OF May | | 07 1 | 08-Aug | 09-Sep | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|---------|--------------------|-------------------------|---------------------------------------------|-----------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------|--------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Civil Rights 1 Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | 27 | | | | O-T Apr | 05-May | 06-Jun | 07-Jul | 00-Aug | 00-0ch | Total |
| Civil Rights 1 Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 75 | 55 | 78 | 63 | 83 | 74 | 72 | 77 | 61 | 928 |
| Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | 1 | 23 | 23 | 40 | 37 | 41 | 34 | 34 | 43 | 37 | 381 |
| Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | 3 | 1 | 1 | 3 | | 1 | 12 |
| Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | - ' | | 1 | 1 | | | 2 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | - 1 | | | | |
| Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | 4 | 4 | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | 1 | | 1 | | | 3 |
| | 1 | | 1 | | | | | | | | 3 |
| | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | 1 |
| Customer Service 3 5 | 2 | 2 | 2 | 8 | 4 | 4 | 3 | 6 | 1 | 2 | 42 |
| Customer Service - TSO 3 5 | 2 | 2 | 2 | 8 | 4 | 4 | 3 | 6 | 1 | 2 | 42 |
| Expedited Passenger Screening Program 5 14 | 17 | 14 | 16 | 20 | 24 | 26 | 21 | 17 | 31 | 30 | 235 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | 1 | 2 |
| Expedited Passenger Screening Program 1 2 | 2 | | 4 | | | 2 | 1 | 1 | 4 | 5 | 22 |
| Expedited Passenger Screening Program 4 12 | 15 | 14 | 12 | 20 | 24 | 24 | 19 | 16 | 27 | 24 | 211 |
| Locks | 10 | 14 | 12 | 20 | 1 | | 19 | 10 | 21 | 24 | |
| | | | | | | 2 | | | | | 3 |
| Locks - Missing or Damaged Lock | | | | | 1 | 2 | | | | | 3 |
| Lost and Found 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property 1 | | 2 | | 1 | 1 | | | 3 | | | 8 |
| Mishandling of Passenger Property - Damaged/Missii 1 | | 1 | | 1 | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing ItemsChecked | d Baggage | | | | 1 | | | 2 | | | 3 |
| Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Che | | 1 | | | | | | | | | 1 |
| Patdown 2 | 1 | | | 6 | 2 | | | 2 | 1 | 2 | 16 |
| Patdown - Flyer 2 | 1 | | | 6 | 2 | | | 2 | 1 | 2 | 16 |
| Persons w/ Disabilities (PWD) 2 1 | 1 | | 2 | 2 | | | 3 | | 6 | | 17 |
| . , , | 1 | | | | | | | | Ö | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | 1 | | | | | | 1 | | 2 | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or S | Scooter) | | | 1 | | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | , | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | ' | | | | 1 | | 1 | | 2 |
| | 0 | 0 | | | 4 | 4 | | | | 1 | |
| | 2 | 2 | | | 1 | 4 | 2 | | 2 | | 16 |
| Property - Special Handling - Damaged Items - Carry-On | | 1 | | | | | | | 1 | 1 | 3 |
| Property - Special Handling - Damaged Ite 1 | 1 | 1 | | | | 1 | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-C 1 | | | | | 1 | 1 | 1 | | 1 | | 5 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | 2 | 1 | | | | 4 |
| Screening 3 2 | 3 | 3 | 2 | 3 | 1 | 4 | 4 | 3 | 2 | 1 | 31 |
| Screening - Inconsistency | | | | 1 | | 1 | 2 | | | | 4 |
| Screening - Lengthy Lines | | | | | | | | 1 | 1 | | 2 |
| Screening - Procedures/Process 2 2 | 3 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | | 22 |
| Screening - Retrieving Abandoned/Confis 1 | | | | | | 1 | | | | | 2 |
| Screening - Shoe Screening | | | | | | | | | | 1 | 1 |
| 2023 36 39 | 41 | 32 | 32 | 38 | 26 | 42 | 40 | 38 | 34 | 24 | 422 |
| Airline 1 | 41 | 32 | 32 | 30 | 20 | 42 | 40 | 30 | | 24 | |
| | | | | | | | | | 1 | | |
| | | | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service 1 | | | | | | | | | 1 | | 2 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 | 1 | | | | 1 | 2 | | | 1 | | 2 7 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 Civil Rights - Race 1 1 | 1 | | | | 1 | 2 | | | 1 1 1 | | 2 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 | 1 | | | | 1 | 2 | | | | | 2 7 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 Civil Rights - Race 1 1 | 1 | | | | 1 | | | | | | 2 7 3 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 Civil Rights - Race 1 1 Civil Rights - Screening of Religious Cultural and Ceremonial Items | | 1 | 3 | 5 | | 1 | 4 | 3 | | 1 | 2 7 3 1 3 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 Civil Rights - Race 1 1 Civil Rights - Screening of Religious Cultural and Ceremonial Items Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 3 | 1 | | | | 1 6 | 1 1 3 | | | 1 | | 2 7 3 1 3 3 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 Civil Rights - Race 1 1 Civil Rights - Screening of Religious Cultural and Ceremonial Items Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 3 Customer Service - TSO 3 | 1 1 1 | 1 | 3 | 5 | 1 6 6 | 1 1 3 3 | 4 | 3 | 3 | 1 | 2 7 3 1 3 33 33 |
| Airline - Policy/Regulations/Service 1 Civil Rights 1 1 Civil Rights - Race 1 1 Civil Rights - Screening of Religious Cultural and Ceremonial Items Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 3 Customer Service - TSO 3 Expedited Passenger Screening Program 28 | 1 | | | 5 23 | 1 6 | 1 1 3 | | | 1 | | 2 7 3 1 3 33 33 289 |
| Airline - Policy/Regulations/Service | 1 1 1 | 1 | 3 27 | 5 23 2 | 1 6 6 | 1 1 3 3 27 | 4 | 3 19 | 3 | 1 | 2 7 3 1 3 33 33 289 2 |
| Airline - Policy/Regulations/Service | 1 1 1 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 | 4 28 | 3 19 3 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 |
| Airline - Policy/Regulations/Service | 1 1 1 | 1 | 3 27 | 5 23 2 | 1 6 6 | 1 1 3 3 27 | 4 | 3 19 | 3 | 1 | 2 7 3 1 3 33 33 289 2 9 |
| Airline - Policy/Regulations/Service | 1 1 1 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 1 26 | 28 | 3 19 3 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 1 26 | 28 28 | 3 19 3 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 |
| Airline - Policy/Regulations/Service | 1 1 1 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 1 26 | 28 | 3 19 3 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 1 26 | 28 28 | 3 19 3 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 1 26 | 28 28 | 3 19 3 16 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 | 1 27 | 3 27 1 | 5 23 2 1 | 1 6 6 13 | 1 1 3 3 27 1 26 | 28 28 | 3 19 3 16 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 | 1 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 | 1 1 3 3 27 1 26 | 28 28 1 | 3 19 3 16 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 4 1 1 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 1 1 | 1 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 | 1 1 3 3 27 1 26 | 28 28 1 1 | 3 19 3 16 1 1 1 2 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 | 1 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 | 1 1 3 3 27 1 26 | 28 28 1 1 | 3 19 3 16 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 7 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 | 1 1 3 3 27 1 26 1 1 | 28 28 1 1 1 | 3 19 3 16 | 3 3 21 21 | 1 21 | 2 7 3 1 3 33 33 289 276 2 4 4 1 1 5 7 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 1 1 | 1 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 | 1 1 3 3 27 1 26 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 | 3 3 21 | 1 21 | 2 7 3 1 3 33 33 289 276 2 4 4 1 1 15 7 5 3 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 | 3 3 21 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 7 5 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 27 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 | 1 1 3 3 27 1 26 1 1 | 28 28 1 1 1 | 3 19 3 16 | 3 3 21 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 7 5 3 3 4 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 27 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 | 1 21 | 2 7 3 3 33 33 38 289 2 9 276 2 4 4 4 1 15 7 5 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 27 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 | 21 | 1 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 7 5 3 3 4 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 | 21 | 2 7 3 3 33 33 38 289 2 9 276 2 4 4 4 1 15 7 5 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service | 1 1 1 27 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 | 21 | 2 7 3 1 3 3 33 33 289 2 9 276 2 4 4 4 1 1 5 7 7 5 3 3 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 33 289 276 2 4 4 1 1 5 5 3 14 1 1 2 9 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 33 289 276 2 4 4 1 1 15 7 5 3 14 1 1 1 2 1 9 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 7 5 3 14 1 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 33 289 2 9 276 2 4 4 1 1 15 7 5 3 14 1 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 1 3 3 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 2 1 1 5 5 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 38 289 276 2 4 4 1 15 7 5 3 14 1 12 1 1 9 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 | 28 28 1 1 1 | 3 19 3 16 1 1 1 2 1 1 5 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 33 289 276 2 4 1 15 7 5 3 14 1 12 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Sexerening of Religious Cultural and Ceremonial Items Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service Customer Service - TSO 3 Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - TSA/DHS 2 Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Damaged/Missin 1 Mishandling of Passenger Property - Damaged/Missin 1 Mishandling of Passenger Property - Damaged/Missin 1 Mishandling of Passenger Property - Disa 1 Patdown - Patdown - Children Patdown - Flyer Patdown - Non-Flyer 1 Persons w/ Disabilities (PWD) - Autism Spectrum Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer Persons w/ Disabilities (PWD) - Hearing Impairment Persons w/ Disabilities (PWD) - Hearing Impairment Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Medically 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 1 | 1 1 3 3 27 1 26 1 1 1 1 3 3 | 28 28 1 1 1 1 1 | 3 19 3 16 1 1 1 5 5 2 | 21 21 21 1 | 21 | 2 7 3 1 3 33 33 289 276 2 4 4 1 1 15 5 3 14 1 1 1 2 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights - Race Civil Rights - Race Civil Rights - Screening of Religious Cultural and Ceremonial Items Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - DoD Expedited Passenger Screening Program - 2 1 Expedited Passenger Screening Program - TSA/DHS 2 Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Damaged/Missil 1 Mishandling of Passenger Property - Damaged/Missil 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disa 1 1 Patdown - Children Patdown - Flyer Patdown - Non-Flyer Patdown - Non-Flyer Patdown - Non-Flyer Patdown - Non-Flyer Patdown - Disabilities (PWD) - Autism Spectrum Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Impairment Persons w/ Disabilities (PWD) - Hearing Impairment Persons w/ Disabilities (PWD) - Internal Medical Dev 1 Persons w/ Disabilities (PWD) - Medicallly 1 Persons w/ Disabilities (PWD) - Medicallly 1 Persons w/ Disabilities (PWD) - Medial Implants (joint) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch Property - Special Handling 1 1 | 1 1 1 27 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 | 1 1 3 3 27 1 26 1 1 1 1 3 3 | 28 28 1 1 1 | 3 19 3 16 1 1 1 5 5 2 | 21 2 2 2 1 | 21 | 2 7 3 1 3 33 33 289 276 2 4 1 15 7 5 3 14 1 12 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 1 1 27 27 1 1 1 | 27 | 3 27 1 26 | 5 23 2 1 20 | 1 6 6 13 13 1 1 1 1 | 1 1 3 3 27 1 26 1 1 1 1 3 3 | 28 28 1 1 1 1 1 | 3 19 3 16 1 1 1 5 5 2 | 21 21 21 1 | 21 | 2 7 3 1 3 33 33 289 276 2 4 4 1 1 15 5 3 14 1 1 1 2 1 1 1 1 |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Item | s - Carry-O | n | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | 2 | | | | | | 1 | | 1 | | |
| Screening | 2 | 2 | 3 | 3 | | 7 | 2 | 4 | 4 | 5 | 3 | 1 | 3 |
| Screening - Crew Member or Airline Emplo | oyee | | 1 | | | | | | | | | | |
| Screening - Inconsistency | 2 | 1 | | 2 | | | | 1 | 1 | 1 | 1 | | |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | 1 | |
| Screening - Procedures/Process | | 1 | 2 | 1 | | 5 | 2 | 3 | 3 | 4 | 2 | | 2 |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | | | 1 | | | | | | | |
| 2024 | 53 | 34 | 18 | 20 | | | | | | | | | 12 |
| Civil Rights | 3 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | |
| Customer Service | 2 | 4 | 2 | 3 | | | | | | | | | |
| Customer Service - TSO | 2 | 4 | 2 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 44 | 26 | 10 | 10 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 44 | 26 | 9 | 10 | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Firearm/Am | munition | 1 | | | | | | | | | | | |
| Property - Special Handling | | 3 | 1 | 3 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Carry | 2 | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Checl | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-O | n | | 2 | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | | 1 | | | | | | | | | |
| Screening | 3 | | 3 | 2 | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 2 | | 3 | - 1 | | | | | | | | | |

| | | TS | | | CC) Data Too | | | | | | | | |
|----------------------------------------------------------|-----------------|--------------|--------|--------|--------------|-------|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb (| 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ORD | 991 | 950 | 1,021 | 819 | 529 | 946 | 885 | 731 | 765 | 667 | 758 | 859 | 9,921 |
| 2022 | 168 | 217 | 238 | 166 | 183 | 471 | 465 | 370 | 382 | 343 | 410 | 444 | 3,857 |
| Additional Information Required/Insufficient Information | formation | | | 1 | | | | | | | 1 | | 2 |
| Additional Information Required/Insufficien | | - FMAIL O | NLY | 1 | | | | | | | 1 | | 2 |
| Airline | 1 | 1 | 1 | | 1 | 1 | 2 | 2 | 3 | 1 | 1 | 1 | 15 |
| Airline - Lost Baggage | ' | - ' | | | ' | 1 | | 1 | 2 | 1 | · ' | | 5 |
| | 1 | 1 | 4 | | 1 | - 1 | 2 | 1 | 1 | - ' | 1 | 1 | |
| Airline - Policy/Regulations/Service | | 1 | 1 | | | _ | 2 | | | | | 1 | 10 |
| Civil Rights | 3 | 3 | 2 | | 1 | 3 | 4 | 3 | 1 | 2 | 2 | | 24 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | 3 | 2 | 2 | | 2 | 2 | | 11 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 3 | 1 | | 1 | | | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | | | | | | 1 | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Claims | | | | 1 | | | 1 | 1 | 1 | | | | 4 |
| Claims - General | | | | 1 | | | | 1 | 1 | | | | 3 |
| Claims - Status | | | | | | | 1 | | ' | | | | 1 |
| Customer Service | 14 | 20 | 24 | 14 | 8 | 22 | 28 | 24 | 24 | 38 | 29 | 31 | |
| | 14 | | 21 | 14 | 8 | | | 24 | 24 | | 29 | 31 | 273 |
| Customer Service - Others | | 1 | 1 | | | 1 | 1 | | | 1 | | | 5 |
| Customer Service - TSO | 14 | 19 | 20 | 14 | 8 | 21 | 27 | 24 | 24 | 37 | 29 | 31 | 268 |
| Expedited Passenger Screening Program | 125 | 162 | 163 | 124 | 150 | 421 | 396 | 311 | 329 | 277 | 349 | 389 | 3,196 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | 1 | | | 1 | | 2 |
| Expedited Passenger Screening Program | 3 | | | | | 1 | | | 2 | | 2 | 1 | 9 |
| Expedited Passenger Screening Program | 7 | 26 | 10 | 6 | 10 | 10 | 13 | 10 | 11 | 6 | 6 | 14 | 129 |
| Expedited Passenger Screening Program | | 135 | 153 | 118 | 140 | 410 | 383 | 300 | 316 | 270 | 340 | 374 | 3,053 |
| Expedited Passenger Screening Program | | 1 | | | - | | | | | 1 | | | 3 |
| Hazardous Materials Safety | 1 | | | 1 | | | | | | | | | 2 |
| Hazardous Materials Safety - General | 1 | | | 1 | | | | | | | | | 2 |
| • | | | | ı | | | | | | | | | |
| HAZMAT Endorsement | 1 | | | | | | | | | | | | 1 |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | 1 |
| Identification (ID) Requirements | | 1 | 1 | | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | ic | 1 | 1 | | | | | | | | | | 2 |
| Locks | | | | | 1 | | 1 | 1 | 1 | 2 | | 1 | 7 |
| Locks - Missing or Damaged Lock | | | | | 1 | | 1 | 1 | 1 | 2 | | 1 | 7 |
| Lost and Found | | 3 | | 1 | | 1 | 2 | 1 | 3 | 1 | 2 | 4 | 18 |
| Lost and Found - Airport/TSA | | 3 | | 1 | | 1 | 2 | 1 | 3 | 1 | 2 | 4 | 18 |
| Mishandling of Passenger Property | 1 | | 7 | 1 | 4 | 3 | 5 | 7 | 2 | 2 | 3 | 2 | 37 |
| Mishandling of Passenger Property - Dam | | ItemsC | 1 | | | 1 | 1 | 3 | 1 | 1 | 1 | 2 | 11 |
| Mishandling of Passenger Property - Dam | | Titorno O | 6 | 1 | 4 | 1 | 3 | 2 | 1 | 1 | 2 | | 22 |
| Mishandling of Passenger Property - Disa | | Corry on o | | 1 | | 1 | 1 | 2 | | | | | 4 |
| | | -Carry-orr o | | 0 | | - 1 | | | | | 4 | | |
| No Jurisdiction | 2 | | 4 | 2 | 2 | | 4 | 1 | 1 | 3 | 4 | 2 | 25 |
| No Jurisdiction - No Referral | | | | | 1 | | 1 | | | | | | 2 |
| No Jurisdiction - Refer to CBP | 1 | | 1 | | | | 3 | | | 2 | 3 | 1 | 11 |
| No Jurisdiction - Refer to FAA | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | 3 | 2 | | | | 1 | 1 | 1 | 1 | 1 | 11 |
| Notice of Violation/Civil Penalties | | | | | 1 | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | | | 1 | | | | | | | | 1 |
| Patdown | 1 | 6 | 5 | 3 | | 1 | 1 | | 1 | 1 | 3 | 3 | 25 |
| Patdown - Flyer | 1 | 5 | 5 | 3 | | 1 | 1 | | 1 | 1 | 3 | 3 | 24 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 6 | 8 | 1 | 4 | 4 | 2 | 5 | 4 | 2 | 4 | 3 | 48 |
| Persons w/ Disabilities (PWD) - Cancer (c | | 1 | 0 | - 1 | 4 | 4 | | 1 | 4 | 1 | 4 | 3 | |
| . , , | , | 1 | | | | | | 1 | | ı | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | 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 N | Medical Device | es | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ched to the | Body | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | 2 | | 1 | | | 2 | 2 | 1 | 2 | | 11 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | 1 | | | 1 | | 1 | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | , , | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | - ' | | | | | | 1 | | 1 | | 3 |
| | | | | | | - 4 | | | ı | | - 1 | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Service A | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | 1 | | 1 | | 1 | | | | 1 | 1 | 5 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 9 | 4 | 13 | 9 | 4 | 6 | 8 | 6 | 3 | 6 | 2 | | 70 |
| Property - Special Handling - Damaged It | | 1 | 4 | 1 | | 1 | 1 | - | | | | | 11 |
| Property - Special Handling - Damaged It | | | 2 | • | 1 | 1 | 1 | 1 | 1 | 2 | | | 10 |
| Property - Special Handling - Missing Iten | | 2 | 4 | 2 | 2 | 2 | - 1 | 3 | 2 | 3 | 1 | | 23 |
| Property - Special Handling - Missing Iten | | 1 | 3 | 6 | 1 | 2 | 6 | 2 | | 1 | 1 | | 26 |
| | | | | | | | | | | | | | |
| Screening | 4 | 10 | 13 | 8 | 7 | 9 | 11 | 8 | 9 | 8 | 10 | 8 | 105 |
| Screening - Crew Member or Airline Empl | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | 1 | 2 | | | 2 | | | 2 | 2 | 2 | 13 |
| Screening - International Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | | 1 | 2 | | 4 | 3 | 1 | | | 11 |
| Screening - Procedures/Process | 3 | 9 | 11 | 6 | 6 | 5 | 5 | 2 | 6 | 5 | 7 | 5 | 70 |
| Screening - Retrieving Abandoned/Confis | | | | | | 2 | 4 | 1 | | | 1 | | 8 |
| Screening - Shoe Screening | | | | | | | | 1 | | | | | 1 |
| Transfer to Security Specialist | | 1 | | | | | | | | | | | <u>_</u> |
| Transfer to Security Specialist - Reportab | le Commun | 1 | | | | | | | | | | | 1 |
| Transfer to decurity openialist - Neportab | .o commun | 1 | | | | | | | | | | | - 1 |

| Catagorian | 40.0-4 | | SA Contact | | | | 04 4 | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | T.4.1 |
|-------------------------------------------------|----------------|----------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 2023 | 404 | 421 | 443 | 365 | 346 | 475 | 420 | 361 | 383 | 324 | 348 | 415 | 4,705 |
| Additional Information Required/Insufficient In | 1 | | | | | | | | | | | 2 | 3 |
| Additional Information Required/Insufficie | 1 | | | | | | | | | | | 2 | 3 |
| Airline | 1 | 1 | 1 | 2 | 1 | 1 | | | 1 | 1 | 1 | 1 | 11 |
| Airline - Lost Baggage | | 1 | | 1 | | | | | 1 | | 1 | 1 | 5 |
| Airline - Policy/Regulations/Service | 1 | | 1 | 1 | 1 | 1 | | | | 1 | | | 6 |
| Cargo | | | | | | | 1 | | | | | | 1 |
| Cargo - Known Shipper | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 4 | 3 | 4 | 1 | 1 | 2 | 3 | 2 | 9 | 4 | 7 | 4 | 44 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Not Specified | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | 1 | | | 1 | | | 1 | | 4 |
| Civil Rights - Profiling | | | | 1 | | | | ' | 1 | | - ' | | 1 |
| | 3 | 0 | 2 | | | 1 | 4 | 4 | 3 | 4 | 4 | 4 | |
| Civil Rights - Race | | 2 | 3 | | | 1 | 1 | 1 | | 4 | 4 | 4 | 26 |
| Civil Rights - Screening of Religious Cultu | | monial Item | IS | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | | 2 | | 1 | | 5 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | 2 | | | | 3 |
| Claims | | | | 1 | | | 1 | | | | | | 2 |
| Claims - Status | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service | 16 | 20 | 32 | 15 | 25 | 24 | 29 | 25 | 21 | 21 | 40 | 26 | 294 |
| Customer Service - Others | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 16 | 20 | 30 | 15 | 25 | 24 | 28 | 25 | 21 | 21 | 40 | 26 | 291 |
| | 10 | 20 | 30 | 15 | 23 | 24 | 20 | 20 | 21 | ۷۱ | | | |
| DHS TRIP | | | | | | | | | | | 2 | | 3 |
| DHS TRIP - General | | | _ | | | | _ | _ | | | 2 | 1 | 3 |
| Expedited Passenger Screening Program | 352 | 366 | 376 | 311 | 299 | 412 | 351 | 295 | 297 | 255 | 259 | 338 | 3,911 |
| Expedited Passenger Screening Program | | / Military | 2 | | | | | | 1 | 1 | | | 4 |
| Expedited Passenger Screening Program | | 1 | | | 1 | | 1 | | 2 | 1 | | | 7 |
| Expedited Passenger Screening Program | - Known Cre | w Member | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 7 | 9 | 5 | 4 | 7 | 4 | 5 | 6 | 6 | 5 | 4 | 1 | 63 |
| Expedited Passenger Screening Program | | 355 | 369 | 307 | 291 | 407 | 345 | 288 | 288 | 248 | 255 | 337 | 3,834 |
| Expedited Passenger Screening Program | | 1 | 000 | | 20. | 1 | 0.0 | 200 | 200 | 2.0 | 200 | | 2 |
| Hazardous Materials Safety | 10710110 | | | 1 | | | | | | 1 | | | 2 |
| Hazardous Materials Safety - General | | | | 1 | | | | | | 1 | | | 2 |
| | | | | ı | | | | | 4 | - 1 | | | |
| Intranet/Internet Inquiries | | | | | | | | | 1 | | | | 1 |
| Intranet/Internet Inquiries - General | | | | | | | | | 1 | | | | 1 |
| Locks | | 1 | | 3 | | | 1 | 3 | 2 | | 3 | 1 | 14 |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | 3 | | | 1 | 2 | 2 | | 3 | 1 | 13 |
| Lost and Found | 1 | | 1 | | 1 | 1 | | | 1 | 1 | | 1 | 7 |
| Lost and Found - Airport/TSA | 1 | | 1 | | 1 | 1 | | | 1 | 1 | | 1 | 7 |
| Mishandling of Passenger Property | 7 | 3 | 2 | 6 | 3 | 7 | 6 | 7 | 7 | 5 | 6 | 9 | 68 |
| Mishandling of Passenger Property - Dam | | 2 | 2 | 1 | 2 | 1 | 4 | 5 | 2 | 3 | 1 | 4 | 28 |
| Mishandling of Passenger Property - Dam | | 1 | | 3 | 1 | 5 | 2 | 2 | 5 | 1 | 5 | | 35 |
| Mishandling of Passenger Property - Dam | | | ensoified Lu | | - ' | 1 | | | 3 | - ' | J | | 1 |
| | | g itemson | specified Li | | | ı | | | | 4 | | | |
| Mishandling of Passenger Property - Disa | 1 | | | 2 | | | | | | 1 | | | 4 |
| No Jurisdiction | | 2 | 4 | 3 | 4 | 1 | 2 | 3 | 2 | 3 | 2 | 3 | 29 |
| No Jurisdiction - No Referral | | | | 1 | 1 | | | 1 | 1 | | | | 4 |
| No Jurisdiction - Refer to CBP | | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | | 1 | 2 | 15 |
| No Jurisdiction - Refer to Other | | 1 | 2 | | 1 | | 1 | | | 3 | 1 | 1 | 10 |
| Patdown | 1 | 3 | 3 | 1 | 3 | 3 | 2 | | 2 | 4 | 2 | 2 | 26 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 1 | 3 | 2 | 1 | 3 | 2 | 2 | | 2 | 4 | 2 | 2 | 24 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 3 | | 2 | 1 | 1 | 6 | 1 | 10 | 5 | 4 | 4 | 42 |
| Persons w/ Disabilities (PWD) - Autism S | | 3 | | | - ' | 1 | 0 | - ' | 10 | | 1 | | 2 |
| | | | | | | - 1 | | | | | - 1 | 4 | |
| Persons w/ Disabilities (PWD) - Cancer (g | | ntal /Marris | Dia-Fills | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | | ııtaı /ivienta | Disability | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | | | | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - Atta | ached to the | Body | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | - | | 1 | | 1 | 1 | 1 | | 3 | 2 | 10 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| | | | 1 | | | 2 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | 1 | | | | | 2 | | 1 | | | | 4 |
| | | | | | | | | | ı | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | | 0 | | | | | | | _ | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | | | | 3 | 1 | | 1 | 5 |
| Property - Special Handling | 2 | 7 | 2 | 4 | 1 | 6 | 6 | 8 | 8 | 7 | 4 | 5 | 60 |
| Property - Special Handling - Damaged It | | 1 | 1 | 1 | | 1 | | | | 1 | | | 5 |
| Property - Special Handling - Damaged It | 1 | 2 | | | 1 | 1 | 2 | 1 | 2 | | 2 | 1 | 13 |
| Property - Special Handling - Missing Iten | 1 | 2 | | | | 2 | 1 | 3 | 2 | 3 | | 3 | 17 |
| Property - Special Handling - Missing Iten | | 2 | 1 | 3 | | 2 | 3 | 4 | 4 | 3 | 2 | | 25 |
| Screening | 14 | 12 | 18 | 15 | 7 | 17 | 12 | 17 | 22 | 17 | 18 | | 186 |
| Screening - Children | 14 | 1 | 10 | 10 | - ' | 17 | 14 | - 17 | 22 | 17 | 10 | 17 | 100 |
| Screening - Crew Member or Airline Empl | 1 | 1 | 2 | | | 4 | | | | | | | |
| | 1 | | | | _ | 1 | | | 1 | | | _ | 6 |
| Screening - Inconsistency | | 3 | 4 | 6 | 2 | | 2 | 1 | 6 | 1 | 1 | 2 | 28 |
| Screening - Lengthy Lines | 1 | 1 | 2 | 1 | | 2 | | 1 | | 2 | 6 | | 19 |
| Screening - Procedures/Process | 11 | 5 | 9 | 6 | 5 | 13 | 9 | 15 | 14 | 14 | 10 | | 122 |
| Screening - Retrieving Abandoned/Confis | 1 | 1 | 1 | 2 | | 1 | 1 | | 1 | | 1 | 1 | 10 |
| TWIC | | | | | | | | | | | | 1 | 1 |
| TWIC - General | | | | | | | | | | | | 1 | 1 |
| - | - | | | | | | | | | | | | · · |

| | | | Т | SA Contac | ct Center (1 | ГСС) Data | Tool - FOIA | \ <u></u> | | | | | | |
|-----------|------------------------------------------------------------------------------------|---------------|--------------|-----------|--------------|-----------|-------------|-----------|--------|--------|--------|--------|--------|-------|
| Categorie | s | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 202 | 4 | 419 | 312 | 340 | 288 | | | | | | | | | 1,359 |
| | Airline | 1 | | 2 | 2 | | | | | | | | | 5 |
| | Airline - Lost Baggage | 1 | | | | | | | | | | | | 1 |
| | Airline - Policy/Regulations/Service | | | 2 | 2 | | | | | | | | | 4 |
| | Civil Rights | 4 | 1 | 5 | 4 | | | | | | | | | 14 |
| | Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| | Civil Rights - Profiling | | | | 1 | | | | | | | | | 1 |
| | Civil Rights - Race | 2 | | 3 | 2 | | | | | | | | | 7 |
| | Civil Rights - Screening of Religious Cultu | | | | | | | | | | | | | 1 |
| | Civil Rights - Sex/Gender/Gender Identity | | gender | 1 | | | | | | | | | | 1 |
| | Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | 1 |
| | Claims | 4 | | 1 | 1 | | | | | | | | | 2 |
| | Claims Claims - General | 1 | | 1 | | | | | | | | | | 2 |
| | Claims - Status | 1 | | - 1 | | | | | | | | | | 1 |
| | Customer Service | 25 | 20 | 28 | 29 | | | | | | | | | 102 |
| | Customer Service - Others | 20 | 20 | 1 | 29 | | | | | | | | | 102 |
| | Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| | Customer Service - TSO | 25 | 20 | 26 | 29 | | | | | | | | | 100 |
| | Expedited Passenger Screening Program | 348 | 256 | 266 | 219 | | | | | | | | | 1,089 |
| | Expedited Passenger Screening Program | | 1 | | 2.0 | | | | | | | | | 1,000 |
| | Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 2 |
| | Expedited Passenger Screening Program | | 8 | 13 | 8 | | | | | | | | | 32 |
| | Expedited Passenger Screening Program | | 247 | 252 | 210 | | | | | | | | | 1,052 |
| | Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| | Hazardous Materials Safety | 1 | | 1 | | | | | | | | | | 2 |
| | Hazardous Materials Safety - General | 1 | | 1 | | | | | | | | | | 2 |
| | Locks | 1 | 1 | 1 | 2 | | | | | | | | | 5 |
| | Locks - Missing or Damaged Lock | 1 | 1 | 1 | 2 | | | | | | | | | 5 |
| | Lost and Found | 2 | 3 | 1 | | | | | | | | | | 6 |
| | Lost and Found - Airport/TSA | 2 | 3 | 1 | | | | | | | | | | 6 |
| | Mishandling of Passenger Property | 2 | 3 | 8 | 8 | | | | | | | | | 21 |
| | Mishandling of Passenger Property - Dam | | _ | 2 | | | | | | | | | | 2 |
| | Mishandling of Passenger Property - Dam | | | 5 | 5 | | | | | | | | | 14 |
| | Mishandling of Passenger Property - Dam | | | | | | | | | | | | | 1 |
| | Mishandling of Passenger Property - Disa | | 1 | 1 | 2 | | | | | | | | | 4 |
| | No Jurisdiction No Jurisdiction - No Referral | 3 2 | 1 | 1 | 3 | | | | | | | | | 3 |
| | No Jurisdiction - Refer to CBP | | 1 | - 1 | 2 | | | | | | | | | 3 |
| | No Jurisdiction - Refer to Other | 1 | | | 1 | | | | | | | | | 2 |
| | Patdown | 2 | 1 | 3 | 2 | | | | | | | | | 8 |
| | Patdown - Flyer | 2 | 1 | 3 | 2 | | | | | | | | | 8 |
| | Persons w/ Disabilities (PWD) | 5 | 5 | 7 | 4 | | | | | | | | | 21 |
| | Persons w/ Disabilities (PWD) - Autism S | | | 2 | • | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Cognitive | | ental /Ment | 1 | 1 | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Diapers/0 | | 1 | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Hearing I | mpairment | | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Internal N | Medical Dev | 1 | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medical [| Devices - Att | ached to the | e Body | 1 | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Mobility [| 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| | Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | | 2 | | | | | | | | | | 3 |
| | Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| | Prohibited & Permitted Items - General | | 1 | | | | | | | | | | | 1 |
| | Property - Special Handling | 8 | 3 | 7 | | | | | | | | | | 26 |
| | Property - Special Handling - Damaged It | 3 | 1 | | 1 | | | | | | | | | 5 |
| | Property - Special Handling - Damaged It | | | 3 | 1 | | | | | | | | | 5 |
| | Property - Special Handling - Missing Iten | | 2 | 3 | 2 | | | | | | | | | 10 |
| | Property - Special Handling - Missing Iten | | 47 | 1 | 4 | | | | | | | | | 6 |
| | Screening Children | 16 | 17 | 9 | 7 | | | | | | | | | 49 |
| | Screening - Children Screening - Inconsistency | 3 | 1 1 | | 2 | | | | | | | | | 1 |
| | | 1 3 | 1 | | | | | | | | | | | |
| | | | | 0 | | | | | | | | | | |
| | Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | 1 12 | 13 | 7 | | | | | | | | | | 36 |

| Categories | 10-Oct | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------|---------------------------------------------|---------------------|---------------------------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ORF | 77 | 104 | 112 | 70 | 48 | 55 | 74 | 98 | 71 | 80 | 107 | 67 | 963 |
| 2022 | 12 | 23 | 35 | 12 | 22 | 28 | 36 | 57 | 39 | 45 | 52 | 31 | 392 |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights Rose | | | | 1 | | 1 | | | | | 1 | | 3 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimi | nation | | | 1 | | | | | | | | | <u></u> |
| Civil Rights - Sex/Gender/Gender Identit | | ender | | ' | | 1 | | | | | | | 1 |
| Customer Service | 1 | 1 | 5 | 4 | 1 | 3 | 2 | 4 | 3 | 4 | 2 | 1 | 31 |
| Customer Service - TSO | 1 | 1 | 5 | 4 | 1 | 3 | 2 | 4 | 3 | 4 | 2 | 1 | 31 |
| Expedited Passenger Screening Program | 9 | 19 | 21 | 6 | 17 | 19 | 30 | 45 | 31 | 35 | 39 | 27 | 298 |
| Expedited Passenger Screening Program | | Military | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 2 | | 1 | 2 | 1 | 1 | 1 | | | | 9 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 5 | 1 | 1 | 1 | 47 | 20 | 4.4 | 1 | 1 | 1 | 2 | 13 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | | 12 1 | 18 | 5 | 15 | 17 | 29 | 44 | 28 | 32 | 38 | 25 | 272 |
| Identification (ID) Requirements | 104/0110 | · · | 2 | | | | | | | | | | 2 |
| Identification (ID) Requirements - Domes | stic | | 2 | | | | | | | | | | 2 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | 2 | | 3 | 1 | 8 |
| Mishandling of Passenger Property - Da | | | | - | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Da | | | ecked Bagga | age | | | | | 1 | | 1 | 1 | 3 |
| Mishandling of Passenger Property - Dis | arrayed Items- | -Carry-on | 1 | | 1 | | | | | | 2 | | 4 |
| No Jurisdiction No Jurisdiction - Refer to Other | 1 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | | | | | 2 | | 2 | 2 | | 7 |
| Patdown - Flyer | | | 1 | | | | | 2 | | 1 | 2 | | 6 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Autism | Spectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | ly Necessary M | dedication : | and Medical | Supplies | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch A | | rauma) | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheeld | nair/ Scooter/ | 1 | | | | | | | 1 | | 1 | | 3 |
| Property - Special Handling | | | 1 | 1 | 1 | 2 | 1 | 2 | | | 1 | 1 | 10 |
| Property - Special Handling - Damaged | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Property - Special Handling - Damaged | | d | | | | 4 | | 1 | | | | | 1 |
| Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite | | | 1 | | 1 | 1 1 | 1 | | | | | | 1 |
| Screening | nis - Checked | 2 | 4 | | 2 | 3 | 1 | 3 | 2 | 2 | 3 | | 23 |
| Screening - Inconsistency | ' | | 4 | | | 1 | 1 | 3 | | | | | 23 |
| Screening - Lengthy Lines | | | 2 | | | | | | | | | | 2 |
| Screening - Military | | | | | | | | 1 | | | | | |
| Screening - Opposite Gender | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 2 | 1 | | 2 | 2 | | 2 | 2 | 2 | 3 | | 17 |
| 2023 | 31 | 40 | 38 | 36 | 26 | 27 | 38 | 41 | 32 | 35 | 55 | 36 | 435 |
| Airline | | 2 | | | | | | | | 1 | | | 3 |
| Airline - Policy/Regulations/Service | | 2 | | | | | | 4 | | 1 | | | 3 |
| Civil Rights Civil Rights - Race | | 1 | | | | | | 1 1 | | | 1 | 1 1 | 4 |
| Claims Claims | | | | | | | | - 1 | | | | | 4 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 1 | 1 | 3 | 1 | 1 | 1 | 3 | 4 | 3 | | 4 | 1 1 30 |
| Expedited Passenger Screening Program | 5 5 | 1 | 1 1 | 3 | 1 | 1 | 1 | 3 | 4 | 3 | | 4 4 | 1 1 30 30 |
| | _ | 1 1 4 | | | | | | | | | 43 | | 30 |
| Expedited Passenger Screening Program | 5 17 | 1 1 4 4 24 | 1 | 3 | 1 | 1 | 1 | 3 | 4 | 3 | 43 | 4 | 30 30 |
| Expedited Passenger Screening Program | 5 17 n - Active Duty | 1 1 4 4 24 Military | 1 31 | 3 | 1 | 1 | 1 33 | 3 34 | 4 | 3 26 1 | 43 | 4 | 30 30 322 1 8 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 5 17 n - Active Duty n 1 n - TSA Applica | 1 1 4 4 24 Military | 1 31 1 3 | 3 27 1 | 1 20 | 1 21 | 1 33 1 2 | 3 34 1 2 | 4 22 1 | 3 26 1 1 | 1 | 4 24 | 30 30 322 1 8 |
| Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr | 5 17 m - Active Duty n 1 n - TSA Applica | 1 1 4 4 24 Military | 1 31 | 3 27 | 1 | 1 | 1 33 | 3 34 1 | 4 22 | 3 26 1 | | 4 24 | 30 30 322 1 8 8 305 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks | 5 17 n - Active Duty n 1 n - TSA Applican 16 | 1 1 4 4 24 Military | 1 31 1 3 | 3 27 1 | 1 20 | 1 21 | 1 33 1 2 | 3 34 1 2 | 4 22 1 | 3 26 1 1 | 1 | 4 24 | 30 30 322 1 8 8 305 |
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| Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Wetal In Persons w/ Disabilities (PWD) - Wetal In Persons w/ Disabilities (PWD) - Wetal In Persons w/ Disabilities (PWD) - Second Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Screening Screening - Children Screening - Inconsistency | 5 17 n - Active Duty n 1 n - TSA Applici n 16 1 1 1 1 maged/Missin ral 2 e /Developmer //Garments/Dre Devices - Atta pplants (joint) version (pain/t) tte 1 1ttems - Checke ms - Carry-On ms - Checke 5 1 2 | 1 1 4 4 4 24 Military ation Proc 24 2 1 1 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 | 1 31 31 31 31 31 31 31 31 31 31 31 31 31 | 3 27 1 26 | 1 20 20 1 1 1 1 1 | 21 2 2 2 1 1 1 | 1 33 1 2 30 1 1 1 | 3 34 1 2 31 1 1 | 3 3 3 1 1 3 | 3 26 1 1 24 1 1 1 1 | 1 42 5 2 3 4 1 3 1 | 1 23 1 1 1 | 30 30 322 1 8 8 8 305 1 16 8 8 2 2 13 1 12 8 1 1 2 1 2 1 3 1 1 2 3 3 3 1 1 1 2 3 3 3 4 5 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8 |
| Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Expedited Passenger Screening Prograr Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Mishandling of Passenger Property - Dai Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Wheelcl Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Children | 5 17 17 17 17 17 18 19 19 10 10 10 10 11 10 11 11 11 11 11 12 11 11 11 11 11 11 11 | 1 1 4 4 4 24 Military ation Proc 24 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 1 2 2 1 2 2 1 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | 1 31 31 31 31 31 31 31 31 31 31 31 31 31 | 3 27 1 26 | 1 20 20 1 1 1 1 1 1 | 21 21 21 1 | 1 33 1 2 30 1 1 1 | 3 34 1 2 31 1 1 | 3 3 3 3 | 3 26 1 1 24 1 1 1 1 | 1 42 5 2 3 4 1 3 1 | 1 23 1 1 1 | 30 30 322 1 8 8 8 305 1 1 1 6 8 8 2 2 13 1 1 1 2 8 1 1 1 2 1 3 1 1 1 2 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| 2024 Airline Airline - Policy/Regulations/Service | 10-Oct 34 | 11-Nov 41 1 | 12-Dec 39 | 01-Jan 22 | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------------------|-----------------|-------------------|--------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Airline | 1 | 41 1 | 39 | 22 | | | | | | | | | |
| | 1 | 1 | | | | | | | | | | | 136 |
| Airline - Policy/Regulations/Service | 1 | 1 | | | | | | | | | | | 1 |
| | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Ider | tity 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 3 | 6 | 2 | 2 | | | | | | | | | 13 |
| Customer Service - TSO | 3 | 6 | 2 | 2 | | | | | | | | | 13 |
| Expedited Passenger Screening Program | 26 | 28 | 30 | 19 | | | | | | | | | 103 |
| Expedited Passenger Screening Progr | am - DoD | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Progr | am 2 | 1 | | | | | | | | | | | 3 |
| Expedited Passenger Screening Progr | am 24 | 27 | 29 | 19 | | | | | | | | | 99 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 2 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - [| am 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - [| amaged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | 1 | 2 | | | | | | | | | | 3 |
| Patdown - Flyer | | 1 | 2 | | | | | | | | | | 3 |
| Property - Special Handling | 1 | 1 | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Damage | d Ite 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damage | l Items - Check | red | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing | tems - Checke | 1 | | | | | | | | | | | 1 |
| Screening | 2 | 4 | 1 | | | | | | | | | | 7 |
| Screening - Military | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 4 | | | | | | | | | | | 6 |

| | | 7 | TSA Contac | t Center (| TCC) Data 1 | ΓοοΙ - FOIA | | | | | | | |
|------------------------------------------|------------|--------|------------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ORH | 4 | 8 | 4 | | 2 | 5 | | 2 | | 1 | 1 | 2 | |
| 2022 | 2 | 1 | 1 | | 1 | 2 | | | | 1 | 1 | | |
| Civil Rights | 1 | | | | | | | | | | 1 | | |
| Civil Rights - Headwear | 1 | | | | | | | | | | | | |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | 1 | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | 1 | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | |
| Screening | | | | | | 1 | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2023 | | 3 | 1 | | 1 | 3 | | 2 | | | | 2 | |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Customer Service | | | | | | 1 | | | | | | 1 | |
| Customer Service - TSO | | | | | | 1 | | | | | | 1 | |
| Expedited Passenger Screening Program | | 3 | | | 1 | 2 | | 1 | | | | 1 | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | | 1 | 2 | | 1 | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2024 | 2 | 4 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 4 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 3 | 2 | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | | i on oonta | ci center (| . oo, bata | | | | | | | | |
|-------------------------------------------|-------------|-----------|------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ОТН | 1 | 2 | 1 | | | 1 | 2 | 1 | 5 | 1 | 1 | 1 | 16 |
| 2022 | | 1 | | | | | | | 4 | 1 | 1 | | 7 |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| Customer Service - TSO | | | | | | | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | 1 | 1 | | | : |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | hecked Ba | ggage | | | | | 1 | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2023 | | | | | | 1 | 2 | 1 | 1 | | | 1 | |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | 1 | | | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | 1 | 1 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | 1 | | | | | | |
| 2024 | 1 | 1 | 1 | | | | | | | | | | : |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | | I SA COIILA | ct Center (| ICC) Data | 1001 - FUIA | | | | | | | |
|---------------------------------------|------------|--------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| OTZ | | 1 | 3 | 1 | 1 | 1 | | 2 | | | | | 9 |
| 2022 | | | 1 | | | 1 | | 2 | | | | | 4 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | | 1 | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | 1 | | 1 | | | | | 3 |
| 2023 | | | 1 | 1 | 1 | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | 1 | | | | | | | | 2 |
| 2024 | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| OWB | | | | | | | 1 | | | | | 1 | 2 |
| 2022 | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | | | | | | | | | 1 | 1 |
| 2023 | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | 1 | | | | | | 1 |

| | | | TSA Contac | | | | | | | | | | |
|--------------------------------------------|---------------|------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PAE | 9 | 5 | 7 | 10 | 5 | 10 | 7 | 7 | 5 | 5 | 9 | 11 | 90 |
| 2022 | 1 | | 4 | 1 | 1 | 1 | 3 | 5 | 3 | 4 | 6 | 4 | 33 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | 1 | 1 | 2 | 5 | 1 | 2 | 2 | 3 | 21 |
| Expedited Passenger Screening Program | | cation Pro | gram | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | 1 | 1 | 2 | 5 | 1 | 1 | 2 | 3 | 20 |
| Patdown | | | 2 | | | | | | | 2 | 1 | | 5 |
| Patdown - Flyer | | | 2 | | | | | | | 2 | 1 | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-Oı | n | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | 2 | | 1 | 1 | 4 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | 2 | | 1 | | 3 |
| 2023 | 2 | 2 | 2 | 4 | 4 | 9 | 4 | 2 | 2 | 1 | 3 | 7 | 42 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | 1 | 2 | | 4 | 3 | 8 | 3 | 2 | 1 | | 2 | 4 | 32 |
| Expedited Passenger Screening Program | 1 | 2 | 2 | 4 | 3 | 8 | 3 | 2 | 1 | | 2 | 4 | 32 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked Bag | gage | | | 1 | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | 1 | | 2 |
| Patdown - Flyer | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | i | | | 1 | | | | | | | | 1 |
| Screening | 1 | | | | | | | | 1 | | | 2 | 4 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | 1 | | | 1 | 3 |
| 2024 | 6 | 3 | 1 | 5 | | | | | | | | | 15 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | 2 | | 4 | | | | | | | | | 12 |
| Expedited Passenger Screening Program | | cation Pro | gram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | 2 | 1 | 3 | | | | | | | | | 11 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | 1 |

| | | | | | , | | | | | | | | |
|-------------------------------------------|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PAH | 1 | 1 | | | | 1 | | 1 | | | 1 | 2 | 7 |
| 2022 | | 1 | | | | 1 | | | | | 1 | 2 | 5 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | 1 | 2 | 4 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | 1 | 2 | 4 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| 2023 | 1 | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Emp | 1 | | | | | | | | | | | | 1 |

| | | | SA CUIILA | ci Center (| i CC) Dala | 1001 - FUIA | | | | | | | |
|---------------------------------------|------------|--------|-----------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PBG | 4 | 2 | | 1 | | 4 | 1 | | | | | | 12 |
| 2022 | | 1 | | | | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2023 | 3 | 1 | | | | 4 | | | | | | | 8 |
| Expedited Passenger Screening Program | 3 | 1 | | | | 4 | | | | | | | 8 |
| Expedited Passenger Screening Program | 3 | 1 | | | | 4 | | | | | | | 8 |
| 2024 | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| Catogories | 40.054 | | SA Contact | | | | 04 4 | 0E M | 06 1 | 07 1-1 | 00 4 | 00.04 | Total |
|-----------------------------------------------------------------------------------------|---------------|-------------|---------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| Categories | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PBI | 111 | 184 | 200 | 175 | 121 | 180 | 140 | 119 | 106 | 88 | | | 1,597 |
| 2022 | 30 | 50 | 75 | 31 | 48 | 94 | 75 | 61 | 55 | 39 | 40 | | 643 |
| Civil Rights Civil Rights - Age | | | | 1 | 1 | 1 1 | 1 | | | | 1 | 1 | 6 |
| Civil Rights - Age Civil Rights - National Origin | | | | | 1 | 1 | | | | | | 1 | 2 |
| Civil Rights - Race | | | | | | | 1 | | | | 1 | 1 | 2 |
| Civil Rights - Racial Profiling or Discrimina | l ation | | | 1 | | | | | | | ı | | 1 |
| Customer Service | 5 | 8 | 7 | 5 | 3 | 6 | 7 | 4 | 8 | | | 6 | 59 |
| Customer Service - CSM | 3 | 1 | - 1 | <u> </u> | 3 | 0 | - ' | - 4 | 0 | | | 0 | 1 |
| Customer Service - TSO | 5 | 7 | 7 | 5 | 3 | 6 | 7 | 4 | 8 | | | 6 | 58 |
| Expedited Passenger Screening Program | 22 | 39 | 58 | 20 | 36 | 75 | 59 | 53 | 36 | 32 | 35 | | 498 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | w Member | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 7 | 1 | 1 | 1 | 2 | 3 | 4 | 1 | 1 | 1 | 23 |
| Expedited Passenger Screening Program | | 38 | 51 | 19 | 35 | 72 | 57 | 50 | 31 | 31 | 34 | | 472 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees | - Opt In | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | | 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 - Dam | aged/Missing | g ItemsC | 1 | | | | | | 1 | | 1 | 1 | 4 |
| No Jurisdiction | | 1 | | | | 1 | | | 1 | | | | 3 |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | 1 | | | | 2 |
| Patdown | | | | | 1 | 1 | | | 2 | 1 | | | 5 |
| Patdown - Flyer | | | | | 1 | 1 | | | 2 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) | | 1 | 3 | 1 | | 1 | | 1 | 1 | | | 1 | 9 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | | A - di di | and Madical | 1 | | | | | | | | 4 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | nedication | and Medical | Supplies | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I | | · M/boolob | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility L | | vvrieeich | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Ostorny/C | | 1 | - ' | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 3 | Jogway | 4 | 3 | 4 | 4 | 2 | 1 | | 3 | 2 | 2 | 28 |
| Property - Special Handling - Damaged Ite | | | 1 | - 0 | 2 | 2 | 2 | | | 2 | | | 10 |
| Property - Special Handling - Damaged Ite | | | 2 | 1 | 1 | | | | | | | 2 | 7 |
| Property - Special Handling - Missing Item | | | | 1 | | 1 | | | | | 1 | | 4 |
| Property - Special Handling - Missing Item | | | 1 | 1 | 1 | 1 | | 1 | | 1 | 1 | | 7 |
| Screening | | 1 | | 1 | 3 | 5 | 6 | 2 | 6 | 3 | 1 | 1 | 29 |
| Screening - Crew Member or Airline Empl | loyee | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | 3 | 1 | | 1 | 1 | 1 | | 7 |
| Screening - Lengthy Lines | | | | 1 | | | | | 1 | | | | 2 |
| Screening - Procedures/Process | | 1 | | | 2 | 2 | 3 | 2 | 4 | 2 | | 1 | 17 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 2 | | | | | | 2 |
| 2023 | 36 | 78 | 72 | 73 | 73 | 86 | 65 | 58 | 51 | 49 | 40 | 48 | 729 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | 2 | | | 1 | 2 | 1 | 2 | 1 | | | | 9 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans(| 1 | | | 1 | | | 1 | | | | | 3 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | 1 | | | | 2 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - Status Customer Service | 4 | | | 1 | | 7 | 0 | | | 2 | | 2 | 1 |
| Customer Service - TSO | 4 | 6 | 6 | 5 | 6 | 7 | 8 | 6 | 6 | 3 | | | 65 65 |
| Expedited Passenger Screening Program | 27 | 62 | 55 | 62 | 53 | 67 | 45 | 41 | 40 | 37 | 31 | 42 | 562 |
| Expedited Passenger Screening Program | | | 1 | 02 | 33 | 01 | 40 | 41 | 40 | 31 | 01 | 42 | 1 |
| Expedited Passenger Screening Program | | 3 | 1 | | | 2 | 1 | 1 | | | 2 | | 10 |
| Expedited Passenger Screening Program | | 59 | 53 | 62 | 53 | 64 | 44 | 40 | 40 | 37 | | | 549 |
| Expedited Passenger Screening Program | | | | 02 | 00 | 1 | | -10 | -10 | 01 | 1 | 12 | 2 |
| Locks | . 67 (127.10 | p.o y o o o | Opt | | 1 | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | 3 | 3 | | 2 | 1 | 1 | | | 2 | 1 | | 13 |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | 2 | | | 1 | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | 1 | | 2 | | 1 | | | 1 | 1 | | 7 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | 1 | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | 1 | | | 1 | | | | | | 2 |
| Patdown | 1 | | 2 | 1 | | | | 1 | | 1 | | | 6 |
| Patdown - Flyer | 1 | | 2 | 1 | | | | 1 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) | | 2 | 1 | | 1 | 4 | 3 | 1 | 2 | 2 | 1 | | 17 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | 1 | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | /ledication | and Medical | Supplies | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| | | ir or Scooter | r) | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 1 | | | | 2 | | | | | | | 3 |

| | | | TSA Contac | | | | | | | | | | |
|--------------------------------------------|--------------|------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling | 2 | | 2 | 2 | 1 | | 1 | 3 | 1 | 1 | 2 | | 15 |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | 1 | | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Item | s - Carry-Oi | ı | | 2 | 1 | | | 3 | 1 | | | | 7 |
| Property - Special Handling - Missing Item | 2 | | 1 | | | | 1 | | | 1 | 1 | | 6 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Request for Assistance - Other | | | | | | | 1 | | | | | | 1 |
| Screening | 2 | 3 | 2 | 1 | 8 | 4 | 4 | 4 | 1 | 3 | | 3 | 35 |
| Screening - Inconsistency | | 1 | | | | | 1 | | | 1 | | | |
| Screening - Lengthy Lines | | | | | 1 | | 1 | | | | | | |
| Screening - Opposite Gender | | | | | 1 | | | | 1 | | | | |
| Screening - Procedures/Process | 2 | 2 | 2 | 1 | 6 | 3 | 2 | 4 | | 2 | | 3 | 2 |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | | | 1 | | | | | | | |
| 2024 | 45 | 56 | 53 | 71 | | | | | | | | | 225 |
| Civil Rights | 1 | | | 2 | | | | | | | | | ; |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transg | ender | | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | 1 | | | | | | | | | |
| Customer Service | 1 | 6 | 4 | 10 | | | | | | | | | 2 |
| Customer Service - CSM | 1 | | | | | | | | | | | | |
| Customer Service - Others | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | 6 | 3 | 10 | | | | | | | | | 19 |
| Expedited Passenger Screening Program | 39 | 45 | 41 | 53 | | | | | | | | | 178 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 37 | 44 | 39 | 53 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dama | aged/Missin | g ItemsC | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dama | aged/Missin | g ItemsC | 1 | 1 | | | | | | | | | |
| Patdown | 2 | 2 | 1 | | | | | | | | | | |
| Patdown - Flyer | 2 | 2 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/Dr | essings/Ma | asks | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Property - Special Handling - Damaged Ite | ms - Check | ed | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | | 1 | | | | | | | | | |
| Screening | 1 | 1 | 4 | 2 | | | | | | | | | |
| Screening - Procedures/Process | | 1 | 4 | 2 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | |

| | | TSA | | | C) Data Too | | | | | | | | |
|--------------------------------------------------|-----------------|---------------|------------|--------|-------------|-------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov 1 | 2-Dec | 01-Jan | 02-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PDX | 345 | 273 | 284 | 236 | 129 | 194 | 241 | 223 | 232 | 204 | 237 | 220 | 2,818 |
| 2022 | 57 | 63 | 75 | 57 | 42 | 79 | 102 | 115 | 126 | 102 | 116 | 127 | 1,061 |
| Airline | | | | | | 1 | | | | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 4 | 1 | 6 | 2 | 2 | | 4 | 2 | 2 | 3 | 1 | | 27 |
| Civil Rights - Hair Patdowns | | ' | 0 | | | | | | | 1 | | | 1 |
| | | | 0 | | | | | | | I | | | |
| Civil Rights - Headwear | | | 2 | | | | | | | | | | 2 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | 2 | 1 | 1 | 1 | | | 5 |
| Civil Rights - Racial Profiling or Discrimina | 4 | 1 | 2 | 1 | 1 | | | | | | | | 9 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | nder | | | 1 | | 2 | | 1 | 1 | | | 5 |
| Civil Rights - Transgender Screening | | | 2 | 1 | | | | | | | 1 | | 4 |
| Claims | | | | 2 | | | | | | | | | 2 |
| Claims - General | | | | 2 | | | | | | | | | 2 |
| Customer Service | 7 | 8 | 9 | 7 | 5 | 8 | 5 | 2 | 11 | 12 | 7 | 12 | 93 |
| | / | 0 | 9 | | 5 | | 5 | | - 11 | 12 | - 1 | 12 | |
| Customer Service - TCC | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 7 | 8 | 9 | 7 | 5 | 7 | 5 | 2 | 11 | 12 | 7 | 12 | 92 |
| DHS TRIP | | | | | | | 1 | | | | | | 1 |
| DHS TRIP - General | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | 35 | 42 | 44 | 34 | 32 | 63 | 81 | 99 | 101 | 71 | 92 | 105 | 799 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| | | 8 | 5 | 3 | 2 | ' | | 5 | 1 | 2 | 3 | 7 | 40 |
| Expedited Passenger Screening Program | 1 | | 5 | | | | 0.4 | | 4 | 2 | | | |
| Expedited Passenger Screening Program | 34 | 34 | 39 | 31 | 30 | 62 | 81 | 94 | 97 | 69 | 89 | 98 | 758 |
| Human Capital | 1 | | | | | | | | | | | | 1 |
| Human Capital - Current Employee | 1 | | | | | | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Lost and Found | | | | | | | | 2 | | | | | 2 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | |
| | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | 2 | | | 3 | 2 | 1 | | 4 | 1 | 14 |
| Mishandling of Passenger Property - Dam | | | y-on Lugga | ige | | | 2 | 1 | | | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | 2 | | | 1 | 1 | 1 | | 3 | 1 | 10 |
| Mishandling of Passenger Property - Disa | rrayed Items | -Carry-on or | Checked | | | | | | | | 1 | | 1 |
| No Jurisdiction | | | | 2 | | 1 | | | 1 | | | | 4 |
| No Jurisdiction - No Referral | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 2 | | 1 | | | - ' | | | | 3 |
| | 0 | | | | 4 | | | 4 | | | | 4 | |
| Patdown | 2 | 2 | | | 1 | 1 | 2 | 1 | 3 | 3 | 3 | 1 | 19 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | 2 | 2 | | | | 1 | 2 | 1 | 2 | 2 | 3 | 1 | 16 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 3 | 6 | 2 | 1 | 1 | 4 | 2 | | 3 | | 2 | 26 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | | | | 1 | 1 | | | | | 4 |
| | | i / h / h - | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | arments/Dres | ssings/ivia | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Attac | ched to the E | Body | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 1 | | | | | | | 1 | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelch | 1 | | | | 1 | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | 2 | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | egway | 1 | 1 | | | 1 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Wounded | Warrior | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 4 | 3 | 2 | 1 | 2 | 1 | 1 | 1 | 3 | 3 | | 24 |
| Property - Special Handling - Damaged Ite | | 1 | 2 | 2 | | | 1 | | 1 | 3 | 1 | | 11 |
| | | ı | | | 4 | | - 1 | 4 | ı | 3 | - 1 | | |
| Property - Special Handling - Damaged Ite | | | | | 1 | | | 1 | | | | | 4 |
| Property - Special Handling - Missing Item | | | | | | 1 | | | | | 1 | | 2 |
| Property - Special Handling - Missing Item | 1 | 3 | 1 | | | 1 | | | | | 1 | | 7 |
| Screening | 3 | 3 | 5 | 4 | | 2 | | 4 | 6 | 7 | 6 | 5 | 45 |
| Screening - Crew Member or Airline Empl | oyee | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | 2 | 1 | | 2 | | 6 |
| Screening - Lengthy Lines | | | 1 | | | 1 | | 1 | 3 | 1 | | | 7 |
| Screening - Procedures/Process | 3 | 2 | 3 | 4 | | 1 | | 1 | 2 | 6 | 4 | 5 | |
| | | | | | | | | | | | | | 31 |
| 2023 | 147 | 129 | 120 | 102 | 87 | 115 | 139 | 108 | 106 | 102 | 121 | 93 | 1,369 |
| Additional Information Required/Insufficient Inf | ormation | | 1 | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | nt Information | - EMAIL | 1 | | | | | | | | | | 1 |
| Civil Rights | 2 | | 3 | | 1 | | 1 | 1 | | 2 | 3 | 1 | 14 |
| Civil Rights - Age | | | 1 | | | | | | | 1 | 1 | | 3 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | <u>'</u> | | | | | | 1 | | | | | | 1 |
| | | | | | | | 1 | | | | | | |
| Civil Rights - Not Specified | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | 2 | | | | | 1 | | | | 1 | 4 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service | 6 | 14 | 7 | 7 | 4 | 5 | 11 | 40 | 5 | 4 | 14 | 10 | |
| | р | 14 | / | - 1 | 4 | 5 | - 11 | 12 | 5 | 4 | | 12 | 101 |
| Customer Service - TCC | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 6 | 14 | 7 | 7 | 4 | 5 | 11 | 12 | 5 | 4 | 13 | 12 | 100 |
| Expedited Passenger Screening Program | 120 | 99 | 89 | 87 | 66 | 99 | 107 | 81 | 85 | 79 | 87 | 71 | 1,070 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | 2 | 4 | 3 | 2 | 1 | 4 | 2 | 3 | 2 | | 2 | 27 |
| Expedited Plassenger Screening Program | | 96 | 85 | 84 | 64 | 98 | 103 | 79 | 82 | 77 | 87 | 68 | 1,041 |
| Exposites a assenger screening riogram | 110 | 90 | 00 | 04 | 04 | 90 | 103 | 19 | 02 | 1.1 | 0/ | 00 | 1,041 |
| Human Capital | | | | | | | 1 | | | | | | 1 |

| es | | | | | Data Tool | | | | | | | | |
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| | | 1-Nov 12 | 2-Dec 0 | 1-Jan 02 | 2-Feb 03 | -Mar 04 | <u> </u> | -May 06 | -Jun | 07-Jul | 08-Aug | 09-Sep | To |
| Human Capital - Prospective Employment | with TSA | | | | | | 1 | | | | | | |
| Locks | 1 | | 1 | | | | 1 | 1 | | | | | |
| Locks - General | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | | | | 1 | 1 | | | | | |
| Lost and Found | | | | | | | | | 1 | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property | 3 | 1 | 2 | 2 | 3 | 1 | 5 | 2 | 2 | 4 | | 1 | |
| Mishandling of Passenger Property - Dam | 1 | ' | | 1 | 1 | 1 | 4 | | 2 | | | 1 | |
| | | | | | | - 1 | | | | 4 | | - 1 | |
| Mishandling of Passenger Property - Dam | 2 | | 2 | 1 | 1 | | 1 | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Disar | rrayed Items0 | Carry-on or C | Checked | | 1 | | | 1 | | | | | |
| No Jurisdiction | | | | | | | | 1 | | 1 | | 1 | |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | 1 | | 1 | |
| Patdown | 4 | 2 | 1 | 2 | 3 | 1 | 2 | 3 | 3 | 3 | 3 | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 4 | 2 | 1 | 2 | 3 | 1 | 1 | 3 | 3 | 2 | 2 | | |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | 1 | | |
| Patdown - General | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | 2 | 2 | 3 | 1 | 2 | 4 | 4 | 1 | 2 | | 2 | 2 | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | | | 1 | | | | | | |
| | | 4 | | | | | ! | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (g | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | /Development | al /Mental Di | isability | | | 1 | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | | and to the Br | ody | | 1 | 1 | | | | | 1 | | |
| · · · | | | - | | 1 | | 4 | 4 | 4 | | ' | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | | | 2 | 1 | 1 | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesis | s/Amputees an | d Casts | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 2 | | | | 1 | | | | | | |
| | | - | 4 | | 2 | - 4 | | 2 | 2 | | 0 | | |
| Property - Special Handling | 2 | 4 | | 1 | 2 | 1 | 2 | 3 | 3 | | 2 | 1 | |
| Property - Special Handling - Damaged Ite | | 1 | 1 | 1 | | | | 2 | 1 | | | | |
| Property - Special Handling - Damaged Ite | ems - Checl | 3 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | 2 | | 1 | | 1 | | | | 2 | | |
| Property - Special Handling - Missing Item | | | 1 | | 1 | 1 | 1 | 1 | 2 | | | 1 | |
| Request for Assistance | | | | | | • | | | | | | 1 | |
| | | | | | | | | | | | | | |
| Request for Assistance - Other | | | | | | | | | | | | 1 | |
| Screening | 7 | 7 | 9 | 2 | 6 | 4 | 5 | 3 | 5 | 8 | 10 | 3 | |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | 1 | | |
| Screening - Inconsistency | | 1 | | | 2 | 1 | | | | 1 | 1 | | |
| | | | | | | | | | | | | | |
| | | | 2 | | | | 1 | | 1 | 1 | - 1 | | |
| Screening - Lengthy Lines | | 0 | 2 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | |
| Screening - Procedures/Process | 6 | 6 | 6 | 2 | | | 1 4 | 2 | 1 4 | 1 6 | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | | 6 | | 2 | 1 2 | 1 | | 2 | | | | 3 | |
| Screening - Procedures/Process | | 6 | 6 | 2 | 1 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | | 6 81 | 6 | 77 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach | cated Items | | 6 1 | 77 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights | cated Items 141 2 | | 6 1 89 1 | | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race | 141 2 1 | | 6 1 89 | 77 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening | 141 2 1 1 1 | 81 | 6 1 89 1 | 77 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race | 141 2 1 | | 6 1 89 1 | 77 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service | 141 2 1 1 1 | 81 | 6 1 89 1 | 77 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC | 141 2 1 1 1 14 1 | 81 | 89 1 1 | 77 1 1 3 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO | 141 2 1 1 1 14 1 13 | 81 5 | 6 1 89 1 1 11 | 77 1 1 3 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 141 2 1 1 1 14 1 13 107 | 81 | 6 1 89 1 1 11 11 66 | 77 1 1 3 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 141 2 1 1 1 1 14 1 13 107 | 5 5 63 | 6 1 89 1 1 11 11 66 1 | 77 1 1 3 3 65 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 141 2 1 1 1 14 1 13 107 | 81 5 | 6 1 89 1 1 11 11 66 | 77 1 1 3 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 141 2 1 1 1 1 14 1 13 107 | 5 5 63 | 6 1 89 1 1 11 11 66 1 | 77 1 1 3 3 65 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 141 2 1 1 1 14 1 13 107 - DoD | 5 5 63 1 62 | 6 1 89 1 1 11 11 66 1 4 | 77 1 1 3 3 65 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 141 2 1 1 1 14 1 13 107 - DoD | 5 5 63 1 62 | 89 1 1 11 11 66 1 4 60 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 141 2 1 1 1 14 1 13 107 - DoD | 5 5 63 1 62 | 89 1 1 11 11 66 1 4 60 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General | 141 2 1 1 14 1 13 107 - DoD 2 105 - TSA/DHS En | 5 5 63 1 62 nployees | 89 1 1 11 11 11 66 1 4 60 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks Locks - General Mishandling of Passenger Property | 141 2 11 14 11 13 107 - DOD 2 105 - TSA/DHS En | 5 5 63 1 62 nployees | 89 1 1 11 11 66 1 4 60 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General | 141 2 1 1 14 1 13 107 - DoD 2 105 - TSA/DHS En | 5 5 63 1 62 nployees | 89 1 1 11 11 11 66 1 4 60 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Mishandling of Passenger Property - Dam | 141 2 1 14 14 1 13 107 - DoD 2 105 - TSA/DHS En | 5 5 63 1 62 nployees | 89 1 1 11 11 11 66 1 4 60 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 141 2 1 1 1 14 1 1 13 107 - DoD 2 105 - TSA/DHS En | 5 5 63 1 62 nployees | 6 1 89 1 1 1 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I | 5 5 63 1 62 nployees | 6 1 89 1 1 1 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Properting Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I | 5 5 63 1 62 nployees | 6 1 89 1 1 1 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I | 5 5 63 1 62 nployees | 6 1 89 1 1 1 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Properting Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I | 5 5 63 1 62 nployees | 6 1 89 1 1 1 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I | 5 5 63 1 62 nployees | 6 1 89 1 1 1 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Locks Locks - General Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other | 141 2 11 14 11 13 107 - DoD 2 105 - TSA/DHS En 7 3 aged/Missing I | 5 5 63 1 62 nployees | 6 1 89 1 1 11 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer | 141 2 11 14 14 11 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I 1 | 5 5 63 1 62 nployees | 6 1 89 1 1 11 11 66 1 4 60 1 | 77 1 1 3 3 65 2 63 1 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I 1 1 1 2 | 5 5 63 1 62 nployees 3 2 1 temsUnspe | 6 1 89 1 1 1 1 1 66 6 1 1 1 1 1 1 1 1 1 1 1 1 | 77 1 1 3 3 65 2 63 1 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical D | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I 1 1 1 2 Devices - Attach | 5 5 63 1 62 nployees 3 2 1 temsUnspe | 6 1 89 1 1 1 1 1 66 6 1 1 1 1 1 1 1 1 1 1 1 1 | 77 1 1 3 3 65 2 63 1 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I 1 1 1 2 Devices - Attach | 5 5 63 1 62 nployees 3 2 1 temsUnspe | 6 1 89 1 1 1 1 1 66 6 1 1 1 1 1 1 1 1 1 1 1 1 | 77 1 1 3 3 65 2 63 1 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Ostomy/C | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 aged/Missing I 1 1 1 2 Devices - Attach | 5 5 63 1 62 nployees 3 2 1 temsUnspe | 6 1 89 1 1 1 1 1 66 6 1 1 1 1 1 1 1 1 1 1 1 1 | 77 1 1 3 3 65 2 63 1 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach 24 Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Respirate | 141 2 11 14 13 107 - DoD 2 105 - TSA/DHS En 7 3 3 3 aged/Missing I 1 1 2 Devices - Attact 1 1 | 5 5 63 1 62 nployees 3 2 1 temsUnspec | 6 1 89 1 1 11 11 66 1 4 60 1 1 1 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 | 77 1 1 3 3 65 2 63 1 1 1 1 1 1 1 | 1 2 | 1 | | | | | 6 | 3 | |
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| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PGA | | | 1 | | 2 | | | | | | 1 | 1 | 5 |
| 2022 | | | | | 1 | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | | | 1 | | 2 |
| 2023 | | | 1 | | 1 | | | | | | | 1 | 3 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | 1 | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |

| 2022 7 | itegories | 10-Oct | | Contact C 2-Dec 0 | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
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| Cold Rights | | | | | | | | | | | | | • | |
| Civil Rights - Racial Profiling or Discrime 2 | | | | | | | | | | | | | | |
| Colf Rights - Roade Profiling or Disortmin 1 | | | , | 0 | , | | 13 | 0 | | 0 | | | • | 9 |
| Customes Service 1 | | | | | | | | | 1 | | | | | |
| Customer Service | | | adar | | | | | | | | | | | |
| Customer Service - TSO | | - Not Transge | nder | | • | | | | 1 | | | | | |
| Expedited Passenger Screening Program 4 5 5 3 6 11 6 5 5 5 5 7 | | | | | | | | | 1 | | | | | |
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| Hazardous Materials Safety - General | | | | | | | | | | | | | | 4 |
| Hazardous Materials Safely - General | | 2 | 5 | 5 | 3 | 6 | 10 | 6 | 11 | 6 | 5 | 5 | 4 | 6 |
| Patdown | Hazardous Materials Safety | | | | | | | 1 | | | | | | |
| Persons w Disabilities (PWD) - Internal Medical Dev 1 | Hazardous Materials Safety - General | | | | | | | 1 | | | | | | |
| Persons w Disabilities (PWD) - Internal Medically Persons w Disabilities (PWD) - Internal Medically Persons w Disabilities (PWD) - Internal Medically Property - Special Handling - Damaged Items - Carry-On | Patdown | | | | | | | 1 | | | | | | |
| Persons w Disabilities (PWD) - Indicated bevine the persons w Disabilities (PWD) - Indicated by 1 Property - Special Handling - Carry-On 1 1 1 2 Property - Special Handling - Carry-On 2 2 Screening - Crew Member or Airline Employee 1 1 2 2 1 Screening - Crew Member or Airline Employee 1 1 2 2 1 Screening - Procedures/Process 1 1 1 8 2 2 1 1 Screening - Procedures/Process 1 1 1 8 2 2 1 1 Screening - Crew Member or Airline Employee 1 1 2 2 1 1 Screening - Crew Member or Airline Employee 1 1 2 2 1 1 Screening - Crew Member or Airline Employee 1 1 2 2 2 1 1 Screening - Procedures/Process 1 1 1 8 8 9 5 6 6 5 10 Civil Rights - Race | Patdown - Flyer | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically 1 | Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling | Persons w/ Disabilities (PWD) - Internal M | ledical Dev | 1 | | | | | | | | | | | |
| Property - Special Handling | . , , | | | | | | | | | | | | | |
| Property - Special Handling - Diamaged Items - Carry-On 2 1 1 1 1 1 1 1 1 1 | • • • • • • • • • • • • • • • • • • • • | | | 1 | 1 | | 2 | | | | | | | |
| Property - Special Handling - Missing Items - Carry-On 1 | | ı ems - Carrv-∩ | n | 1 | | | | | | | | | | |
| Screening - Crew Member or Althine Employee | | | | | | | 2 | | | | | | | |
| Screening - Procedures/Process 1 | | | 1 | | 1 | | | | | 2 | | | 1 | |
| Screening - Procedures/Process 1 | - | | ' | | | | | | | | | | | |
| 2023 | | | - 1 | | 1 | | | | | 2 | | | 1 | |
| Civil Rights - Race | | | | • | | 44 | 4.4 | 40 | • | | | | | |
| Civil Rights - SacyGender/Gender Identity - Not Trans{ | | 0 | | 0 | 0 | - 11 | 14 | 10 | 9 | 5 | | | 5 | |
| Civil Rights - SexGender/Gender Identity - Not Trans(| | | 1 | | | | | | | | | | | |
| Customer Service | | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | - Not Trans(| 1 | | | | | | | | | | | |
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| Expedited Passenger Screening Program | | | | | | | 1 | | 1 | | | | | |
| Expedited Passenger Screening Program 6 5 6 7 9 10 15 6 3 5 5 8 8 | | | 6 | 6 | 7 | 10 | 10 | 15 | 6 | 3 | 5 | 5 | 5 | |
| Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage | | - TSA Appl | 1 | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage | Expedited Passenger Screening Program | 6 | 5 | 6 | 7 | 9 | 10 | 15 | 6 | 3 | 5 | 5 | 5 | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage | Mishandling of Passenger Property | | | | | | 1 | | | 1 | | | | |
| Patdown | Mishandling of Passenger Property - Dam | aged/Missing | ItemsCarry | /-on Luggag | ge | | 1 | | | | | | | |
| Patdown - Flyer | Mishandling of Passenger Property - Dam | aged/Missing | ItemsChec | ked Bagga | ge | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | Patdown | | | | | 1 | 1 | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | Patdown - Flyer | | | | | 1 | 1 | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Internal Medical Devices 1 1 | | | | | | | | 1 | 2 | | 1 | | | |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | · · · | l ledical Device | ıs. | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 | | | | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | | | | 1 | 1 | | | | | |
| Property - Special Handling - Missing Items - Carry-On | | | Equipment | 1 | | | | ' | | | | | | |
| Screening | | Corny On | | | | | | | | | | | | |
| Screening - Procedures/Process | | is - Carry-Orr | | 1 | - 1 | | 4 | | | | | | | |
| 13 12 11 9 | <u> </u> | | | | | | | | | | | | | |
| Expedited Passenger Screening Program 12 9 7 5 Expedited Passenger Screening Program 12 9 7 5 Lost and Found 1 1 Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Damaged/Missin 1 1 Patdown 1 1 1 Patdown - Children 1 1 1 Patdown - Flyer 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 1 Screening 1 2 3 Screening - Children 1 2 3 Screening - Inconsistency 1 1 | | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program 12 9 7 5 3 | | | | | | | | | | | | | | |
| Lost and Found | | | | | | | | | | | | | | |
| Lost and Found - Airport/TSA 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missin 1 Patdown 1 1 Patdown - Children 1 1 Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 3 Screening 1 2 3 Screening - Children 1 1 1 Screening - Inconsistency 1 1 1 | | 12 | 9 | | 5 | | | | | | | | | |
| Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missin 1 Patdown 1 1 Patdown - Children 1 1 Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 3 Screening - Children 1 2 3 Screening - Inconsistency 1 1 1 | | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Damaged/Missin 1 Patdown 1 1 Patdown - Children 1 1 Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 1 Screening 1 2 3 Screening - Children 1 1 Screening - Inconsistency 1 1 | Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Patdown 1 1 Patdown - Children 1 1 Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 Screening 1 2 3 Screening - Children 1 2 3 Screening - Inconsistency 1 1 1 | Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Patdown - Children 1 Patdown - Flyer 1 Persons W Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 Screening 1 2 3 Screening - Children 1 2 3 Screening - Inconsistency 1 1 | Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | |
| Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 Screening 1 2 3 Screening - Children 1 2 Screening - Inconsistency 1 2 | Patdown | 1 | 1 | | | | | | | | | | | |
| Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 Screening 1 2 3 Screening - Children 1 1 Screening - Inconsistency 1 1 | Patdown - Children | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Autism Spectrum 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 Screening 1 2 3 Screening - Children 1 1 Screening - Inconsistency 1 1 | | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism Spectrum 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 Screening 1 2 3 Screening - Children 1 1 Screening - Inconsistency 1 1 | | | • | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically Necessary Medicatior Screening Screening - Children Screening - Inconsistency 1 Screening - Inconsistency 1 | | nectrum | | | | | | | | | | | | |
| Screening 1 2 3 Screening - Children 1 1 Screening - Inconsistency 1 1 | . , , | | edication | 4 | 1 | | | | | | | | | |
| Screening - Children 1 Screening - Inconsistency 1 | | i vecessai y IVI | | | 2 | | | | | | | | | |
| Screening - Inconsistency 1 | | | 1 | 2 | | | | | | | | | | |
| | | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process 1 1 2 | | | | | | | | | | | | | | |
| | Screening - Procedures/Process | | 1 | 1 | 2 | | | | | | | | | 4 |

| | | 1 | SA Contac | t Center (1 | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------|-----------|------------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PGV | 1 | 4 | 2 | 4 | 1 | 2 | | 2 | 3 | 2 | 2 | | 23 |
| 2022 | 1 | 2 | 1 | 1 | | 1 | | 1 | 3 | 1 | | | 11 |
| Expedited Passenger Screening Program | | 2 | | | | 1 | | | 2 | | | | 5 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 1 | | | 2 | | | | 4 |
| Human Capital | | | | | | | | | 1 | | | | 1 |
| Human Capital - Prospective Employmen | t with TSA | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checked | l | | | | | | 1 | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checked | d | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | 1 | | | | | 2 |
| 2023 | | 1 | | 1 | 1 | 1 | | 1 | | 1 | 2 | | 8 |
| Customer Service | | 1 | | | | | | | | 1 | | | 2 |
| Customer Service - TSO | | 1 | | | | | | | | 1 | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | 1 | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | 1 | 1 | | | | | | | 3 |
| Screening | | | | | | | | 1 | | | 2 | | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2024 | | 1 | 1 | 2 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Checked | d | 1 | 1 | | | | | | | | | 2 |

| | | Ī | rsa Contac | t Center (1 | 「CC) Data 1 | Tool - FOIA | ı | | | | | | |
|-------------------------------------------|-------------|------------|------------|-------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PHF | 2 | 3 | 4 | 6 | 2 | 1 | 4 | 1 | 1 | 2 | 1 | 3 | 3 |
| 2022 | 1 | 2 | 2 | 2 | 1 | 1 | | | 1 | 2 | | | 1 |
| Customer Service | | | 1 | | | | | | | 1 | | | |
| Customer Service - TSO | | | 1 | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 2 | 1 | 1 | | | 1 | 1 | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 2 | 1 | 1 | | | 1 | 1 | | | |
| Property - Special Handling | | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Checl | ked | 1 | | | | | | | | | | |
| 2023 | | | 1 | 3 | 1 | | 4 | 1 | | | 1 | 3 | 1 |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | | 1 | 2 | | | 4 | 1 | | | | 2 | 1 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 2 | | | 4 | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | |
| Screening | | | | | 1 | | | | | | | 1 | |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | |
| 2024 | 1 | 1 | 1 | 1 | | | | | | | | | |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| | | T: | SA Contact (| | | | | | | | | | |
|----------------------------------------------|---------------|-------------|----------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec (| 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PHL | 574 | 514 | 531 | 478 | 358 | 453 | 417 | 401 | 399 | 359 | 384 | 399 | 5,267 |
| 2022 | 114 | 128 | 140 | 103 | 145 | 183 | 197 | 185 | 201 | 170 | 208 | 203 | 1,977 |
| Airline | | | | | | | 2 | 1 | | 1 | 2 | | 6 |
| Airline - Baggage Requirements | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 2 | 1 | | 1 | 1 | | 5 |
| Civil Rights | 2 | 1 | 1 | | 4 | | 1 | 1 | | 2 | 1 | 2 | 15 |
| Civil Rights - Perceived Religion | _ | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 1 | | 1 | | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 1 | | | 3 | | | ' | | | | - ' | 6 |
| Civil Rights - Racial Froming of Discrimin | 2 | - 1 | 4 | | | | | | | 4 | 4 | 4 | |
| | 40 | 40 | 1 | _ | 1 | | - 10 | 4.0 | | 1 | 1 | 1 | 5 |
| Customer Service | 19 | 12 | 6 | 6 | 12 | 9 | 12 | 19 | 18 | 20 | 15 | 13 | 161 |
| Customer Service - TCC | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 19 | 12 | 6 | 6 | 12 | 9 | 12 | 19 | 18 | 20 | 15 | 12 | 160 |
| Expedited Passenger Screening Program | 77 | 95 | 124 | 85 | 118 | 154 | 156 | 144 | 161 | 115 | 167 | 163 | 1,559 |
| Expedited Passenger Screening Program | | Military | | 2 | | | | | | 1 | 1 | 1 | 5 |
| Expedited Passenger Screening Program | - DoD | 1 | 1 | | 1 | 1 | | 1 | | | | | 5 |
| Expedited Passenger Screening Program | 6 | 12 | 12 | 4 | 6 | 3 | 5 | 6 | 5 | 3 | 8 | 14 | 84 |
| Expedited Passenger Screening Program | 71 | 82 | 111 | 79 | 111 | 148 | 149 | 136 | 156 | 111 | 158 | 148 | 1,460 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | - Opt In | | | 2 | 2 | 1 | | | | | 5 |
| Locks | | | | | | 1 | 1 | | 2 | 1 | 1 | 1 | 7 |
| Locks - Missing or Damaged Lock | | | | | | 1 | 1 | | 2 | 1 | 1 | 1 | 7 |
| Lost and Found | | | | | 1 | 1 | | | 1 | | | | 3 |
| Lost and Found - Airport/TSA | | | | | 1 | 1 | | | 1 | | | | 3 |
| Mishandling of Passenger Property | | 2 | 1 | 1 | | | 2 | 3 | 3 | 3 | 5 | 5 | 25 |
| Mishandling of Passenger Property - Dam | naged/Missi | 2 | 1 | | | | 1 | | - 0 | 1 | 2 | 3 | 10 |
| Mishandling of Passenger Property - Dan | | | | 1 | | | 1 | 3 | 3 | 1 | 3 | 2 | 14 |
| | 0 0 | | | | | | ' | 3 | 3 | | 3 | | |
| Mishandling of Passenger Property - Disa | mayeu nems | Carry-Off (| or Checked | | | | | | | 1 | | | 1 |
| No Jurisdiction | | | | 1 | | | 4 | | | | 1 | 1 | 7 |
| No Jurisdiction - No Referral | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | 2 | | | | | 1 | 3 |
| No Jurisdiction - Refer to Other | | | | 1 | | | 2 | | | | | | 3 |
| Patdown | 3 | 2 | 1 | | 2 | 2 | 2 | 1 | | 4 | 2 | 2 | 21 |
| Patdown - Flyer | 3 | 1 | 1 | | 2 | 2 | 1 | 1 | | 4 | 2 | 2 | 19 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 1 | 1 | 2 | | 3 | 4 | 2 | 4 | 5 | 2 | 2 | 29 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 1 | 1 | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | Developmen | tal /Menta | l Disability | | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 2 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | 1 | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medical I | | ched to the | Body | 1 | | | 1 | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | 2 | 1 | 1 | 1 | | | | 6 |
| Persons w/ Disabilities (PWD) - Mobility I | 1 | Wheelcha | ir or Scooter) | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | VVIIOOIOIIA | ii oi occotor) | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | nd Coete | | 1 | | | | 1 | 1 | | | | 2 |
| | | nu Casis | | | | | | 1 | ı | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | - 1 | | 4 | |
| Persons w/ Disabilities (PWD) - Touch Av | | auma) | | | | 4 | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | | 1 | | | | | | 1 | 3 |
| Prohibited & Permitted Items | 3 | 1 | | | | | | | | | | | 4 |
| Prohibited & Permitted Items - Electronic | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ar | | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Medication | | | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 6 | 2 | 4 | 5 | 4 | 5 | 5 | 3 | 7 | 3 | 1 | 50 |
| Property - Special Handling - Damaged It | | 2 | 1 | 1 | | 1 | | 2 | 1 | 2 | 3 | | 14 |
| Property - Special Handling - Damaged It | 3 | | | 1 | 2 | | | 1 | | | | | 7 |
| Property - Special Handling - Missing Iter | 1 | 3 | 1 | | 1 | 1 | 2 | 1 | | 3 | | 1 | 14 |
| Property - Special Handling - Missing Iter | ns - Checke | 1 | | 2 | 2 | 2 | 3 | 1 | 2 | 2 | | | 15 |
| Screening | 2 | 8 | 4 | 4 | 3 | 9 | 8 | 9 | 9 | 12 | 9 | 13 | 90 |
| Screening - Inconsistency | 1 | 1 | 2 | | | | 4 | 1 | 1 | 2 | 1 | 4 | 17 |
| Screening - Lengthy Lines | | | | | | | 2 | 2 | 2 | 2 | | 2 | 10 |
| Screening - Procedures/Process | 1 | 7 | 2 | 4 | 3 | 8 | 2 | 5 | 6 | 8 | 6 | 7 | 59 |
| Screening - Retrieving Abandoned/Confis | | | _ | | | 1 | | 1 | | | 2 | | 4 |
| 2023 | 246 | 209 | 192 | 192 | 213 | 270 | 220 | 216 | 198 | 189 | 176 | 196 | 2,517 |
| Airline | 1 | | | | | • | 1 | 1 | | 2 | 1 | | 6 |
| Airline - Lost Baggage | · · | | | | | | | | | 1 | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | | | | | 1 | 1 | | | 1 | | 4 |
| Airline - Wheelchair Assistance | · ' | | | | | | ' | | | 1 | | | 1 |
| Civil Rights | 1 | 1 | 5 | 4 | 1 | 1 | 6 | 5 | 3 | ' | 1 | 1 | 29 |
| Civil Rights - Age | ' | - 1 | 1 | 4 | ' | I | 0 | 5 | 3 | | - 1 | ı ı | 1 |
| | | | ı | 1 | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | =mpioyee) | | | | | | | | | | | | |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | 1 | 1 | 2 | 2 | 1 | 1 | 4 | 2 | | | 1 | | 15 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | 2 | 3 | 2 | | | 1 | 8 |
| Civil Rights - Transgender Screening | | | 2 | | | | | | | | | | 2 |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 11 | 13 | 11 | 13 | 15 | 17 | 14 | 15 | 21 | 29 | 17 | 19 | 195 |
| Customer Service - TCC | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | 11 | 13 | 11 | 13 | 15 | 17 | 14 | 15 | 21 | 28 | 17 | 19 | 194 |
| Expedited Passenger Screening Program | 205 | 175 | 159 | 148 | 175 | 227 | 170 | 172 | 145 | 124 | 128 | 153 | 1,981 |
| Expedited Passenger Screening Program | | 1 | | | 3 | | 1 | 3 | | | .23 | | 9 |
| Expedited Passenger Screening Program | | 9 | 2 | 1 | 6 | 2 | 1 | 2 | | 1 | 4 | 6 | 44 |
| Expedited Passenger Screening Program | | 165 | 157 | 147 | 166 | 225 | 168 | 166 | 145 | 123 | 124 | 147 | 1,927 |
| Expedited Passenger Screening Program | | | | 147 | 100 | 220 | 100 | 1 | 140 | 123 | 124 | 147 | 1,921 |
| HAZMAT Endorsement | 1- 13A/DH3 E | inployees | Ореш | | | | | 1 | | | | | 1 |
| TIPALIVIPAT ETIQUISCITICITE | 1 | | | | | | | | | | | | |

| Catagorias | 40.0-4 | | | | (TCC) Data | | | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | T-4-1 |
|---------------------------------------------|---------------|-----------------|-------------|--------|------------|--------|--------|--------|----------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| HAZMAT Endorsement - General | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | 2 | | | 1 1 | | | | | 1 | | | 8 |
| Locks - Missing or Damaged Lock | 1 | 2 | | 1 ' | 1 1 | 1 | | | | 1 | | | 8 |
| Lost and Found | 2 | | | | 1 | | | 1 | 1 | | | 1 | 6 |
| Lost and Found - Airport/TSA | 2 | | | | 1 | | | 1 | 1 | | | 1 | 6 |
| Mishandling of Passenger Property | 1 | 4 | | 3 4 | 4 3 | 5 | 5 | 2 | 1 | 7 | 2 | 1 | 38 |
| Mishandling of Passenger Property - Dam | naged/Missi | 1 | | 1 3 | 3 1 | 3 | 3 | | | 2 | 2 | | 16 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 2 | 2 . | 1 2 | 1 | 2 | 2 | 1 | 4 | | 1 | 19 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | 1 | | | | 1 | | | 3 |
| No Jurisdiction | 1 | 2 | | 1 2 | 2 | | | | 1 | 3 | 2 | 4 | 16 |
| No Jurisdiction - No Referral | | 1 | | | | | | | 1 | | 1 | | 3 |
| No Jurisdiction - Refer to CBP | 1 | | | | 2 | | | | | 1 | 1 | 2 | 7 |
| No Jurisdiction - Refer to Other | | 1 | | 1 | _ | | | | | 2 | | 2 | 6 |
| Ombudsman | | <u> </u> | | 1 | | | 1 | | | | | | 1 |
| | | | | | | | | | | | | | |
| Ombudsman - General | _ | | | | | | 1 | | | | | | 1 |
| Patdown | 5 | 3 | | 1 2 | 2 10 | 3 | 7 | 3 | 8 | 2 | | 4 | 54 |
| Patdown - Children | | | | | | | | | 1 | | 1 | | 2 |
| Patdown - Flyer | 5 | 3 | | 1 ' | 1 9 | 3 | 6 | 3 | 7 | 2 | 4 | 4 | 48 |
| Patdown - Flyer as Observer | | | | • | 1 | | | | | | 1 | | 2 |
| Patdown - General | | | | | 1 | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 2 | 1 | 3 | | 2 | 1 | 3 | 2 | 3 | 24 |
| Persons w/ Disabilities (PWD) - Autism S | nectrum . | | | 1 | | 1 | | | • | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Autism 3 | p 304 4111 | | | • | | ı | 1 | | | 2 | | 1 | 4 |
| | | | | 1 | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | I . | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | | Control Control | . D. 1 | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| | tached to th | e Body | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (N | ot Wheelch | air or Scoo | oter) | | 1 | 3 | 1 | | | | | 5 |
| Persons w/ Disabilities (PWD) - Wheelch | | | | | 1 | | 2 | | | | | | 3 |
| Property - Special Handling | 4 | 3 | | 6 | 3 2 | 4 | | 8 | 3 | 6 | 4 | 4 | 48 |
| Property - Special Handling - Damaged It | | | | ` | | - | 1 | 3 | 2 | | 3 | 2 | 15 |
| Property - Special Handling - Damaged It | | | | | 1 | 1 | | | | | - 3 | | 7 |
| | | | | | | | | | | 0 | 4 | | |
| Property - Special Handling - Missing Iten | | | | | 3 | 1 | | 2 | | 6 | 1 | | 17 |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | 3 1 | 2 | | | 1 | | | 2 | 9 |
| Request for Assistance | | | | | | | | | | 1 | 2 | | 3 |
| Request for Assistance - Other | | | | | | | | | | 1 | 2 | | 3 |
| Screening | 11 | 6 | (| 9 12 | 2 4 | 9 | 6 | 7 | 14 | 11 | 11 | 6 | 106 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 . | 1 1 | | | | | | | | 3 |
| Screening - Inconsistency | 1 | 1 | | 1 2 | 2 1 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 17 |
| Screening - International Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | | | | 2 | | | | 2 | 2 | 1 | 1 | 11 |
| Screening - Procedures/Process | 7 | 5 | | 5 6 | | 7 | 5 | 6 | 9 | 7 | | 4 | 70 |
| - | | J | • | , | | - ' | | 0 | 1 | - 1 | 1 | | 4 |
| Screening - Retrieving Abandoned/Confis | | 477 | 400 | | | | | | <u>'</u> | | | | |
| 2024 | 214 | 177 | 199 | | | | | | | | | | 773 |
| Airline | | 3 | | 2 | | | | | | | | | 5 |
| Airline - Policy/Regulations/Service | | 3 | | | 2 | | | | | | | | 5 |
| Civil Rights | 1 | 2 | | | 2 | | | | | | | | 8 |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | 1 | 1 | 2 | 2 | | | | | | | | | 4 |
| Civil Rights - Screening of Religious Cultu | iral and Cer | emonial Iter | ms | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | gender | | | 1 | | | | | | | | 1 |
| Civil Rights - Transgender Screening | · ` | 1 | | | | | | | | | | | 1 |
| Claims | | | | | 1 | | | | | | | | 1 |
| Claims - General | | | | | | | | | | | | | 1 |
| | 44 | 40 | 20 | | | | | | | | | | |
| Customer Service | 11 | 16 | 29 | | | | | | | | | | 84 |
| Customer Service - TSO | 11 | 16 | 29 | | | | | | | | | | 84 |
| Expedited Passenger Screening Program | 178 | 139 | 143 | 3 13 | 1 | | | | | | | | 591 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 4 | (| ô 4 | | | | | | | | | 20 |
| Expedited Passenger Screening Program | 171 | 135 | 137 | 7 127 | 7 | | | | | | | | 570 |
| Locks | 3 | | | 2 | 2 | | | | | | | | 5 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 2 | | | 2 | 2 | | | | | | | | 4 |
| Lost and Found | 1 | | | | _ | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| · | | - 4 | | 4 | 4 | | | | | | | | |
| Mishandling of Passenger Property | 4 | 4 | | 4 4 | | | | | | | | | 16 |
| Mishandling of Passenger Property - Dam | | | | | 3 | | | | | | | | 9 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | 1 ' | 1 | | | | | | | | 3 |
| No Jurisdiction | 1 | 1 | | 1 | | | | | | | | | 3 |
| No Jurisdiction - No Referral | | 1 | | 1 | | | | | | | | | 2 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |
| Patdown | 4 | 4 | | 3 2 | 2 | | | | | | | | 13 |
| Patdown - Children | | 1 | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | 4 | | | | 2 | | | | | | | | 10 |
| Patdown - Flyer as Observer | 4 | 3 | | 11 | - | | | | | | | | 10 |
| • | _ | _ | | | • | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | 3 | | | 1 | | | | | | | | 8 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | 3 2 | 2 | | | | | | | | 8 |
| | · ' | | , | - 4 | - | | | | | | | | |

| | | | I SA CUIILA | or center (| i CC) Dala | 1001 - FOIA | ١. | | | | | | |
|---------------------------------------------|--------------|--------|-------------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Damaged Ite | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Check | red | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-C | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | ns - Checke | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening | 8 | 3 | 10 | 8 | | | | | | | | | 29 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | 2 | 1 | | | | | | | | | 4 |
| Screening - Lengthy Lines | 2 | | 4 | 2 | | | | | | | | | 8 |
| Screening - Procedures/Process | 4 | 3 | 4 | 5 | | | | | | | | | 16 |
| SIDA (Security Identification Display Area) | | | 1 | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area |) - General | | 1 | | | | | | | | | | 1 |

| | | | | Center (TC | | | | | | | | | |
|--------------------------------------------------|---------------|--------------|------------|------------|--------|--------|----------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PHX | 637 | 616 | 653 | 561 | 363 | 476 | 487 | 485 | 427 | 366 | 361 | 463 | 5,895 |
| 2022 | 146 | 171 | 174 | 158 | 162 | 246 | 220 | 229 | 206 | 174 | 177 | 218 | 2,281 |
| Additional Information Required/Insufficient Inf | 1 | | | | 1 | | | | | | | 2 | 4 |
| Additional Information Required/Insufficier | 1 | | | | 1 | | | | | | | 2 | 4 |
| Airline | 1 | | 1 | 1 | 1 | | 3 | | 2 | | 1 | | 10 |
| Airline - Lost Baggage | ' | | - ' | | ' | | 0 | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | 1 | | 1 | 1 | 1 | | 3 | | | | 1 | | 8 |
| Airline - Wheelchair Assistance | ı | | ı | ı | ı | | 3 | | 4 | | ı | | |
| | | | | | | | | | 1 | | | | 1 |
| Civil Rights | 4 | 6 | 1 | 2 | 2 | 1 | 1 | 1 | 4 | 5 | 2 | 3 | 32 |
| Civil Rights - Age | | | | 1 | | 1 | | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 2 | | | 2 |
| Civil Rights - Headwear | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | 1 | | | | | 1 | | | 2 |
| Civil Rights - Race | | | | | | | | 1 | 1 | 2 | 1 | 1 | 6 |
| Civil Rights - Racial Profiling or Discrimina | 3 | 5 | | 1 | 1 | | | | | | | | 10 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | nder | | | | | | | 3 | | 1 | 1 | 5 |
| Civil Rights - Sexual Orientation - Not Trai | | | | | | | 1 | | | | | 1 | 2 |
| Civil Rights - Transgender Screening | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service | 29 | 21 | 35 | 17 | 13 | 30 | 19 | 24 | 22 | 26 | 11 | 26 | 273 |
| Customer Service - CSM | 20 | | 00 | | 10 | - 00 | 10 | 21 | | 20 | | 1 | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | 1 | 2 |
| | | | | | | | | | | | | - 1 | |
| Customer Service - TCC | | 0.4 | 0.5 | 2 | 40 | | 40 | 0.4 | | | 1 | 0.4 | 3 |
| Customer Service - TSO | 28 | 21 | 35 | 15 | 13 | 30 | 19 | 24 | 22 | 26 | 10 | 24 | 267 |
| DHS TRIP | | | | | | | | | | | 1 | 1 | 2 |
| DHS TRIP - General | | | | | | | | | | | 1 | 1 | 2 |
| Expedited Passenger Screening Program | 86 | 112 | 103 | 102 | 116 | 168 | 155 | 167 | 149 | 111 | 130 | 152 | 1,551 |
| Expedited Passenger Screening Program | - Active Duty | Military | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - DoD | 1 | | | 1 | 1 | 2 | 1 | | | | | 6 |
| Expedited Passenger Screening Program | - Known Crev | v Member | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | 4 | 16 | 14 | 3 | 6 | 6 | 10 | 6 | 7 | 11 | 8 | 6 | 97 |
| Expedited Passenger Screening Program | 82 | 95 | 88 | 99 | 109 | 161 | 143 | 158 | 141 | 99 | 122 | 144 | 1,441 |
| Expedited Passenger Screening Program | | | | 00 | 100 | 101 | 1-10 | 2 | 1 | 1 | 122 | 1 | 5 |
| Hazardous Materials Safety | - TOM/DITO E | mpioyees - | Орстп | | | | | 1 | | | | - ' | 1 |
| Hazardous Materials Safety - General | | | | | | | | 1 | | | | | 1 |
| • | 4 | | | 4 | | | | 1 | | | | | |
| Identification (ID) Requirements | 1 | | | 1 | | 1 | | | | | | | 3 |
| Identification (ID) Requirements - Domest | 1 | | | 1 | | 1 | | | | | | | 3 |
| Locks | 1 | | 1 | 1 | 1 | 1 | 1 | | | | | | 6 |
| Locks - General | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | 1 | 1 | 1 | 1 | | | | | | | 5 |
| Lost and Found | | 2 | | 3 | 1 | 2 | | 1 | | 2 | 1 | | 12 |
| Lost and Found - Airport/TSA | | 2 | | 3 | 1 | 2 | | 1 | | 2 | 1 | | 12 |
| Mishandling of Passenger Property | | 2 | 4 | 1 | 1 | 2 | 6 | 6 | 2 | 7 | 6 | 6 | 43 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | 1 | | | | 2 | 5 | | 2 | 1 | 3 | 15 |
| Mishandling of Passenger Property - Dam | _ | 1 | 3 | 1 | 1 | 2 | 2 | 1 | | 5 | 3 | 1 | 20 |
| Mishandling of Passenger Property - Disa | | Carry-on or | Checked | | | | 2 | | 2 | | 2 | 2 | 8 |
| No Jurisdiction | , | , | | 1 | | 1 | 1 | | | | | 3 | 6 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | | | 1 | 2 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | ' | | | | | - ' | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | 2 | 3 |
| | | | | | | - 1 | | | | | | | 3 |
| No Subject | | 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 | 5 | 3 | 4 | 3 | 33 |
| Patdown - Flyer | | 2 | 1 | 1 | 1 | 3 | 5 | 2 | 5 | 3 | 3 | 3 | 29 |
| Patdown - Flyer as Observer | | 1 | | | | | 1 | | | | 1 | | 3 |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 8 | 7 | 1 | 4 | 7 | 7 | 5 | 2 | 4 | 3 | 4 | 57 |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | 1 | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | ital /Mental | Disability | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | , | | , | | 2 | | 1 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/G | Garments/D | 1 | | | | | | 1 | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | 1 | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing II | mnairment | 1 | 1 | | ' | | <u> </u> | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal N | | 1 | - 1 | | | | | | | | | | |
| . , | | | 4 | 4 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 2 | 1 | 1 | | | 2 | 1 | | 1 | 1 | 2 | 14 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | | vvheelch | 1 | | | 1 | 1 | 1 | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | 1 | | 1 | 1 | | | 1 | 1 | | | 7 |
| Persons w/ Disabilities (PWD) - Touch Av | - " | auma) | | | | 1 | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 2 | 1 | | | 2 | | | | | 1 | | 6 |
| Prohibited & Permitted Items | 2 | 1 | | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Alcohol an | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ar | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 9 | 7 | 12 | 11 | 9 | 19 | 7 | 10 | 7 | 9 | 4 | 8 | 112 |
| Property - Special Handling - Damaged Ite | 2 | 1 | 3 | 4 | 1 | 4 | 1 | 2 | 1 | 2 | 2 | U | 23 |
| | | | 4 | 4 | | | 1 | | | | | 2 | |
| Property - Special Handling - Damaged Ite | | 2 | | _ | 2 | 4 | | 3 | 2 | 1 | 2 | 3 | 24 |
| Property - Special Handling - Missing Item | 3 | 3 | 4 | 7 | 3 | 5 | 1 | 3 | 1 | 3 | | 2 | 35 |
| Property - Special Handling - Missing Iten | 3 | 1 | 1 | | 3 | 6 | 5 | 2 | 3 | 3 | | 3 | 30 |
| Screening | 6 | 8 | 8 | 16 | 12 | 11 | 13 | 10 | 13 | 7 | 14 | 10 | 128 |
| Screening - Children | | | | | | | | | 1 | | 1 | | 2 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | 1 | | | | | | 1 |
| · | | | | | | | | | | | | | |

| | | | | Center (TC | • | | | | | | | | |
|---------------------------------------------------|------------------|-----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Inconsistency | | 1 | | 1 | 2 | 1 | 3 | 1 | 3 | 1 | 1 | 4 | 18 |
| Screening - Lengthy Lines | | | 1 | | | 1 | | 3 | 1 | | 1 | | 7 |
| Screening - Procedures/Process | 6 | 7 | 6 | 14 | 10 | 8 | 7 | 5 | 7 | 6 | 10 | 6 | 92 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | 1 | 2 | 1 | 1 | | 1 | | 6 |
| Screening - Security Breach | | | 1 | 1 | | | | | | | | | 2 |
| Transfer to Security Specialist | | | 1 | | | | | | | | | | 1 |
| Transfer to Security Specialist - Reportab | ı le Communio | cation | 1 | | | | | | | | | | 1 |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 |
| TSA Contact Information - General | | | | | | | | 1 | | | | | |
| 2023 | 222 | 235 | 241 | 225 | 201 | 230 | 267 | 256 | 221 | 192 | 184 | 245 | 2,719 |
| Additional Information Required/Insufficient In | | 233 | 241 | 223 | 201 | 230 | 201 | 230 | 221 | 132 | 104 | 243 | 2,719 |
| Additional Information Required/Insufficie | | | | | | | | | | | 1 | | 2 |
| Additional information required/insumole | ' | | 1 | 1 | | | 1 | | | | 1 | | 4 |
| Airline - Baggage Requirements | | | - ' | - 1 | | | 1 | | | | ' | | 1 |
| | | | | 1 | | | 1 | | | | 1 | | |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | 1 | | 2 |
| Airline - Positive Bag Match Program | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 1 | 1 | 2 | 1 | 2 | 4 | 1 | 2 | 5 | 4 | 3 | 4 | 30 |
| Civil Rights - Age | | | | | | | | 1 | 1 | 1 | | | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Headwear | | | | | 1 | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | | 1 | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Race | 1 | | 1 | | 1 | 3 | | | 3 | 2 | 1 | 1 | 13 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | 1 | 1 | | 1 | 1 | 1 | | | | 2 | 7 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Claims | | | 1 | | | | | | | | 1 | | 2 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 23 | 24 | 27 | 18 | 23 | 27 | 33 | 28 | 18 | 18 | 22 | 27 | 288 |
| Customer Service - Others | | | | | | | 1 | 1 | 1 | | | | 3 |
| Customer Service - TCC | | | | | | | ' | 1 | ' | | | | 1 |
| Customer Service - TSO | 23 | 24 | 27 | 18 | 23 | 27 | 32 | 26 | 17 | 18 | 22 | 27 | 284 |
| DHS TRIP | 23 | 24 | 21 | 10 | 23 | 21 | 52 | 1 | 17 | 10 | 22 | 21 | 1 |
| DHS TRIP - General | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 4.47 | 475 | 100 | 450 | 120 | 450 | 474 | | 450 | 101 | 444 | 400 | |
| | 147 | 175 | 160 | 158 | 136 | 153 | 174 | 160 | 150 | 124 | 111 | 162 | 1,810 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | _ | | 1 | | 1 | 3 |
| Expedited Passenger Screening Program | | 7 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 3 | 3 | | 56 |
| Expedited Passenger Screening Program | 137 | 167 | 155 | 152 | 130 | 150 | 169 | 154 | 146 | 119 | 108 | 158 | 1,745 |
| Expedited Passenger Screening Program | 1 | | | 1 | 1 | | | 1 | | 1 | | | 5 |
| Hazardous Materials Safety | | | | | | 1 | 1 | | | 1 | | | 3 |
| Hazardous Materials Safety - General | | | | | | 1 | 1 | | | 1 | | | 3 |
| Locks | 2 | | 2 | | 2 | | 1 | 4 | 1 | 1 | 1 | | 14 |
| Locks - General | 1 | | 1 | | | | | | | 1 | | | 3 |
| Locks - Missing or Damaged Lock | 1 | | 1 | | 2 | | 1 | 4 | 1 | | 1 | | 11 |
| Lost and Found | 1 | | 1 | | | | | 3 | 2 | | 3 | 1 | 11 |
| Lost and Found - Airport/TSA | 1 | | 1 | | | | | 3 | 2 | | 3 | 1 | 11 |
| Mishandling of Passenger Property | 4 | 7 | 8 | 5 | 3 | 6 | 8 | 10 | 7 | 6 | 6 | 6 | 76 |
| Mishandling of Passenger Property - Dam | 2 | 5 | 4 | | 2 | 3 | 4 | 4 | 1 | 5 | 2 | 3 | 35 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | 3 | 1 | 3 | 3 | 6 | 5 | 1 | 3 | 2 | 32 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | 2 | 2 | | | 1 | | 1 | | 1 | 1 | 9 |
| No Jurisdiction | | 1 | 1 | 1 | | 1 | 1 | | 1 | 1 | | | 7 |
| No Jurisdiction - No Referral | | | | | | | 1 | | 1 | | | | 2 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | 1 | | 1 | | | | 1 | | | 4 |
| Ombudsman | | | | | | | | 1 | | | | | 1 |
| Ombudsman - General | | | | | | | | 1 | | | | | 1 |
| Patdown | 3 | 5 | 2 | 6 | 6 | 2 | 5 | 6 | 5 | 5 | 8 | 8 | 61 |
| Patdown - Children | 3 | | 1 | 0 | 0 | 1 | J | 0 | - 3 | 2 | | 0 | 5 |
| Patdown - Flyer | 2 | 5 | 1 | 6 | 6 | 1 | 5 | 6 | 3 | 3 | 5 | 7 | 50 |
| Patdown - Flyer as Observer | 1 | 5 | ı | 0 | 0 | - 1 | 5 | 0 | 2 | 3 | | | 5 |
| · | 1 | | | | | | | | | | 2 | | |
| Patdown - Non-Flyer Persons w/ Disabilities (PWD) | 5 | | | | 4 | 4 | 40 | | _ | | _ | 1 | 1 72 |
| | | 6 | 8 | 2 | 4 | 4 | 13 | 8 | 7 | 3 | | | 73 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | 2 | 2 | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (g | | | er | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | | | 1 | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/D | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | Medical Device | ces | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| Devices - At | 1 | | | | | | 3 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 2 | 1 | 1 | | 3 | 1 | 3 | | | 2 | 15 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | 1 | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| , | t Wheelch | 2 | | | | 1 | | 1 | 1 | | 3 | 8 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | 1 | | 1 | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Av | | | | | • | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | | | 1 | | | 1 | 3 | 2 | 2 | 1 | 1 | | 11 |
| Property - Special Handling | 5 | 6 | 6 | 11 | 7 | 9 | 6 | 13 | 12 | 8 | 5 | 10 | 98 |
| Property - Special Handling - Damaged It | | 2 | 2 | 3 | 2 | 4 | 4 | 2 | 2 | 3 | 5 | 2 | 26 |
| Property - Special Handling - Damaged It | | 1 | | 2 | 1 | | | | | 3 | A | | |
| | | 1 | | | | 1 | 1 | | 1 | | 4 | | 16 |
| Property - Special Handling - Missing Item | | | 3 | 5 | 3 | 3 | 1 | 5 | 3 | 2 | 1 | | 32 |
| Property - Special Handling - Missing Iten | | 3 | 1 | 1 | 1 | 1 | | 5 | 6 | 3 | | 2 | 24 |
| Request for Assistance | 1 | 1 | | | | | | | 1 | | | | 3 |
| | | | | | | | | | | | | | |

| Scree | Request for Assistance - Other | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | | | | | | | |
|---------|------------------------------------------------------------------|---------------|-------------|--------|--------|--------|--------|--------|--------|---------------|--------|--------|--------|------|
| Scree | | 1 | 1 | | | | oo ma | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
| | • | 29 | 9 | 22 | 22 | 18 | 23 | 23 | 20 | 12 | 21 | 17 | 19 | |
| | Screening - Children | 20 | | | | 10 | 20 | 20 | 20 | 12 | 1 | | 10 | |
| | Screening - Crew Member or Airline Empl | 2 | | 6 | 4 | | 1 | | 1 | | | 1 | | |
| | Screening - Inconsistency | 6 | 3 | 1 | 6 | 3 | 3 | 4 | 1 | 1 | 2 | | 2 | |
| | Screening - Inconsistency | 1 | J | ' | 1 | 1 | 2 | 1 | 2 | 1 | 1 | | | |
| | Screening - Procedures/Process | 18 | 5 | 14 | 11 | 11 | 16 | 18 | 15 | 10 | 17 | | | |
| | | 2 | 1 | 14 | - 11 | 3 | | 10 | 15 | 10 | 17 | - 11 | 15 | |
| | Screening - Retrieving Abandoned/Confis | | I | · · | | 3 | 1 | | 4 | | | | | |
| | Screening - Traveling with Cash | 200 | 240 | 220 | 470 | | | | 1 | | | | | |
| 2024 | | 269 | 210 | 238 | 178 | | | | | | | | | |
| Airline | | | | 1 | 1 | | | | | | | | | |
| | Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| | Airline - Positive Bag Match Program | | | | 1 | | | | | | | | | |
| Civil F | ~ | 3 | 1 | 2 | 4 | | | | | | | | | |
| | Civil Rights - Age | | 1 | 1 | | | | | | | | | | |
| | Civil Rights - Race | | | | 3 | | | | | | | | | |
| С | Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | |
| С | Civil Rights - Sexual Orientation - Not Tra | nsgender | | | 1 | | | | | | | | | |
| С | Civil Rights - Transgender Screening | 1 | | 1 | | | | | | | | | | |
| Custo | omer Service | 14 | 21 | 41 | 35 | | | | | | | | | |
| | Customer Service - Others | | | 1 | | | | | | | | | | |
| | Customer Service - TCC | | | | 2 | | | | | | | | | |
| | Customer Service - TSO | 14 | 21 | 40 | 33 | | | | | | | | | |
| | dited Passenger Screening Program | 196 | 136 | 148 | 104 | | | | | | | | | |
| | | | 130 | 140 | 104 | | | | | | | | | |
| | Expedited Passenger Screening Program | 1 | uu Marritii | | | | | | | | | | | |
| | xpedited Passenger Screening Program | | | | 2 | | | | | | | | | |
| | Expedited Passenger Screening Program | | 3 | 3 | 3 | | | | | | | | | |
| | Expedited Passenger Screening Program | | 132 | 145 | 99 | | | | | | | | | |
| E | Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | | | | | | | |
| Locks | 3 | | | 3 | 2 | | | | | | | | | |
| Lo | ocks - General | | | 1 | | | | | | | | | | |
| D | ocks - Missing or Damaged Lock | | | 2 | 2 | | | | | | | | | |
| | and Found | 1 | | 1 | 1 | | | | | | | | | |
| | ost and Found - Airport/TSA | 1 | | 1 | 1 | | | | | | | | | |
| | andling of Passenger Property | 7 | 6 | 12 | 2 | | | | | | | | | |
| | Aishandling of Passenger Property - Dam | | 1 | 4 | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | Alishandling of Passenger Property - Dam | | 4 | 7 | 1 | | | | | | | | | |
| | Alishandling of Passenger Property - Dam | | _ | 1 | | | | | | | | | | |
| | Mishandling of Passenger Property - Disa | | 1 | | 1 | | | | | | | | | |
| | urisdiction | 1 | 1 | 1 | 1 | | | | | | | | | |
| | lo Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| N | lo Jurisdiction - Refer to CBP | | 1 | 1 | | | | | | | | | | |
| N | lo Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdo | own | 7 | 5 | 7 | 6 | | | | | | | | | |
| Р | Patdown - Children | 1 | | | | | | | | | | | | |
| Р | Patdown - Flyer | 5 | 5 | 7 | 5 | | | | | | | | | |
| | Patdown - Flyer as Observer | 1 | | | 1 | | | | | | | | | |
| | ons w/ Disabilities (PWD) | 6 | 12 | 4 | 4 | | | | | | | | | |
| | ` ' | | 1 | 4 | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Autism Sp | | ' | | ļ | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Cancer (g | | 4 | | 4 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | 1 | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - General | | 2 | | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medical D | | 1 | | 1 | | | | | | | | | |
| P | Persons w/ Disabilities (PWD) - Medically | Necessary | 3 | 1 | | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | 1 | 1 | | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Mobility [| 3 | 2 | | 1 | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Respirato | rv and Inhale | er Equipme | 1 | | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Wheelcha | , | 1 | | | | | | | | | | | |
| | bited & Permitted Items | ' | 1 | | | | | | | | | | | |
| | Prohibited & Permitted Items - Firearm/An | nmunition | 1 | | | | | | | | | | | |
| | | | | 0 | 40 | | | | | | | | | |
| | erty - Special Handling | 7 | 11 | 8 | 12 | | | | | | | | | |
| | Property - Special Handling - Damaged Ite | 2 | 4 | 1 | 4 | | | | | | | | | |
| | Property - Special Handling - Damaged Ite | 3 | 1 | 1 | 3 | | | | | | | | | |
| Р | Property - Special Handling - Missing Item | 1 | 1 | 1 | 3 | | | | | | | | | |
| Р | Property - Special Handling - Missing Item | 1 | 5 | 5 | 2 | | | | | | | | | |
| Scree | . , | 27 | 16 | 10 | 6 | | | | | | | | | |
| | Screening - Children | | 1 | | | | | | | | | | | |
| | Screening - Crimineri Screening - Crew Member or Airline Empl | 3 | 1 | 1 | | | | | | | | | | |
| | | | | | 4 | | | | | | | | | |
| | Screening - Inconsistency | 3 | 4 | 1 | 1 | | | | | | | | | |
| 9 | Screening - Lengthy Lines | 3 | 1 | 1 | | | | | | | | | | |
| | Screening - Procedures/Process | 17 | 10 | 6 | 5 | | | | | | | | | |

| | | | | t Center (1 | | | | | | | | | |
|-------------------------------------------|----------------|------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct ' | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PIA | 9 | 8 | 5 | 13 | 8 | 3 | 2 | 7 | 6 | 7 | 2 | 8 | 78 |
| 2022 | 2 | 1 | 1 | 5 | 4 | 2 | | 1 | 2 | 2 | | 5 | 25 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | | 4 | 3 | 2 | | 1 | 2 | 1 | | 3 | 19 |
| Expedited Passenger Screening Program | 1 | | | | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | 4 | 3 | 2 | | 1 | 1 | 1 | | 3 | 17 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lug | gage | | | | | | | | 1 | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checked | d | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | 1 | 2 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | 1 | | | |
| 2023 | 4 | 4 | 2 | 4 | 4 | 1 | 2 | 6 | 4 | 5 | 2 | 3 | 4 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | 1 | 2 | | | 1 | |
| Customer Service - TSO | | | | | | | | 1 | 2 | | | 1 | 4 |
| Expedited Passenger Screening Program | 3 | 4 | 2 | 3 | 4 | 1 | 1 | 4 | 2 | 5 | 1 | 2 | 32 |
| Expedited Passenger Screening Program | - TSA Applica | ition Prog | ram | 1 | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | 3 | 4 | 2 | 2 | 4 | 1 | 1 | 3 | 2 | 5 | 1 | 2 | 30 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCa | arry-on Lug | gage | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 |) Ostomates | | | | | | 1 | | | | | | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| 2024 | 3 | 3 | 2 | 4 | | | | | | | | | 12 |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 2 | 2 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 3 | | | | | | | | | 8 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |

| | | | TSA Conta | ct Center (1 | ГСС) Data | Tool - FOIA | \ | | | | | | |
|-----------------------------------------------|--------------|--------|-----------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PIB | 2 | 4 | | 3 | 2 | 1 | 1 | 1 | 2 | | | 2 | 18 |
| 2022 | 1 | 2 | | 1 | 2 | | 1 | | | | | 1 | 8 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | ation | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | | | 1 | | | | | | | 1 | 5 |
| Expedited Passenger Screening Program | 1 | 2 | | | 1 | | | | | | | 1 | 5 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2023 | 1 | 1 | | 1 | | 1 | | 1 | 2 | | | 1 | 8 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | | 1 | | | | | | | 4 |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | | 1 | | | | | | | 4 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Checke | d | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2024 | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | 1 |

| Catagorica | 40.0 : | | | | | ool - FOIA | | 05.15 | 00 : | | 00.1 | 00.0 | - |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------|-------------|-------------|----------|------------|------------|--------|--------|--------|--------|--------|------------------------------|
| Categories | | | |)1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PIE | 29 | 28 | 22 | 25 | 15 | 19 | 18 | 29 | 28 | 16 | | 19 | 261 |
| 2022 Customer Service | 6 | 7 | 6 | 7 | 8 | 8 | 7 1 | 11 | 17 | 11 | 8 | | 107 |
| Customer Service - TSO | 2 2 | 1 | 1 | 1 | 1 | | 1 | 3 | 2 | 1 1 | 2 | 2 | 17 17 |
| Expedited Passenger Screening Program | 2 | 5 | 3 | 3 | 3 | 8 | 6 | 4 | 12 | 6 | | 8 | 64 |
| Expedited Passenger Screening Program | | | | 1 | 3 | 0 | 1 | 4 | 12 | 0 | 4 | 0 | 2 |
| Expedited Passenger Screening Program | | 5 | 3 | 2 | 3 | 8 | 5 | 4 | 12 | 6 | 4 | 8 | 62 |
| Human Capital | | 5 | 3 | | 3 | 0 | 5 | 4 | 12 | 0 | 4 | 0 | 1 |
| Human Capital - Current Employee | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | naned/Missing | ItemsCarry | -on Lugga | ne | | | | 1 | | | | | 1 |
| No Jurisdiction | | nomsoany | -on Lugga | gc | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | | | | | | | | | | 2 | | 3 |
| Patdown - Flyer | | | | | | | | | | | 2 | | 2 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 3 | | | 4 |
| Persons w/ Disabilities (PWD) - Breast Ca | I ancer | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | ıs. | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | Medical S | Supplies | | | | | | 1 | | | 1 |
| Property - Special Handling | , | | Galoul (| 2 | 1 | | | 1 | | | | | 4 |
| Property - Special Handling - Damaged It | ı ems - Carrv-∩ | n | | _ | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | 1 | 2 | 1 | 3 | | | 1 | 2 | | | 1 | 12 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 2 | 1 | 1 | | | 1 | 1 | | | 1 | 9 |
| Screening - Retrieving Abandoned/Confis | | | | | 1 | | | | | | | | 1 |
| 2023 | 9 | 11 | 10 | 8 | 7 | 11 | 11 | 18 | 11 | 5 | 5 | 8 | 114 |
| Civil Rights | | 1 | | | 1 | 1 | | 2 | | | | | 5 |
| Civil Rights - Race | | 1 | | | 1 | | | 1 | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | | 2 | 2 | | | 3 | 2 | 1 | 1 | 1 | 1 | | 13 |
| Customer Service - TSO | | 2 | 2 | | | 3 | 2 | 1 | 1 | 1 | 1 | | 13 |
| Expedited Passenger Screening Program | 5 | 7 | 8 | 6 | 4 | 7 | 6 | 14 | 7 | 3 | 3 | 7 | 77 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 5 | 6 | 7 | 6 | 4 | 7 | 6 | 14 | 7 | 3 | 3 | 7 | 75 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCarry- | on Lugga | ge | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCheck | ked Bagga | ge | | | 1 | | | | | | 1 |
| Patdown | 3 | | | 1 | 1 | | | | | | | | 5 |
| Patdown - Flyer | 3 | | | 1 | | | | | | | | | 4 |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | edication and | d Medical S | Supplies | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | egway | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | 2 | | | | 2 |
| Property - Special Handling - Damaged It | | n | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | | | | | 1 | | | | 1 |
| Screening | 1 | 1 | | 1 | 1 | | 1 | 1 | | 1 | | | 7 |
| Screening - Inconsistency | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Opposite Gender | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| | | | 6 | 10 | | | | | | | | | 40 |
| 2024 | 14 | 10 | | | | | | | | | | | 7 |
| Customer Service | 2 | 2 | 1 | 2 | | | | | | | | | |
| Customer Service - TSO | 2 2 | 2 2 | 1 1 | 2 | | | | | | | | | 7 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 2 11 | 2 2 6 | 1 1 5 | 2 7 | | | | | | | | | 7 29 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 2 11 | 2 2 | 1 1 | 2 | | | | | | | | | 7 29 29 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 2 2 11 11 11 | 2 2 6 | 1 1 5 | 2 7 | | | | | | | | | 7 29 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 2 11 11 11 1 naged/Missi | 2 2 6 6 | 1 1 5 | 2 7 | | | | | | | | | 7 29 29 2 1 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 2 2 11 11 11 1 naged/Missi | 2 2 6 6 1 | 1 1 5 | 2 7 7 | | | | | | | | | 7 29 29 2 1 1 |
| Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 2 2 11 11 11 1 naged/Missii | 2 2 6 6 1 | 1 1 5 | 2 7 | | | | | | | | | 7 29 29 2 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PIH | 1 | 1 | | | 1 | 2 | | | | | | 1 | 6 |
| 2022 | | 1 | | | 1 | 2 | | | | | | | 4 |
| Expedited Passenger Screening Program | | 1 | | | 1 | 2 | | | | | | | 4 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | 2 | | | | | | | 4 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | | 1 | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PIR | | 1 | 1 | 1 | | 1 | | | 1 | | | | 5 |
| 2022 | | 1 | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| 2023 | | | | | | 1 | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | | | | | | 1 | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | | 1 | | | | 2 |

| Categories | 40.0-4 | | A Contact C | | | | 04 4 | 05.14 | 00 1 | 07 1 | 00 4 | 00.0 | Tital |
|------------------------------------------------------------------------------------|-------------------------------------------|--------------|--------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PIT | 188 | 141 | 179 | 135 | 91 | 125 | 135 | 133 | 98 | 128 | 123 | | 1,623 |
| 2022 | 28 | 29 | 37 | 25 | 33 | 63 | 69 | 73 | 51 | 58 | 62 | 72 | 600 |
| Airline Policy/Populations/Comiss | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service Civil Rights | | | | 1 | | 1 | 1 | 1 | | 1 | 1 | | 1 5 |
| Civil Rights - Constitutional Rights | | | | - 1 | | - 1 | 1 | - 1 | | - 1 | | | 1 |
| Civil Rights - Race | | | | | | 1 | 1 | 1 | | 1 | | | 3 |
| Civil Rights - Transgender Screening | | | | 1 | | - 1 | | - 1 | | - 1 | | | 1 |
| Customer Service | 2 | 2 | 5 | 1 | 3 | 3 | 2 | 5 | 1 | 4 | 6 | 4 | 38 |
| Customer Service - Others | | | 1 | - 1 | 3 | 3 | | 5 | - 1 | 4 | 0 | 1 | 2 |
| Customer Service - TSO | 2 | 2 | 4 | 1 | 3 | 3 | 2 | 5 | 1 | 4 | 6 | | 36 |
| Expedited Passenger Screening Program | 19 | 26 | 28 | 18 | 29 | 50 | 62 | 60 | 49 | 40 | 52 | | 496 |
| Expedited Passenger Screening Program | | 20 | 20 | 10 | 29 | 1 | 02 | 1 | 49 | 40 | 52 | 03 | 2 |
| Expedited Plassenger Screening Program | | 3 | 2 | 1 | 2 | | 2 | 3 | | 4 | 3 | 1 | 21 |
| Expedited Passenger Screening Program | | 23 | 26 | 17 | 27 | 49 | 60 | 55 | 49 | 35 | 49 | | 470 |
| Expedited Passenger Screening Program | | 23 | 20 | 17 | 21 | 49 | 00 | 1 | 49 | 1 | 49 | 02 | 3 |
| Hazardous Materials Safety | ' | | | | | | 1 | - 1 | | - 1 | | | |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | 1 |
| Locks | | | | | | | 1 | | | 2 | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 2 | | | 2 |
| Mishandling of Passenger Property | | | | 2 | | 1 | 2 | 2 | | 2 | | 1 | 12 |
| | | Itomo Con | ay on Luggoo | | | 1 | | | | | | ' | 12 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | | | 1 | | 1 | 2 | 2 | | 1 | 1 | 1 | 8 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | | | | 1 | 1 | 1 |
| Mishandling of Passenger Property - Disa | | | | ļ. | | | | | | 1 | 1 | | |
| No Jurisdiction | irrayed items- | -Carry-on or | Checked | | | | | | | 1 | ' | | 1 |
| | | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 4 | | | | | | | 1 | | | 1 |
| Notice of Violation/Civil Penalties | -ol | | 1 | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | ai I | | 1 | | | | | | | _ | | _ | 1 |
| Patdown Flyor | | | 1 | | | 2 | | 1 | | 2 | | 2 | 8 |
| Patdown - Flyer | | | 1 | | | 2 | | | | 2 | | 2 | 7 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | 1 | | 2 | | | | | 5 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | 1 | | 1 | | | | | 3 |
| Property - Special Handling | | 1 | | 1 | 1 | 2 | 1 | | 1 | 4 | | | 11 |
| Property - Special Handling - Damaged It | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling - Damaged It | | | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling - Missing Iten | | 1 | | | 1 | | | | | 1 | | | 3 |
| Property - Special Handling - Missing Iten | | | | 1 | | 2 | | | | 1 | | | 4 |
| Screening | 5 | | 2 | 2 | | 3 | | 2 | | 2 | 1 | 2 | 19 |
| Screening - Inconsistency | 1 | | 1 | | | | | | | | | 1 | 3 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | 4 | | 1 | 2 | | 3 | | | | 2 | | 1 | 13 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | 2 | | | | | 2 |
| 2023 | 90 | 54 | 75 | 63 | 58 | 62 | 66 | 60 | 47 | 70 | 61 | 75 | 781 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Baggage Requirements | 4 | 4 | | 1 | | 1 | 4 | | | 4 | | | 1 |
| Civil Rights Age | 1 | 1 | | | | 1 | 1 | | 1 | 1 | | | 6 |
| Civil Rights - Age | | 4 | | | | | 1 | | | 4 | | | 3 |
| Civil Rights - Race | Not Tuesses | 1 | | | | 1 | | | 4 | 1 | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | 1 7 | 0 | | 0 | 4 | 0 | | 4 | 0 | | 0 | | 1 |
| Customer Service | 7 | 2 | 6 | 2 | 1 | 2 | 1 | 4 | 3 | 5 | 2 | | 35 |
| Customer Service - TSO | 7 | 2 | 6 | 2 | 1 | 2 | 1 | 4 | 3 | 5 | 2 | | 35 |
| Expedited Passenger Screening Program | 74 | 47 | 63 | 58 | 50 | 56 | 61 | 49 | 41 | 55 | 52 | 66 | 672 |
| Expedited Passenger Screening Program | | | 1 | _ | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 2 | 2 | 2 | | 1 | 3 | 1 | 4.4 | 1 | | 2 | 15 |
| Expedited Passenger Screening Program | | 45 | 60 | 56 | 50 | 55 | 58 | 48 | 41 | 54 | 52 | 64 | 655 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety Hazardous Materials Safety - General | | | | | | | | 1 | | | | | 1 |
| • | | 4 | | | 4 | | | 1 | | | | | |
| Locks | | 1 | | | 1 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | | | | 4 | | | | 2 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | - | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | | | 2 | 1 | 1 | 1 | 1 | | 1 | | 11 |
| Mishandling of Passenger Property - Dam | | itemsCari | ry-on Luggag | е | 1 | 4 | 1 | | | | - | 1 | 3 |
| Mishandling of Passenger Property - Dam | | 1 | 0111 | | 1 | 1 | | 4 | 4 | | 1 | | 6 |
| Mishandling of Passenger Property - Disa | irrayed items- | -∪arry-on or | Unecked | | | | | 1 | 1 | | | | 2 |
| No Jurisdiction | 1 | | | | | | | 1 | | | 1 | | 3 |
| No Jurisdiction - No Referral | 1 | | | | | | | 1 | | | 1 | | 2 |
| No Jurisdiction - Refer to Other | | | | | - | | | | | | | | 1 |
| Patdown | | 1 | | | 2 | 1 | 2 | 1 | | 3 | | | 12 |
| Patdown - Flyer | | 1 | | | 2 | | 2 | 1 | | 3 | 2 | | 11 |
| Patdown - Non-Flyer | | | | | | 1 | | | | - | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | 2 | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Hearing I | | A collection | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | ına Casts | | | | | | | | | | 2 | 2 |
| Persons W/ Disabilities (DM/D) - Service A | Animais | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | Segway | , | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling | air/ Scooter/ S | | 1 | 1 | | 1 | | 1 | | 1 | 1 | 2 | 8 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S ems - Checke | | 1 | 1 | | 1 | | 1 | | | 1 | 2 | |

| | | | TSA Contac | | | | | | | | | | |
|------------------------------------------------------------|---------------------|--------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | | | | 1 | | 1 | | | |
| Request for Assistance | 1 | | | | | | | | | | | | |
| Request for Assistance - Other | 1 | | | | | | | | | | | | |
| Screening | 4 | 1 | 4 | 1 | 2 | | | 2 | | 3 | 1 | 3 | - : |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | | 1 | | | | | | 1 | 1 | |
| Screening - Lengthy Lines | | | | | 1 | | | | | 1 | | 1 | |
| Screening - Procedures/Process | 3 | | 4 | 1 | | | | 2 | | 2 | | 1 | |
| 2024 | 70 | 58 | 67 | 47 | | | | | | | | | 2 |
| Civil Rights | | | 1 | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | 1 | | | | | | | | | | |
| Customer Service | 4 | 6 | 6 | 2 | | | | | | | | | |
| Customer Service - TSO | 4 | 6 | 6 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 58 | 49 | 48 | 37 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 57 | 47 | 48 | 37 | | | | | | | | | |
| Locks | | | 1 | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property | | | 5 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | ı ıaqed/Missin | g ItemsC | 2 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | | | | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Ombudsman | | | | 1 | | | | | | | | | |
| Ombudsman - General | | | | 1 | | | | | | | | | |
| Patdown | 1 | | 1 | 2 | | | | | | | | | |
| Patdown - Flyer | 1 | | 1 | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | · | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| i Devices - Atta | ached to the | ne Body | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | Segway | 1 | | | | | | | | | | |
| Property - Special Handling | 2 | 2 | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | - ' | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| Screening | 4 | 1 | 2 | 1 | | | | | | | | | |
| Screening - Crew Member or Airline Empl | 1 | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 3 | 1 | 1 | 1 | | | | | | | | | |
| Screening - Procedures/Process Screening - Security Breach | 3 | - 1 | 1 | I | | | | | | | | | |
| Screening - Security Breach | | | 1 | | | | | | | | | | |

| | | | on conta | | . cc, bata | | • | | | | | | |
|------------------------|--------|--------|----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PKB | | | | | | | | | | | | 2 | 2 |
| 2023 | | | | | | | | | | | | 2 | 2 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |

| | | | 15A Contac | ct Center (| icc) Data | 1001 - FUIA | ١ | | | | | | |
|---------------------------------------|-------------|--------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PLN | 2 | | 1 | 3 | 1 | 1 | | 1 | | 1 | | | 10 |
| 2022 | 1 | | | 1 | 1 | | | | | 1 | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| 2023 | | | 1 | 2 | | 1 | | 1 | | | | | 5 |
| Expedited Passenger Screening Program | | | 1 | 2 | | | | 1 | | | | | 4 |
| Expedited Passenger Screening Program | - TSA PreCh | neck | 1 | 2 | | | | 1 | | | | | 4 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |

| Catagorica | 46.5 | | A Contact (| | - | | | | | A= · · | 00.1 | 00.0 | |
|--------------------------------------------------------------------------|-----------------|--------------|-------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PNS | 59 | 62 | 59 | 47 | 27 | 41 | 45 | 55 | 53 | 39 | 40 | | 561 |
| 2022 | 14 | 16 | 8 | 9 | 13 | 19 | 15 | 21 | 20 | 23 | 23 | | 197 |
| Civil Rights | | 1 | | | | 1 | | | | 1 | | 1 | 4 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | | 1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transge | ender | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | 1 |
| Customer Service | 2 | 3 | | 1 | 1 | 2 | 3 | 2 | 2 | 3 | 4 | 3 | 26 |
| Customer Service - TSO | 2 | 3 | _ | 1 | 1 | 2 | 3 | 2 | 2 | 3 | 4 | 3 | 26 |
| Expedited Passenger Screening Program | 10 | 9 | 7 | 5 | 10 | 12 | 10 | 16 | 13 | 11 | 17 | 10 | 130 |
| Expedited Passenger Screening Program | | Military | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | _ | | 2 | 1 | 10 | 3 | 10 | 1 | 4.7 | 10 | 8 |
| Expedited Passenger Screening Program | 9 | 9 | 7 | 5 | 8 | 10 | 10 | 13 | 12 | 10 | 17 | 10 | 120 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domes | tic | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 100 | 2 | | 1 | | | | 2 | | | | | 5 |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | 2 | | | | | 3 |
| Mishandling of Passenger Property - Dan | naged/Missii | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | 1 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | | ntal /Mental | Disability | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/ | Ostomates | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | _ | 1 | 1 | | 1 | 1 | | 1 | 2 | | | 7 |
| Property - Special Handling - Damaged I | | | 1 | 1 | | 1 | 1 | | | 1 | | | 5 |
| Property - Special Handling - Missing Iter | ns - Carry-On | | | | | | | | 1 | 1 | | | 2 |
| Screening | | 1 | | 1 | 2 | 1 | | 1 | 4 | 5 | 2 | 2 | 19 |
| Screening - Children | | | | | | | | | 1 | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | 1 | 1 | | 3 |
| Screening - Procedures/Process | | 1 | | 1 | 1 | 1 | | 1 | 3 | 4 | 1 | 2 | 15 |
| 2023 | 15 | 18 | 27 | 20 | 14 | 22 | 30 | 34 | 33 | 16 | 17 | 18 | 264 |
| Civil Rights | | | 2 | 2 | | | | 1 | 1 | | | | 6 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | 2 | 1 | | | | 1 | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | 1 | | | | | | | | | 1 |
| Customer Service | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 7 | 7 | 3 | 4 | 1 | 32 |
| Customer Service - TSO | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 7 | 7 | 3 | 4 | 1 | 32 |
| Expedited Passenger Screening Program | 11 | 16 | 20 | 14 | 10 | 15 | 23 | 21 | 11 | 12 | 7 | 15 | 175 |
| Expedited Passenger Screening Program | i - DoD | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Applic | ation Progra | m | | 1 | 1 | 1 | | | 1 | | 1 | 5 |
| Expedited Passenger Screening Program | 11 | 16 | 19 | 14 | 9 | 14 | 22 | 21 | 11 | 11 | 7 | 14 | 169 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Mishandling of Passenger Property - Dan | 0 0 | , | , , | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dan | 0 0 | , | - 00 | ige | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disa | arrayed Items- | Carry-on or | Checked | | | | | 1 | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | | 1 | 2 | | | | | | | 5 |
| Patdown - Flyer | 1 | | 1 | | 1 | 2 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | 1 | | | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/ | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | | | nd Medical | Supplies | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | Segway | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | 2 | | | | | | 3 |
| Property - Special Handling - Damaged I | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Checked | | 1 | | | | 1 | | | | | | 2 |
| Screening | 1 | 1 | 1 | 1 | 2 | 3 | 2 | 4 | 13 | | 4 | | 33 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | 1 | | | | | 1 | 2 |
| Screening - Gate Pass | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | 5 | | | | 6 |
| Screening - Procedures/Process | 1 | 1 | 1 | 1 | 2 | 3 | | 2 | 8 | | 4 | | 23 |
| Screening - Retrieving Abandoned/Confis | | | | | | | | 1 | | | | | 1 |
| 2024 | 30 | 28 | 24 | 18 | | | | | | | | | 100 |
| Claims | | 2 | | | | | | | | | | | 2 |
| Claims - General | | 2 | | | | | | | | | | | 2 |
| Customer Service | 3 | 1 | 6 | 3 | | | | | | | | | 13 |
| Customer Service - TCC | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 3 | | 6 | 3 | | | | | | | | | 12 |
| Expedited Passenger Screening Program | 20 | 18 | 15 | 10 | | | | | | | | | 63 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 18 | 18 | 15 | 9 | | | | | | | | | 60 |
| Mishandling of Passenger Property | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | 1 " | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | 1 | | | | | | | | | | | 2 |
| B I A I A I A I A I A I A I A I A I A I | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual In | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual In Property - Special Handling | 1 1 | 1 | 1 | | | | | | | | | | 1 2 |
| Persons w/ Disabilities (PWD) - Visual In | 1 1 | 1 1 3 | 1 1 2 | 5 | | | | | | | | | 1 |

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

| | | | Ort Conta | or ocurren (| icc, Data | | • | | | | | | |
|--------------------------------------------|------------|------------|-----------|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PPG | | 1 | 1 | 1 | | | | | 1 | | 1 | | 5 |
| 2022 | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | 1 | | 1 |
| 2023 | | 1 | 1 | | | | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | 1 | | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | s - Checke | d | 1 | | | | | | | | | | 1 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | 1 |

| | | | IOA COIIta | ot Ochiter (| oo, bata | 1001 - 1 017 | | | | | | | |
|------------------------------------------|-------------|--------|------------|--------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PQI | | 1 | 1 | 1 | | 1 | 2 | | 1 | | 1 | 2 | 10 |
| 2022 | | | | 1 | | | 1 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | 1 | | | | | | | | | |
| Locks | | | | | | | 1 | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Damaged It | ems - Carry | -On | | | | | | | | | 1 | | |
| 2023 | | | | | | 1 | 1 | | 1 | | | 2 | |
| Customer Service | | | | | | | | | | | | 1 | |
| Customer Service - TSO | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | | | 1 | 1 | | 1 | | | 1 | |
| Expedited Passenger Screening Program | - TSA Pre(| Check | | | | 1 | 1 | | 1 | | | 1 | 4 |
| 2024 | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Pre(| . 1 | 1 | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------|--------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PRC | 2 | 2 | 2 | | 1 | 2 | . 2 | 2 | | | 3 | | 16 |
| 2022 | | 1 | | | | 1 | 1 | 1 | | | 2 | | 6 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | 1 | 1 | | | | | 4 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 1 | 1 | 1 | | | | | 4 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2023 | 1 | | | | 1 | 1 | 1 | 1 | | | 1 | | 6 |
| Customer Service | 1 | | | | | | | | | | 1 | | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | 1 | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | | 1 | 1 | | | | | 3 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checked | d | | 1 | | | | | | | 1 |
| 2024 | 1 | 1 | 2 | | | | | | | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | | | | | | | | | | 3 |

| | | T | SA Contact | Center (T | CC) Data 1 | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------------|------------|--------------|-----------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct 1 | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PSC | 20 | 19 | 20 | 12 | 7 | 12 | 8 | 11 | 14 | 7 | | 7 | 151 |
| 2022 | 4 | 2 | 3 | 1 | 1 | 1 | 3 | 5 | 4 | 3 | 5 | 5 | 37 |
| Airline | | | | | | | | | | | | 1 | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service - TSO | | 1 | | | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 1 | | 1 | 2 | 3 | 4 | 1 | 3 | 3 | 23 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | | 1 | 2 | 3 | 4 | 1 | 3 | 3 | 21 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCa | rry-on Lugga | ge | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | | | , 00 | 0 | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | • | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | l / Necessary M | edication | and Medical | Supplies | | | | 1 | | | | | 1 |
| Property - Special Handling | | 04.04.10.1 | arra moaroar | ouppoo | | | 1 | | | 2 | | | 3 |
| Property - Special Handling - Missing Iten | l ns - Carry-On | | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling - Missing Item | | | | | | | ' | | | 1 | | | 1 |
| Screening | is - Officered | | 1 | | | | | | | ' | 1 | | 2 |
| Screening - Procedures/Process | | | 1 | | | | | | | | 1 | | 2 |
| Transportation Security Operations Center | | | ' | | 1 | | | | | | ' | | 1 |
| Transportation Security Operations Center | r - Pefer to Air | nort | | | 1 | | | | | | | | 1 |
| 2023 | 12 | 6 | 7 | 7 | 6 | 11 | 5 | 6 | 10 | 4 | 9 | 2 | 85 |
| Customer Service | 1 | | | | | | J | | 10 | - | | 1 | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | 10 | 5 | 5 | 7 | 5 | 9 | 4 | 5 | 10 | 4 | 8 | | 73 |
| Expedited Passenger Screening Program | 10 | 1 | 1 | - / | 3 | 9 | 4 | 5 | 10 | 4 | 0 | ' | 3 |
| Expedited Passenger Screening Program | - | 4 | 4 | 7 | 5 | 9 | 4 | 5 | 10 | 4 | 8 | 1 | 70 |
| Mishandling of Passenger Property | 9 | 4 | 1 | - 1 | 1 | 9 | 4 | 5 | 10 | 4 | 0 | - 1 | 2 |
| Mishandling of Passenger Property - Dam | | Itoma C | 1 | | - 1 | | | | | | | | |
| Mishandling of Passenger Property - Disa | | | | | 1 | | | | | | | | 1 |
| Patdown | irrayeu items | Carry-Orr | JI CHECKEU | | ı | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling Missing Item | Charles | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | 1 | 4 | | | | | 4 | | | | | |
| Screening | 1 | | 1 | | | 2 | | 1 | | | 1 | | 6 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | | | 1 | | 1 | | | 1 | | 5 |
| 2024 | 4 | 11 | 10 | 4 | | | | | | | | | 29 |
| Customer Service | | 3 | | | | | | | | | | | 3 |
| Customer Service - TSO | , | 3 | | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 4 | 7 | 9 | 4 | | | | | | | | | 24 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 4 | 7 | 8 | 3 | | | | | | | | | 22 |
| HAZMAT Endorsement | | | 1 | | | | | | | | | | 1 |
| HAZMAT Endorsement - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missii | 1 | | | | | | | | | | | 1 |

| | | | TSA Con | tact Center | (TCC) Data | Tool - FOIA | ١ | | | | | | |
|--------------------------------------------|--------------|-------------|-----------|-------------|------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-De | c 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PSE | 4 | 1 | | 4 2 | 2 2 | | 5 | 3 | | 2 | 1 | | 24 |
| 2022 | | 1 | | 2 | 1 | | 3 | | | 1 | 1 | | 9 |
| Customer Service | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service - TSO | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | arry-on L | uggage | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ca | ncer | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Chec | ked | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | 1 | | | | | | 1 | | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | 1 | | | 1 | | | | | | | | 2 |
| 2023 | 2 | | | 2 | 1 1 | | 2 | 3 | | 1 | | | 12 |
| Customer Service | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | | | | 2 | 3 | | 1 | | | 6 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | 2 | 2 | | 1 | | | 5 |
| No Jurisdiction | | | | • | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-C |)n | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| 2024 | 2 | | | • | 1 | | | | | | | | 3 |
| Customer Service | | | | • | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|--------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| PSG | 3 | | | | | | 1 | | | 2 | | | 6 |
| 2022 | 3 | | | | | | | | | 1 | | | 4 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Patdown | 3 | | | | | | | | | | | | 3 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| 2023 | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | ggage | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |

| | | | I SA COIILA | ci Center (| rcc) Data | 1001 - FUIA | ١ | | | | | | |
|---------------------------------------|-------------|-------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PSM | | 2 | 3 | | 2 | 1 | 1 | 1 | 3 | 1 | | 1 | 18 |
| 2022 | | 1 | | | 2 | | 1 | | 1 | 1 | | | 6 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | 2 | | 1 | | | 1 | | | 5 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | | 1 | | | 1 | | | 4 |
| 2023 | | | 1 | | | 1 | | 1 | 2 | | | 1 | 6 |
| Expedited Passenger Screening Program | | | | | | | | 1 | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | 1 | 1 | | | | 2 |
| No Jurisdiction | | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to FAA | | | | | | | | | 1 | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | | 1 | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | 1 | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 2 | | | | | | | | | | 3 |

| PSP | Total 552 243 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Machaned maging Technology (AIT) - Flyer | 243 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flyer 1 1 1 1 1 1 1 1 1 | 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Advanced Imaging Technology (AIT) - Fiver Civil Rights - Race Civil Rights - Race Civil Rights - Sew/Gender/Gender Identity- Not Transgender Civil Rights - Sew/Gender/Gender Identity- Not Transgender Civil Rights - Sew/Gender/Gender Identity- Not Transgender Customer Service Customer Service 1 2 3 1 6 5 1 Customer Service - TSO 1 2 3 1 6 5 1 Expedited Passenger Screening Program 9 1 2 10 12 26 22 20 8 9 12 15 Expedited Passenger Screening Program - TSA Appl 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 3 1 1 1 19 19 176 6 5 1 3 1 2 5 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights | 3 3 1 1 1 19 19 176 6 5 1 3 1 2 5 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - Race | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights - SewCander/Gender Identity - Not Transgender | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Customer Service | 19 19 19 176 6 5 11 3 1 2 5 1 1 3 1 2 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Customer Service - TSO 1 2 3 1 6 5 1 Expedited Passenger Screening Program 9 13 20 10 12 26 22 20 8 9 12 15 Expedited Passenger Screening Program 9 12 19 9 12 26 22 20 8 9 12 15 Expedited Passenger Screening Program 9 12 19 9 12 26 22 20 8 9 12 15 Mishanding of Passenger Property 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2 2 | 19 19 176 6 5 170 6 5 1 1 3 1 2 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program | 19 176 6 170 6 5 1 1 3 1 2 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program | 176 6 170 6 5 1 3 1 2 5 1 1 2 5 1 1 1 1 2 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program - TSA Appl | 6 170 6 5 1 3 1 2 5 1 1 3 1 6 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Expedited Passenger Screening Program 9 12 19 9 12 26 21 20 7 9 11 15 | 170 6 5 1 2 5 1 1 3 1 6 6 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Dam 1 2 1 1 Mishandling of Passenger Property - Dam 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 | 6 5 1 3 1 2 5 5 1 1 3 1 6 6 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Dam 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 1 2 No Jurisdiction - No Referral 1 2 No Jurisdiction - Refer to Other 2 2 Patdown - Children 1 1 1 1 1 Patdown - Flyer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 </td <td>5 1 3 1 2 5 5 1 1 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1</td> | 5 1 3 1 2 5 5 1 1 3 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage | 1 3 1 2 5 1 3 1 1 6 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| No Jurisdiction | 1 2 5 1 3 1 6 6 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| No Jurisdiction - No Referral 1 | 1 2 5 1 3 1 6 6 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 |
| No Jurisdiction - Refer to Other | 5 1 3 1 6 1 1 1 2 1 1 1 1 1 3 7 3 3 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Children | 5 1 3 1 6 1 1 1 2 1 1 1 1 1 3 7 3 3 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Children | 1 3 1 6 1 1 1 2 1 1 1 1 1 3 7 3 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Flyer as Observer | 1 6 1 1 1 2 2 1 1 1 1 3 7 3 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Patdown - Flyer as Observer 1 | 1 6 1 1 1 2 2 1 1 1 1 3 7 3 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 1 1 2 1 1 1 1 3 7 3 1 2 2 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - General 1 | 1 1 2 1 1 1 1 1 3 7 3 1 2 2 1 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 |
| Persons w/ Disabilities (PWD) - General 1 | 1 2 1 1 1 1 3 7 3 2 1 2 1 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | 2 1 1 1 13 7 3 1 2 1 1 9 |
| Persons w/ Disabilities (PWD) - Prosthesi | 2 1 1 1 13 7 3 1 2 1 1 9 |
| Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Medication Property - Special Handling 2 3 2 1 4 1 Property - Special Handling - Damaged It 1 2 3 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 2 Property - Special Handling - Missing Items - Checked 2 Request for Assistance Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 2 1 | 1 1 1 13 7 3 1 2 1 1 9 |
| Prohibited & Permitted Items 1 Propeity - Special Handling 2 3 2 1 4 1 Property - Special Handling - Damaged It 1 2 3 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 2 Request for Assistance Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 2 1 | 1 1 13 7 3 1 2 1 1 9 |
| Prohibited & Permitted Items - Medication Property - Special Handling 2 3 2 1 4 1 Property - Special Handling - Damaged It 1 2 3 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Property - Special Handling - Missing Items - Checked 2 2 Request for Assistance 1 2 1 Request for Assistance - Other 1 2 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 2 1 | 13 7 3 1 2 1 1 1 9 |
| Property - Special Handling 2 3 2 1 4 1 Property - Special Handling - Damaged It 1 2 3 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Property - Special Handling - Missing Items - Checked 2 2 Request for Assistance 1 2 1 Request for Assistance - Other 1 2 1 Screening - Inconsistency 2 2 1 1 2 1 | 13 7 3 1 2 1 1 1 9 |
| Property - Special Handling - Damaged It 1 2 3 1 Property - Special Handling - Damaged It 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Property - Special Handling - Missing Items - Checked 2 2 Request for Assistance 1 3 1 Request for Assistance - Other 1 2 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 1 | 7 3 1 2 1 1 9 |
| Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 2 Request for Assistance 1 Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 3 1 2 1 1 9 |
| Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 2 Request for Assistance 1 Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 | 1 2 1 1 9 |
| Property - Special Handling - Missing Items - Checked 2 Request for Assistance 1 Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 | 1 1 9 |
| Request for Assistance 1 Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 | 1 1 9 |
| Request for Assistance - Other 1 Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 | 9 |
| Screening 2 2 1 1 2 1 Screening - Inconsistency 1 1 1 1 | 9 |
| Screening - Inconsistency 1 1 | |
| | 2 |
| | |
| Screening - Lengthy Lines 1 | 1 |
| Screening - Procedures/Process 1 2 1 1 1 1 | 6 |
| 2023 20 17 19 19 40 43 22 17 11 9 12 10 | 239 |
| Airline 1 | 1 |
| Airline - Policy/Regulations/Service 1 | 1 |
| Civil Rights 1 1 | 2 |
| Civil Rights - Race 1 | 1 |
| Civil Rights - Transgender Screening 1 | 1 |
| Customer Service 3 1 3 1 3 2 2 | 15 |
| Customer Service - TSO 3 1 3 1 3 2 2 | 15 |
| Expedited Passenger Screening Program 19 16 13 12 30 38 15 12 9 6 8 5 | 183 |
| Expedited Passenger Screening Program 1 1 1 1 1 1 | 5 |
| Expedited Passenger Screening Program 18 16 13 11 30 37 14 12 9 6 7 5 | 178 |
| Hazardous Materials Safety 1 | 170 |
| Hazardous Materials Safety - General | 1 |
| Looks 1 | 1 |
| Locks - Missing or Damaged Lock 1 | 1 |
| Mishandling of Passenger Property 2 1 1 2 1 | 7 |
| Mishandling of Passenger Property – Damaged/Missing ItemsC 2 1 1 1 | 4 |
| Mishandling of Passenger Property - Damaged/Missing ItemsC 2 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 1 1 | 4 |
| | 1 |
| | |
| Patdown 1 1 1 1 1 Patdown - Flyer 1 1 1 1 1 1 | 4 |
| | 4 |
| Persons w/ Disabilities (PWD) 1 2 1 2 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 |
| Persons w/ Disabilities (PWD) - General 1 | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices 2 | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N 1 | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 | 1 |
| Property - Special Handling 1 3 2 1 2 | 9 |
| Property - Special Handling - Damaged Items - Carry-On 3 2 1 | 6 |
| Property - Special Handling - Missing Items - Carry-On 1 1 | 2 |
| Property - Special Handling - Missing Items - Checked 1 | 1 |
| Screening 1 2 1 1 1 2 1 | 9 |
| Screening - Crew Member or Airline Employee 1 | 1 |
| Screening - Procedures/Process 1 2 1 1 2 1 | 8 |
| 2024 18 18 16 18 | 70 |
| Civil Rights 1 | 1 |
| Civil Rights - Sexual Orientation - Not Transgender 1 | 1 |
| Customer Service 2 2 1 3 | 8 |
| Customer Service - TSO 2 2 1 3 | 8 |
| · | |
| | 53 |
| Expedited Passenger Screening Program 12 16 11 14 | 53 |
| Locks 1 | 1 |
| Locks - Missing or Damaged Lock 1 | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|--------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-C |)n | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Children | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |

| | | | ISA COIIC | ict Center (I | CC) Data | 1001-1014 | | | | | | | |
|--------------------------------------------|--------------|-------------|-----------|---------------|----------|-----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PUB | 2 | 1 | | 1 | | | | 1 | 2 | | 1 | 2 | 1 |
| 2022 | 1 | 1 | | 1 | | | | 1 | 2 | | 1 | 2 | |
| Civil Rights | | | | | | | | | | | 1 | | |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | 1 | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-on | or Checke | 1 | | | | | | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/C | Sarments/D | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | | | | | | | 1 | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2023 | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |

| | | | - O/1 - O - 11 Ca 1 | , , , , , , , | oo, bata | | | | | | | | |
|-----------------------------------------|-------------|--------|---------------------|---------------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PUW | 4 | 2 | 2 | 2 | 1 | 3 | 2 | 2 | 3 | 1 | | 1 | 23 |
| 2022 | | 1 | 1 | 2 | | 2 | 1 | | 2 | | | 1 | 10 |
| 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 | heck | 1 | | | | 1 | | 2 | | | | 4 |
| Screening | | 1 | | 2 | | 1 | | | | | | | 4 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | 1 | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | 1 |
| 2023 | 3 | | 1 | | 1 | 1 | 1 | 2 | 1 | 1 | | | 11 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | 1 | | 2 | 1 | 1 | | | 8 |
| Expedited Passenger Screening Program | 1 | | 1 | | 1 | 1 | | 2 | 1 | 1 | | | 8 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |

| | | | I SA CUIILA | ct center (| CC) Data | 1001 - 1 012 | • | | | | | | |
|-----------------------------------------------|-------------|-------------|-------------|-------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| PVC | 1 | 3 | | 2 | 4 | | 2 | 2 | 1 | | 1 | 1 | 17 |
| 2022 | 1 | 1 | | 1 | 2 | | 2 | 2 | | | 1 | | 10 |
| Civil Rights | 1 | | | | | | 2 | | | | | | 3 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | • |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 1 | 2 | | | 2 | | | 1 | | |
| Expedited Passenger Screening Program | - TSA Appli | ication Pro | gram | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | 1 | | | 2 | | | | | 5 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | s - Opt In | | | | | | | | 1 | | 1 |
| 2023 | | 1 | | | 2 | | | | 1 | | | 1 | |
| Expedited Passenger Screening Program | | 1 | | | 2 | | | | 1 | | | 1 | 5 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 2 | | | | 1 | | | 1 | 5 |
| 2024 | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | | | | | | | 2 |

| | | | | | c) Data Too | | | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|--------------------------------------------------|--------------------------------------------------------|-----------------------------|-------------|---------|--------|--------|--------|--------|--------|--------|------------------------------------------------------------------------------------------------------------------------------------------|
| egories | 10-Oct 1 | 1-Nov 1: | 2-Dec 0 | 1-Jan 0 | 2-Feb 0 | 3-Mar (| 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| VD | 91 | 56 | 71 | 64 | 40 | 45 | 51 | 40 | 49 | 36 | 47 | 42 | 632 |
| 2022 | 17 | 16 | 15 | 15 | 13 | 26 | 22 | 14 | 25 | 23 | 28 | 19 | 233 |
| Airline | | | | | | | | | 1 | | | | 1 |
| Airline - Lost Baggage | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| | | | 4 | | | | 4 | - | | | | | |
| Customer Service | 2 | | 1 | | | | 1 | 1 | | | | 3 | 8 |
| Customer Service - TSO | 2 | | 1 | | | | 1 | 1 | | | | 3 | 8 |
| Duplicate E-mail | | 1 | | | | | | | | | | | 1 |
| Duplicate E-mail - General | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 11 | 10 | 9 | 15 | 11 | 23 | 18 | 12 | 17 | 19 | 22 | 12 | 179 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | 2 | | 1 | | ' | | 2 | | | 2 | 1 | 8 |
| | | | | | | | 40 | | | 40 | | | |
| Expedited Passenger Screening Program | 11 | 8 | 9 | 14 | 11 | 22 | 18 | 10 | 17 | 19 | 20 | 11 | 170 |
| Human Capital | | | | | | | | | | | | 1 | 1 |
| Human Capital - Prospective Employmer | it with TSA | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements | | 1 | 2 | | 1 | 1 | | | | | | | 5 |
| Identification (ID) Requirements - Domes | tic | 1 | 2 | | 1 | 1 | | | | | | | 5 |
| Mishandling of Passenger Property | 1 | | 1 | | | 1 | | | 2 | | 2 | | 7 |
| Mishandling of Passenger Property - Dan | naged/Missing | ItemsChec | ked Bannar | ne er | | | | | 2 | | 2 | | 4 |
| | | itemsonce | 1 | JC | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 1 | | - 1 | | | ı | | | | | | | |
| Patdown | | | | | | | | 1 | 1 | | 1 | 1 | 4 |
| Patdown - Flyer | | | | | | | | 1 | 1 | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | Disability (Not \ | Wheelchair o | or Scooter) | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | 1 | | | 1 | 2 | | 3 | 1 | 1 | | 12 |
| Property - Special Handling - Damaged I | ems - Carry | 1 | | | | 1 | | | 1 | | - 1 | | 2 |
| | | | | | | | | | | | | | |
| Property - Special Handling - Damaged II | | l | | | | | 1 | | 1 | | | | 2 |
| Property - Special Handling - Missing Iter | | | | | | | | | 1 | | 1 | | 2 |
| Property - Special Handling - Missing Iter | 1 | 1 | 1 | | | 1 | 1 | | | 1 | | | 6 |
| Screening | 2 | 2 | 1 | | | | 1 | | 1 | 3 | 2 | 1 | 13 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 2 | 2 | 1 | | | | 1 | | 1 | 2 | 2 | 1 | 12 |
| 2023 | 34 | 19 | 29 | 29 | 27 | 19 | 29 | 26 | 24 | 13 | | 23 | 291 |
| | 34 | 19 | 25 | 25 | 21 | 19 | 23 | 20 | 24 | 13 | | 23 | |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | | | 1 | 1 | 1 | 5 | 2 | 1 | 5 | 20 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | | | | | | | 1 | | | | 1 |
| | 4 | 4 | 4 | | | 4 | 4 | 4 | | 0 | - | | |
| Customer Service - TSO | 1 | 1 | 1 | | | 1 | 1 | 1 | 4 | 2 | | 5 | 18 |
| Expedited Passenger Screening Program | 30 | 16 | 26 | 27 | 26 | 17 | 25 | 21 | 18 | 9 | 13 | 16 | 244 |
| Expedited Passenger Screening Program | - Active Duty I | Иilitary | 1 | | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 1 | 1 | | | | | | | | 7 |
| Expedited Passenger Screening Program | | 15 | 22 | 26 | 25 | 17 | 25 | 20 | 18 | 9 | 13 | 15 | 232 |
| | 21 | 10 | 22 | 20 | 20 | - 17 | 20 | 20 | 1 | | | 10 | 1 |
| Hazardous Materials Safety | | | | | | | | | | | | | |
| Hazardous Materials Safety - General | | | | | | | | | 1 | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 2 | | | | | 1 | 4 |
| Mishandling of Passenger Property - Dan | naged/Missing | temsChec | ked Baggag | ae | | 1 | 2 | | | | | 1 | 4 |
| Patdown | | | | ,- | | | 1 | 1 | | | | 1 | 3 |
| Patdown - Flyer | | | | | | | 1 | 1 | | | | 1 | 3 |
| | 4 | | | | | | 1 | 1 | | | | I | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | I 1 | | | | | | | | | | | | 4 |
| Property - Special Handling | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged I | | | | 1 | | | | 1 | | | | | 2 |
| Request for Assistance | | | | 1 | | | | 1 | | | | | |
| Request for Assistance - Other | | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | 2 2 1 |
| Screening | tems - Checked | | 1 | 1 | | | | 1 | | 2 | A | | 2 2 1 1 |
| Screening Crow Mambar or Airling Emp | ems - Checked 1 1 | 2 | 1 | | | | | | | 2 | 4 | | 2 2 1 1 1 |
| Screening - Crew Member or Airline Emp | ems - Checked 1 1 | 2 | 1 | 1 | | | | 1 | | 2 | 4 | | 2 2 1 1 1 12 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency | ems - Checked 1 1 | 2 | 1 | 1 | | | | 2 | | | | | 2 2 1 1 1 12 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines | ems - Checked 1 1 | 2 | 1 | 1 | | | | 1 | | 2 | 2 | | 2 2 1 1 12 1 1 4 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency | ems - Checked 1 1 | 2 | 1 | 1 | | | | 2 | | | 2 | | 2 2 1 1 1 12 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | ems - Checked 1 1 1 | 2 | 1 | 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 12 1 1 4 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | lems - Checked 1 1 loyee | 2 1 1 | 1 | 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 12 1 1 4 5 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | ems - Checked 1 1 1 | 2 1 1 21 | | 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 12 1 1 4 5 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights | ems - Checked 1 1 loyee ccated Items 40 | 2 1 1 | 1 | 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 12 1 1 4 5 1 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity | loyee located Items 40 | 2 1 1 21 1 | 1 27 | 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 12 1 1 4 5 1 1 108 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service | loyee cated Items 40 | 2 1 1 2 21 1 1 3 | 1 27 | 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity | loyee located Items 40 | 2 1 1 21 1 | 1 27 | 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 12 1 1 4 5 1 1 108 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service | loyee cated Items 40 | 2 1 1 2 21 1 1 3 | 1 27 | 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program | cated Items 40 Not Transs 6 6 6 26 | 2 1 1 21 1 1 3 3 | 1 27 8 8 8 12 | 1 1 20 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 7 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | cated Items 40 7- Not Trans 6 6 6 26 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 | 1 1 20 18 18 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 108 1 1 17 17 70 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 | 2 1 1 21 1 1 3 3 | 1 27 8 8 12 2 10 | 1 1 20 18 1 17 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 17 70 4 66 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 1 1 1 1 1 1 1 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 | 1 1 20 18 18 1 17 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 70 4 66 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 1 1 1 1 1 1 1 1 1 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 | 1 1 20 18 18 1 17 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 70 4 66 4 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 1 1 1 1 1 1 1 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 | 1 1 20 18 18 1 17 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 70 4 66 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 1 1 1 1 1 1 1 1 1 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 | 1 1 20 18 18 1 17 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 70 4 66 4 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer | Checked 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 2 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 70 4 66 4 4 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | Checked 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 2 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 70 4 66 4 4 4 3 3 3 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medicall | Checked 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 2 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 70 4 66 4 4 3 3 3 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicalli Property - Special Handling | Checked 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 1 1 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 70 4 66 4 4 3 3 3 1 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicalli Property - Special Handling | 1 | 2 1 1 21 1 1 3 3 3 14 | 1 27 8 8 8 12 2 10 2 2 1 1 1 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 7 7 7 7 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Property - Special Handling Property - Special Handling - Missing Iter Screening | Checked 1 | 2 1 1 21 1 1 1 3 3 14 | 1 27 8 8 8 12 2 10 2 1 1 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 2 1 1 4 5 1 1 108 1 1 17 7 70 4 66 4 4 3 3 3 1 1 |
| Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicalli Property - Special Handling | 1 | 2 1 1 21 1 1 3 3 3 14 | 1 27 8 8 8 12 2 10 2 2 1 1 1 1 | 1 1 20 18 18 1 17 1 1 1 1 1 | | | | 2 | | 1 | 2 | | 2 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 7 7 7 7 |

| Categori | ine. | 10-Oct 1 | | SA Contact C | | • | | 04-Apr (|)5-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------|--------------|---------------|---------|-----------|--------------------|----------|--------------------|------------------------------------|---------------------------------------|------------------------------------------|----------------------------------------------------------------------------|
| Categori | Screening - Procedures/Process | 4 | 3 | 12-Dec 0 | ri-Jaii U | Z-reb 0 |)-IVIAI U | и-жрі (| Jo-Iviay | 00-Juli | 07-Jul | 00-Aug | 03-3ер | 10tai 8 |
| PVU | ocieening - i rocedures/i rocess | 3 | 5 | 9 | 4 | 3 | 4 | 5 | 5 | 2 | 1 | | 3 | 44 |
| 20: | 22 | 1 | | | 1 | | 2 | 1 | • | _ | 1 | | 1 | 7 |
| | Customer Service | 1 | | | • | | | • | | | | | · | |
| | Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | | | | 1 | | 1 | 1 | | | 1 | | 1 | 5 |
| | Expedited Passenger Screening Program | - TSA PreChe | ck | | 1 | | 1 | 1 | | | 1 | | 1 | 5 |
| | Screening | | | | | | 1 | | | | | | | 1 |
| | Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 20: | | 1 | 3 | 2 | 2 | 3 | 2 | 4 | 5 | 2 | | | 2 | 26 |
| | Customer Service | | | | 1 | | | | | | | | | 1 |
| | Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | 1 | 3 | 2 | 1 | 3 | 1 | 4 | 2 | 2 | | | 2 | 21 |
| | Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | 1 | 3 | 1 | 1 | 3 | 1 | 4 | 2 | 2 | | | 2 | 20 |
| | Patdown Children | | | | | | | | 2 | | | | | 2 |
| | Patdown - Children Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| | Property - Special Handling | | | | | | 1 | | - 1 | | | | | |
| | Property - Special Handling - Missing Item | l ns - Checked | | | | | 1 | | | | | | | |
| | Screening | is - Checked | | | | | | | 1 | | | | | |
| | Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 20: | | 1 | 2 | 7 | 1 | | | | | | | | | 11 |
| | Customer Service | - | | 1 | • | | | | | | | | | 2 |
| | Customer Service - TSO | | 1 | 1 | | | | | | | | | | 2 |
| | Expedited Passenger Screening Program | 1 | | 3 | 1 | | | | | | | | | 5 |
| | Expedited Passenger Screening Program | - TSA Applicat | ion Prog | 1 | | | | | | | | | | 1 |
| | Expedited Passenger Screening Program | | | 2 | 1 | | | | | | | | | 4 |
| | Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| | Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | 1 |
| | Patdown | | | 3 | | | | | | | | | | 3 |
| | Patdown - Flyer | | | 3 | | | | | | | | | | 3 |
| PWM | | 59 | 46 | 24 | 30 | 16 | 23 | 28 | 34 | 22 | 38 | 30 | | 393 |
| 20: | | 8 | 10 | 3 | 5 | 6 | 15 | 11 | 20 | 14 | 9 | 13 | 19 | 133 |
| | Additional Information Required/Insufficient Inf | | 1 | | | | | | | | | | | 1 |
| | Additional Information Required/Insufficier | nt Informatic | 1 | | | | | | | | | | | 1 |
| | Customer Service | | 1 | | | | 2 | | 1 | 1 | 2 | 2 | | 9 |
| | Customer Service - TSO | | 1 | | 4 | | 2 | 0 | 1 | 1 | 2 | 2 | | 9 |
| | Expedited Passenger Screening Program | 6 DeD | 8 | 2 | 4 | 6 | 13 | 9 | 17 | 11 | 4 | 9 | 16 | 105 |
| | Expedited Passenger Screening Program Expedited Passenger Screening Program | | 1 | | 1 | 1 | | | | | | 1 | | 1 |
| | Expedited Passenger Screening Program | | 7 | 2 | 3 | 5 | 12 | 9 | 17 | 11 | 4 | 8 | | 100 |
| | Locks | 1 | | | 3 | - 3 | 12 | 9 | 17 | | | 0 | 10 | 100 |
| | Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| | Mishandling of Passenger Property | | | 1 | 1 | | | 1 | 1 | 1 | 1 | | | 6 |
| | Mishandling of Passenger Property - Dam | ı ıaged/Missing I | temsC | 1 | • | | | • | 1 | | | | | 2 |
| | Mishandling of Passenger Property - Dam | | | ecked Bac | 1 | | | | | 1 | 1 | | | 3 |
| | Mishandling of Passenger Property - Disa | | | | | | | 1 | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees an | d Casts | | | | | 1 | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Se | gway | | | | | | 1 | | | | | 1 |
| | Property - Special Handling | | | | | | | | | | 2 | | 1 | 3 |
| | Property - Special Handling - Missing Item | | | | | | | | | | 1 | | | 1 |
| | Property - Special Handling - Missing Item | | | | | | | | | | 1 | | 1 | 2 |
| | Screening | 1 | | | | | | | | | | | | 6 |
| | Screening - Children | | | | | | | | | 1 | | 2 | 2 | |
| | Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 20 | | 1 | | | | | | | | 1 | | 1 | 2 | 1 5 |
| | 23 | 1 26 | 21 | 7 | 12 | 10 | 8 | 17 | 14 | | 29 | 1 | 2 24 | 1 5 193 |
| | 23 Civil Rights | | 21 | 7 | 12 | 10 | 8 | 17 | 14 | 1 | 1 | 1 | 2 24 1 | 1 5 193 2 |
| | 23 Civil Rights Civil Rights - Race | | 21 | 7 | 12 | 10 | 8 | | 14 | 1 | 1 | 1 | 2 2 24 1 | 1 5 193 2 2 |
| | Civil Rights Civil Rights - Race Customer Service | | 21 | 7 | 12 | 10 | 8 | 1 | 14 | 1 | 1 1 3 | 1 | 2 24 1 1 1 | 1 5 193 2 2 5 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO | 26 | | | | | | 1 | | 1 8 | 1 1 3 3 | 1 1 17 | 2 24 1 1 1 1 1 1 | 1 5 193 2 2 2 5 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program | 26 | 21 | 7 | 12 | 10 | 8 | 1 | 14 | 1 8 | 1 1 3 | 1 | 2 24 1 1 1 1 1 1 1 2 2 0 | 1 5 193 2 2 5 5 5 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 26 23 1 | 16 | 6 | 11 | 10 | 8 | 1 1 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 1 17 | 2 24 1 1 1 1 1 1 20 1 1 | 1 5 193 2 2 5 5 165 3 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 26 | | | 11 | | | 1 | | 1 8 | 1 1 3 3 | 1 1 17 | 2 24 1 1 1 1 1 1 20 1 1 | 1 5 193 2 2 5 5 165 3 162 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks | 26 23 1 | 16 | 6 | 11 11 1 | 10 | 8 | 1 1 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 1 17 | 2 24 1 1 1 1 1 1 20 1 1 | 1 5 193 2 2 5 5 165 3 162 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock | 23 1 22 | 16 | 6 | 11 | 10 | 8 | 1 1 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 165 3 162 1 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | 23 1 22 | 16 | 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 4 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 23 1 22 | 16 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 1 4 3 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | 23 1 22 | 16 16 Carry-on | 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 4 4 3 1 1 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown | 23 1 22 1 1 1 1 rrayed Items(| 16 16 Carry-on 2 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 165 3 162 1 1 4 3 3 1 3 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer | 23 1 22 1 1 1 1 1rrayed Items—C | 16 16 Carry-on | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 2 5 5 165 3 162 1 1 4 3 3 1 1 3 3 3 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 23 1 22 1 1 1 1 1rrayed Items(| 16 16 Carry-on 2 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 165 3 162 1 1 4 3 3 1 3 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer | 23 1 22 1 1 1 rrayed Items(| 16 16 Carry-on 2 2 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 2 5 5 165 3 162 1 1 4 3 3 1 3 3 3 3 3 3 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General | 23 1 22 1 1 1 rrayed Items(| 16 16 Carry-on 2 2 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 165 3 162 1 1 1 3 3 3 3 3 1 1 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | 23 1 22 1 1 1 rrayed Items-(1 1 | 16 16 Carry-on 2 2 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 1 4 3 3 3 3 3 3 1 1 2 2 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling | 23 1 22 1 1 1 rrayed Items-(1 1 | 16 16 Carry-on 2 2 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 | 1 17 17 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 5 165 3 162 1 1 3 3 3 3 3 1 1 2 1 1 2 1 1 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling | 23 1 22 1 1 1 rrayed Items-(1 1 | 16 16 Carry-on 2 2 1 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 | 1 17 13 13 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 3 3 3 3 1 1 2 1 1 1 1 1 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling Screening | 23 1 22 1 1 1 rrayed Items-(1 1 | 16 16 Carry-on 2 2 1 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 1 3 3 3 3 1 1 2 1 1 9 |
| | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency | 23 1 22 1 1 1 rrayed Items-(1 1 | 16 16 Carry-on 2 2 1 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 21 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process | 23 1 22 1 1 1 rrayed Items(1 1 1 1 1 1 s - Checked | 16 16 Carry-on 2 2 1 1 | 6 6 1 1 | 11 11 1 1 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 21 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 4 3 3 3 3 1 1 2 2 1 1 1 9 9 2 1 1 1 5 5 |
| 20: | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process | 23 1 22 1 1 1 1 1 1 1 1 1 1 25 | 16 16 Carry-on 2 2 1 1 | 6 6 | 11 11 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 21 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 4 3 3 3 3 3 1 1 2 1 1 1 9 2 2 1 1 1 5 5 67 |
| 20: | Civil Rights Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process 24 Customer Service | 23 1 22 1 1 1 1 1 1 1 1 1 1 1 25 25 | 16 16 Carry-on 2 2 1 1 | 6 6 1 1 | 11 11 1 1 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 21 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 3 162 1 1 3 3 3 3 1 1 2 1 1 1 9 9 2 1 1 1 5 5 67 2 |
| 20 | Civil Rights Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process | 23 1 22 1 1 1 1 1 1 1 1 1 1 25 | 16 16 Carry-on 2 2 1 1 | 6 6 1 1 | 11 11 1 1 1 | 10 | 8 | 1 1 15 15 | 14 | 1 8 8 | 1 1 3 3 21 21 21 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 5 193 2 2 5 5 5 165 3 162 1 1 4 3 3 3 3 3 1 1 2 1 1 1 9 2 2 1 1 1 5 5 67 |

| | | | SA Contac | a Center (| icc) Dala | 1001 - FUIA | ١. | | | | | | |
|--------------------------------------------|--------------|-----------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | 19 | 13 | 13 | 12 | | | | | | | | | 57 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | iaged/Missir | ng ItemsC | arry-on Lug | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |

| | | TS | SA Contact (| Center (T | CC) Data T | ool - FOIA | | | | | | | |
|--------------------------------------------|------------------------|---------|-----------------------------------------|-----------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | -Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RAP | 23 | 11 | 12 | 14 | 9 | 11 | 7 | 16 | 12 | 12 | 21 | 15 | 163 |
| 2022 | 5 | 2 | 3 | 2 | 1 | 2 | 4 | 7 | 7 | 5 | 5 | 5 | 48 |
| Customer Service | | | | | | | | | | 2 | 1 | | 3 |
| Customer Service - TSO | | | | | | | | | | 2 | 1 | | 3 |
| Expedited Passenger Screening Program | 4 | | 1 | 2 | | 1 | 4 | 6 | 6 | 2 | 3 | 5 | 34 |
| Expedited Passenger Screening Program | 4 | | 1 | 2 | | 1 | 4 | 6 | 6 | 2 | 3 | 5 | 34 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees and | Casts | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | ls/Aerosols | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | 2 | | 1 | | | 1 | | 1 | 1 | | 7 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | | 1 | | | 1 | | 1 | 1 | | 6 |
| 2023 | 6 | 7 | 3 | 5 | 8 | 9 | 3 | 9 | 5 | 7 | 16 | 10 | 88 |
| Civil Rights | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Race | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | 2 | | | | | | 1 | 4 | 7 |
| Customer Service - TSO | | | | | 2 | | | | | | 1 | 4 | 7 |
| Expedited Passenger Screening Program | 4 | 5 | 2 | 4 | 6 | 9 | 3 | 8 | 3 | 5 | 8 | 4 | 61 |
| Expedited Passenger Screening Program | - DoD | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | on Prog | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 4 | 5 | 1 | 4 | 6 | 9 | 2 | 8 | 3 | 5 | 8 | 4 | 59 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | ı laged/Missing It | emsCa | rry-on Lugga | ge | | | | | | | 1 | | 1 |
| Patdown | | | , 00 | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | ı air/ Scooter/ Sed | gway | | | | | | 1 | | | | | 1 |
| Property - Special Handling | , | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry-On | | 1 | | | | | | | | | | 1 |
| Screening | 2 | 2 | | 1 | | | | | 1 | 1 | 5 | 1 | 13 |
| Screening - Children | | | | | | | | | 1 | | | | 1 |
| Screening - Inconsistency | 1 | 1 | | | | | | | | | 1 | 1 | 4 |
| Screening - Procedures/Process | 1 | 1 | | 1 | | | | | | 1 | 4 | | 8 |
| 2024 | 12 | 2 | 6 | 7 | | | | | | | | | 27 |
| Customer Service | 4 | | 2 | 1 | | | | | | | | | 7 |
| Customer Service - TSO | 4 | | 2 | 1 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | 8 | 2 | 3 | 4 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 6 | 2 | 3 | 3 | | | | | | | | | 14 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | . 3, 02.10 Em | , | - - - - - - - - - - | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ı ıs - Checked | | | 1 | | | | | | | | | 1 |
| Screening | 00000 | | 1 | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | 1 | 1 | | | | | | | | | 2 |

| | | 1 | TSA Contac | ct Center (1 | TCC) Data | Tool - FOIA | | | | | | | |
|-----------------------------------------|-------------|-------------|------------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RDD | 9 | 2 | 4 | 4 | | 1 | 1 | 3 | 1 | 1 | 5 | | 31 |
| 2022 | 1 | 1 | 2 | 1 | | 1 | 1 | | 1 | | 1 | | 9 |
| Customer Service | 1 | | | | | | | | 1 | | | | 2 |
| Customer Service - TSO | 1 | | | | | | | | 1 | | | | 2 |
| Expedited Passenger Screening Program | | | | | | 1 | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | | | | | | - |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | s - Opt In | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Patdown - General | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | 1 | | 2 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2023 | 7 | 1 | 1 | 2 | | | | 3 | | 1 | 4 | | 19 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 5 | | 1 | 2 | | | | 3 | | 1 | 3 | | 15 |
| Expedited Passenger Screening Program | - Active Du | ty Military | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 5 | | 1 | 2 | | | | 3 | | 1 | 2 | | 14 |
| Screening | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| 2024 | 1 | | 1 | 1 | | | | | | | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |

| RDM 21 18 17 23 10 12 11 15 10 6 18 18 18 1 2022 2 1 18 17 23 10 12 11 15 10 6 18 18 18 1 1 2022 2 1 18 17 23 10 12 11 15 10 6 18 18 18 1 1 2022 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | ct Center (1 | | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------|-------------|----------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 2022 3 2 6 2 4 4 7 9 4 2 12 5 | ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Civil Rights - Racial Profiling or Discrimination | RDM | 21 | 18 | 17 | 23 | 10 | 12 | 11 | 15 | 10 | 5 | 18 | 18 | 178 |
| Expedited Passenger Screening Program | 2022 | 3 | 2 | 6 | 2 | 4 | 4 | 7 | 9 | 4 | 2 | 12 | 5 | 60 |
| Expedited Passenger Screening Program | Civil Rights | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | Civil Rights - Racial Profiling or Discrimina | ation | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | Expedited Passenger Screening Program | 2 | 1 | 5 | 2 | 4 | 4 | 6 | 9 | 3 | 2 | 10 | 4 | 52 |
| Expedited Passenger Screening Program - TSA/DHS Employees - Opt In Patdown Patdown - Flyer Property - Special Handling 1 | Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | | | | | | | 1 | | | 1 |
| Patdown | Expedited Passenger Screening Program | 2 | 1 | 5 | 2 | 4 | 4 | 6 | 9 | 3 | 1 | 10 | 3 | 50 |
| Patdown - Flyer | Expedited Passenger Screening Program | - TSA/DHS | Employees | - Opt In | | | | | | | | | 1 | 1 |
| Property - Special Handling | Patdown | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged It Screening 1 | Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Screening - Inconsistency | Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency 1 | Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | Screening | | | 1 | | | | 1 | | 1 | | 2 | | 5 |
| 2023 6 9 6 9 6 9 6 8 4 6 6 3 6 13 | Screening - Inconsistency | | | | | | | | | 1 | | 1 | | 2 |
| Customer Service | Screening - Procedures/Process | | | 1 | | | | 1 | | | | 1 | | 3 |
| Customer Service - TSO | 2023 | 6 | 9 | 6 | 9 | 6 | 8 | 4 | 6 | 6 | 3 | 6 | 13 | 82 |
| Expedited Passenger Screening Program | Customer Service | | | | | | | 1 | | 1 | | | | 2 |
| Expedited Passenger Screening Program | Customer Service - TSO | | | | | | | 1 | | 1 | | | | 2 |
| Mishandling of Passenger Property | Expedited Passenger Screening Program | 4 | 7 | 4 | 8 | 6 | 6 | 3 | 5 | 4 | 3 | 6 | 11 | 67 |
| Mishandling of Passenger Property - Dam 1 Patdown 1 Patdown - Flyer 1 Screening 1 2 2 1 1 1 Screening - Crew Member or Airline Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Expedited Passenger Screening Program | 4 | 7 | 4 | 8 | 6 | 6 | 3 | 5 | 4 | 3 | 6 | 11 | 67 |
| Patdown - Flyer | Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Patdown - Flyer | Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Screening | Patdown | | | | | | | | | | | | 1 | |
| Screening - Crew Member or Airline Employee | Patdown - Flyer | | | | | | | | | | | | 1 | |
| Screening - Inconsistency | Screening | 1 | 2 | 2 | 1 | | 2 | | 1 | 1 | | | 1 | 11 |
| Screening - Military | Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | |
| Screening - Procedures/Process 1 1 1 1 1 1 1 2024 12 7 5 12 Customer Service 1 1 2 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 <td>Screening - Inconsistency</td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> | Screening - Inconsistency | 1 | 1 | | | | 1 | | | | | | | |
| 2024 12 7 5 12 Customer Service 1 | Screening - Military | | | 1 | | | | | | | | | | |
| Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 11 6 5 11 Expedited Passenger Screening Program 11 6 5 11 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Screening 1 | Screening - Procedures/Process | | 1 | 1 | 1 | | | | 1 | 1 | | | 1 | (|
| Customer Service - TSO 1 Expedited Passenger Screening Program 11 6 5 11 Expedited Passenger Screening Program 11 6 5 11 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Screening 1 1 | 2024 | 12 | 7 | 5 | 12 | | | | | | | | | 36 |
| Expedited Passenger Screening Program 11 6 5 11 Expedited Passenger Screening Program 11 6 5 11 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Screening 1 1 | Customer Service | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program 11 6 5 11 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Screening 1 | Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Screening 1 | Expedited Passenger Screening Program | 11 | 6 | 5 | 11 | | | | | | | | | 33 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Screening 1 | Expedited Passenger Screening Program | 11 | 6 | 5 | 11 | | | | | | | | | 33 |
| Screening 1 | Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines 1 | Screening | 1 | | | | | | | | | | | | 1 |
| | Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| Catagorias | 40.0 : | | SA Contact | | | | 04.5 | | | ^- · · | 00.1 | 00.0 | - |
|----------------------------------------------------------------------|-----------------|-------------|---------------|----------|--------|--------|--------|--------|--------|---------------|--------|--------|---------------|
| Categories | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RDU | 292 | 257 | 265 | 211 | 150 | 220 | 222 | 226 | 211 | 229 | 191 | | 2,709 |
| 2022 | 42 | 67 | 61 | 52 | 53 | 102 | 108 | 118 | 111 | 104 | 107 | | 1,047 |
| Airline | 1 | 1 | | | | | | | 1 | | 2 | | 5 |
| Airline - Lost Baggage Airline - Policy/Regulations/Service | | 4 | | | | | | | 4 | | 1 | | 1 |
| Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | 1 | 1 | | | | | | | 1 | | 1 | | 3 |
| Civil Rights | 1 | 5 | 1 | 1 | | | | 1 | 2 | | 1 | | 1 11 |
| Civil Rights - Age | 1 | 5 | ı | - ' | | | | 1 | 1 | | | | 2 |
| Civil Rights - Race | | | | 1 | | | | ı | 1 | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | ation | 1 | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | | 4 | ı | | | | | | | | | | 4 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| Customer Service | 3 | 6 | 2 | 4 | | 9 | | 7 | 7 | 10 | 6 | 5 | 59 |
| Customer Service - Others | _ | | | | | 1 | | | 4 | | | | 5 |
| Customer Service - TSO | 3 | 6 | 2 | 4 | | 8 | | 7 | 3 | 10 | 6 | 5 | 54 |
| Expedited Passenger Screening Program | 28 | 48 | 50 | 36 | 47 | 83 | 101 | 101 | 87 | 79 | 81 | 107 | 848 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | - DoD | | | 1 | | 1 | | 2 | | | 1 | | 5 |
| Expedited Passenger Screening Program | 1 | 4 | 2 | 4 | 3 | 4 | 9 | 5 | 2 | 6 | 6 | 2 | 48 |
| Expedited Passenger Screening Program | 27 | 44 | 48 | 31 | 44 | 78 | 92 | 94 | 85 | 73 | 73 | 105 | 794 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | 1 | | | | | | | | | | | | 1 |
| Locks | | | | 1 | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | | 1 | | | | | | | 2 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | 1 | 1 | 3 | 2 | 1 | 4 | 2 | 16 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | 3 | 2 | | 2 | 1 | 10 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCh | ecked Bagg | age | | 1 | 1 | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property - Disa | rrayed Items- | Carry-on | or Checked | | | | | | | | 1 | 1 | 2 |
| No Jurisdiction | - | | | | | | | | 1 | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | 1 |
| Patdown | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 2 | 2 | | 16 |
| Patdown - Flyer | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 2 | 2 | | 16 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | 1 | | 2 | 4 | 2 | | 1 | 12 |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing In | mpairment | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devic | es | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | /ledication | and Medical | Supplies | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not | Wheelcha | ir or Scooter | r) | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | 1 | | | | | | | | | 1 | 2 |
| Property - Special Handling | 4 | 1 | 3 | 2 | 4 | 5 | 2 | 1 | 2 | 6 | 6 | 2 | 38 |
| Property - Special Handling - Damaged Ite | 4 | | 1 | 1 | 2 | 5 | 1 | | 1 | 3 | 5 | 1 | 24 |
| Property - Special Handling - Damaged Ite | ems - Checke | ed | | | | | 1 | | 1 | 2 | 1 | 1 | 6 |
| Property - Special Handling - Missing Item | ns - Carry-On | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | 1 | 2 | 1 | 2 | | | 1 | | | | | 7 |
| Screening | 1 | 3 | 3 | 6 | 1 | 1 | 1 | 1 | 4 | 4 | 6 | 5 | 36 |
| Screening - Inconsistency | | | 2 | 1 | | 1 | | | | | 1 | 1 | 6 |
| Screening - Lengthy Lines | | | | 1 | | | | 1 | 1 | | | 1 | 4 |
| Screening - Military | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 1 | 3 | 1 | 4 | 1 | | | | 3 | 4 | 5 | 2 | 24 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | | | | | | | 1 | 1 |
| 2023 | 132 | 114 | 129 | 88 | 97 | 118 | 114 | 108 | 100 | 125 | 84 | 113 | 1,322 |
| Additional Information Required/Insufficient Inf | ormation | | | | | 1 | | | | | | 4 | 5 |
| Additional Information Required/Insufficier | nt Information | - EMAIL C | NLY | | | 1 | | | | | | 4 | 5 |
| Airline | | | 1 | 1 | | | | 1 | | | | | 3 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | 1 | | | | | 2 |
| Airline - Wheelchair Assistance | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 2 | | | 2 | 1 | 1 | | 1 | 1 | 1 | 3 | 1 | 13 |
| Civil Rights - Constitutional Rights | | | | 2 | | | | | | | | | 2 |
| Civil Rights - Race | 1 | | | | 1 | | | | | 1 | 2 | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transge | ender | | | | 1 | | 1 | 1 | | 1 | 1 | 5 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Claims | | | | | | | | | | | | 1 | 1 |
| Claims - Status | | | | | | | | | | | | 1 | 1 |
| Customer Service | 6 | 7 | 15 | 4 | 2 | 4 | 5 | 8 | 5 | 14 | 6 | 10 | 86 |
| Customer Service - TSO | 6 | 7 | 15 | 4 | 2 | 4 | 5 | 8 | 5 | 14 | 6 | | 86 |
| Expedited Passenger Screening Program | 110 | 95 | 102 | 75 | 78 | 94 | 95 | 90 | 87 | 90 | 62 | | 1,059 |
| Expedited Passenger Screening Program | | | 1 | | 1 | | | 1 | - | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | 2 | 1 | | | 1 | 1 | | | 2 | 9 |
| Expedited Passenger Screening Program | 2 | 6 | 1 | 2 | 5 | 3 | 2 | 1 | 4 | 2 | 3 | | 32 |
| Expedited Passenger Screening Program | 106 | 88 | 100 | 71 | 71 | 91 | 93 | 87 | 82 | 88 | 59 | | 1,014 |
| Expedited Passenger Screening Program | 1 | | | | | · · · | | · · · | | | 30 | | 1,014 |
| Locks | | 1 | | | 1 | | | | | 1 | | | 3 |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | | | | | 1 | | | 3 |
| Mishandling of Passenger Property | 4 | 4 | 2 | 1 | 5 | 4 | 4 | 2 | 1 | 3 | 3 | 2 | 35 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 2 | 1 | 3 | 3 | 4 | 2 | 1 | 3 | 2 | | 24 |
| Mishandling of Passenger Property - Dam | | 1 | | | 2 | 1 | 7 | | 1 | 3 | 1 | | 10 |
| Mishandling of Passenger Property - Disa | | 1 | | | | | | | | 3 | ı | | 10 |
| No Jurisdiction | ayou nom | | 1 | | | 2 | 1 | | | | 1 | 1 | 6 |
| No Jurisdiction - No Referral | | | 1 | | | 1 | ı | | | | ı | ı | 1 |
| No Jurisdiction - No Referral | | | | | | 1 | 1 | | | | 1 | 1 | 3 |
| 140 GUITSUIGUOTI - INGIGI TO ODE | | | | | | | 1 | | | | 1 | I | 3 |

| gories | 10-Oct | 11-Nov | TSA Contact | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------|-----------------|-----------|-------------|-------------|---------|--------|--------|--------|--------|--------|--------|--------|-------|
| No Jurisdiction - Refer to Other | 10 001 | 111101 | 1 | o i ouii | 02 1 00 | 1 | | oo may | oo oun | or our | oo Aug | оо оор | Total |
| Notice of Violation/Civil Penalties | | | - ' | | | | | | 1 | | | | |
| Notice of Violation/Civil Penalties - Gener | | | | | | | | | 1 | | | | |
| Patdown | 3 | | 1 | 1 | 1 | 3 | 3 | | 1 | 1 | 2 | 5 | |
| Patdown - Children | 3 | | - 1 | ı | 1 | 3 | 1 | | - 1 | ı | | 5 | |
| | | | 4 | | | | | | 4 | | | | |
| Patdown - Flyer | 3 | | 1 | 1 | 1 | | | | 1 | 1 | 2 | 5 | |
| Patdown - General | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 2 | | | 8 | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | Sarments/Dre | essings/M | asks | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 2 | | | |
| Persons w/ Disabilities (PWD) - Internal M | ledical Devic | es | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | | n and Medic | al Supplies | | | 1 | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | | | 1 | | | | | | | |
| Property - Special Handling | 2 | 4 | 4 | 3 | 3 | | 2 | 3 | 1 | 1 | 3 | 1 | |
| Property - Special Handling - Damaged Ite | 1 | 2 | 2 1 | 2 | 2 | | 2 | 1 | 1 | | 3 | 1 | |
| Property - Special Handling - Damaged Ite | | ed | 1 | 1 | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | | | 2 | | 1 | | | | | 1 | | | |
| Property - Special Handling - Missing Item | | 2 | | | | | | 1 | | | | | |
| Screening | 5 | 3 | | 1 | 6 | 8 | 2 | | 3 | 6 | 3 | 6 | |
| Screening - Crew Member or Airline Empl | | | 1 | | | | | | | 1 | | | |
| Screening - Inconsistency | -,00 | | ' | | 1 | 1 | 1 | | | ' | | 1 | |
| Screening - Lengthy Lines | 2 | | 1 | | 1 | | | | | | | 1 | |
| Screening - Cengury Lines Screening - Opposite Gender | 1 | | - ' | | ' | | | 1 | | | | | |
| 0 11 | 2 | 3 | 3 1 | 1 | 4 | 5 | 1 | 2 | | 5 | 3 | 4 | |
| Screening - Procedures/Process | | 3 |) [| I | 4 | 1 | | | 3 | 5 | 3 | 4 | |
| Screening - Retrieving Abandoned/Confis | cated items | | | | | ı | | | | | | | |
| TWIC | | | | | | | | | | | | 1 | |
| TWIC - General | | | | | | | | | | | | 1 | |
| 2024 | 118 | 76 | | | | | | | | | | | : |
| Civil Rights | | 1 | 1 | 2 | | | | | | | | | |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | | 1 | | 1 | | | | | | | | | |
| Customer Service | 7 | 4 | 11 | 8 | | | | | | | | | |
| Customer Service - Others | | | 2 | | | | | | | | | | |
| Customer Service - TCC | | | | 1 | | | | | | | | | |
| Customer Service - TSO | 7 | 4 | 9 | 7 | | | | | | | | | |
| Expedited Passenger Screening Program | 100 | 59 | 59 | 51 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | | 3 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 95 | 58 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 30 | . 30 | 30 | | | | | | | | | |
| Mishandling of Passenger Property | 2 | 2 | 2 2 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | | | | |
| 0 0 1 7 | | 1 | 1 | 1 | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 2 | 4 | | 1 | | | | | | | | | |
| Patdown - Flyer | 2 | 4 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cognitive | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | 1 | | | | | | | | | |
| Property - Special Handling | 1 | 1 | | 4 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | 1 | | 3 | | | | | | | | | |
| Property - Special Handling - Missing Item | | | | 1 | | | | | | | | | |
| Screening | 5 | 4 | . 2 | | | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | 1 | | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | 1 | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | 2 | 2 1 | | | | | | | | | | |

| | | | | ct Center (1 | | | | | | | | | |
|--------------------------------------------|------------------|-------------|--------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RFD | 2 | 7 | 10 | 11 | 6 | 2 | 6 | 6 | 3 | 3 | 1 | | 57 |
| 2022 | 2 | 2 | 1 | 2 | 2 | 1 | 4 | 2 | 3 | 1 | | | 20 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 2 | 3 | | | | 16 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 2 | 3 | | | | 16 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | i aged/Missir | g ItemsC | hecked Bag | gage | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | t Wheelch | air or Scoot | er) | 1 | | | | | | | | 1 |
| 2023 | ì | 2 | 2 | 3 | 4 | 1 | 2 | 4 | | 2 | 1 | | 21 |
| Expedited Passenger Screening Program | | 1 | 1 | 3 | 4 | 1 | 2 | 4 | | 2 | 1 | | 19 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | 3 | 4 | | 2 | 4 | | 2 | 1 | | 18 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missii | 1 | | | | | | | | | | | 1 |
| Screening | _ | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| 2024 | | 3 | 7 | 6 | | | | | | | | | 16 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 7 | 5 | | | | | | | | | 13 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 7 | 4 | | | | | | | | | 12 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | i aged/Missir | g ItemsC | hecked Bag | 1 | | | | | | | | | 1 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | 1 |

| | | | . Or Conta | ct Octitet (| oo, bata | | • | | | | | | |
|------------------------------------------|--------------|-----------|-------------|--------------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RHI | | | | 3 | 1 | | | | | 1 | 1 | 1 | |
| 2022 | | | | 2 | | | | | | | | | : |
| Customer Service | | | | 1 | | | | | | | | | |
| Customer Service - TSO | | | | 1 | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It | tems - Checl | ked | | 1 | | | | | | | | | |
| 2023 | | | | | 1 | | | | | 1 | 1 | 1 | |
| Expedited Passenger Screening Program | | | | | 1 | | | | | 1 | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | | 1 | 1 | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | arry-on Lug | ggage | | | | | | | | 1 | |
| 2024 | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | | | | | | | | | |

| Categories | 10-Oct | | | | | 001 - FOIA | 04. Δ | OF-Mari | ne. lum | 07 11 | 08-Aug | 00 800 | Total |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------|----------------------------------|--------------|----------------------------------------|-------------------------|-------------------------|-------------------------------------------------|--------------------------------------------|------------------------------|----------------|------------------------------------------------------------|
| RIC | 10-Oct 113 | 11-Nov 12 124 | 2-Dec 0 111 | 1-Jan 88 | 02-Feb 56 | 03-Mar 80 | 04-Apr 101 | 05-May 114 | 06-Jun 78 | 07-Jul 74 | 08-Aug 87 | 09-Sep 86 | Total 1,112 |
| 2022 | 25 | 42 | 35 | 25 | 23 | 37 | 52 | 65 | 46 | 35 | 41 | 43 | 469 |
| Airline | 20 | 72 | | | 20 | 01 | | | 70 | | 1 | 1 | 2 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | 1 | 2 |
| Civil Rights | 1 | | 2 | 1 | | | | | 1 | | 1 | 1 | 7 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | 1 | | 1 | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Claims | 1 | | | | | | | | | | | | |
| Claims - General | 1 | | 4 | 4 | - | - | 40 | | 0 | 0 | | 0 | 1 |
| Customer Service - Others | 5 | 4 | 4 | 4 | 5 1 | 5 | 12 | 9 | 6 | 6 | 5 | 2 | 67 |
| Customer Service - Others Customer Service - TSO | 5 | 4 | 4 | 4 | 4 | 5 | 12 | 9 | 6 | 6 | 5 | 2 | 66 |
| Expedited Passenger Screening Program | 12 | 28 | 18 | 15 | 14 | 27 | 35 | 45 | 34 | 23 | 27 | 34 | 312 |
| Expedited Passenger Screening Program | | | 10 | 10 | | 1 | 00 | -10 | 01 | 20 | 21 | 01 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | | 3 | 1 | 1 | 1 | 1 | 1 | | | 13 |
| Expedited Passenger Screening Program | 10 | 26 | 17 | 15 | 11 | 24 | 34 | 44 | 33 | 21 | 27 | 34 | 296 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - C | pt In | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety | | | | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety - General | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domesti | С | | | 4 | 1 | | 4 | | 4 | 4 | | | 1 |
| Mishandling of Passenger Property Mishandling of Passenger Property - Dame | | 2 | | 1 | | | 1 | 1 | 1 | 1 | | | 8 |
| 0 0 1 7 | 0 | | kod Boggo | | | | 1 | 1 | 1 | 1 | | | 6 |
| Mishandling of Passenger Property - Dama Patdown | aged/iviissing 1 | 1 | ked Bagga 1 | ac. | | 1 | 1 | 3 | | 1 | 3 | 1 | 13 |
| Patdown - Children | I | I | 1 | | | 1 | 1 | 3 | | 1 | 3 | 1 | 13 |
| Patdown - Flyer | 1 | 1 | 1 | | | 1 | 1 | 3 | | I | 3 | 1 | 12 |
| Persons w/ Disabilities (PWD) | | | 2 | 1 | | | 1 | 1 | 1 | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/Dres | ssings/Ma | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | isability (Not | Wheelch | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | ry and Inhale | r Equipment | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | | | | | | 1 | | | | | 1 |
| Prohibited & Permitted Items | 1 | 1 | 1 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Beauty & G | | IS | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge Prohibited & Permitted Items - Medication/ | | 4 | | | | | | | | | | | 1 |
| Property - Special Handling | Prescriptio | 1 | 2 | 1 | 1 | 2 | 1 | | 2 | | 1 | | 12 |
| Property - Special Handling - Damaged Ite | ems - Carry-O |)n | | 1 | 1 | 1 | - 1 | | 1 | | - 1 | | 3 |
| Property - Special Handling - Damaged Ite | | ,11 | 1 | | ! | 1 | | | 1 | | | | 5 |
| Property - Special Handling - Missing Item | | | 1 | 1 | | | 1 | | | | 1 | | 4 |
| Screening | 2 | 6 | 5 | 2 | 2 | 2 | 1 | 5 | 1 | 4 | 3 | 2 | 35 |
| Screening - Inconsistency | | 1 | 3 | | | | | | | | | 1 | 5 |
| Screening - Lengthy Lines | 1 | | 2 | | 1 | | | 1 | 1 | 1 | | 1 | 8 |
| | 4 | 5 | | 1 | 1 | 1 | 1 | 4 | | 3 | 3 | | 20 |
| Screening - Procedures/Process | 1 | 3 | | | | | | | | | | | |
| Screening - Procedures/Process Screening - Rail | ı | 3 | | 1 | | | | | | | | | 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc | cated Items | | | | | 1 | | | | | | | 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 | cated Items | 49 | 34 | 37 | 33 | 1 43 | 49 | 49 | 32 | 39 | 46 | 43 | 501 |
| Screening - Rail Screening - Retrieving Abandoned/Confiso 2023 Additional Information Required/Insufficient Info | cated Items 47 ormation | 49 | | | 33 | 1 43 | 49 | 49 | 1 | 39 | 46 | 43 | 501 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confiso 2023 Additional Information Required/Insufficient Information Required/Insufficien | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | | 39 | 46 | 43 | 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confiso 2023 Additional Information Required/Insufficient Information Required/Insufficien Additional Information Required/Insufficien | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 1 | 39 | 46 | 43 | 1 501 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 1 | | 46 | 43 | 1 501 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 1 | 1 1 | 46 | 43 | 1 501 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confiso 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 1 | 1 | 46 | 43 | 1 501 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 1 | 1 | 46 | 43 | 1 501 1 1 1 1 1 1 1 1 3 |
| Screening - Rail Screening - Retrieving Abandoned/Confiso 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 1 1 | 1 1 1 | 46 | 43 | 1 501 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confiso 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race | cated Items 47 ormation | 49 | | 37 | 33 | 1 43 | 49 | 49 | 2 1 | 1 1 1 | 46 | | 1 501 1 1 1 1 1 1 1 1 3 2 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC | cated Items 47 ormation It Information | 49 - EMAIL ONI | _Y | 1 1 | 33 | | | | 2 1 1 | 1 1 1 1 | | | 1 501 1 1 1 1 1 1 1 3 2 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights - Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO | cated Items 47 ormation at Information | 49 - EMAIL ONI 5 5 | 5 5 | 1 1 1 3 | | 4 | 2 | 4 | 2 1 1 3 3 | 1 1 1 1 3 3 3 | 7 | 6 | 1 501 1 1 1 1 1 1 1 3 2 1 1 46 1 1 45 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 3 34 | 49 - EMAIL ONL 5 5 36 | _Y 5 | 1 1 1 | 33 | 4 | 2 | 4 4 37 | 2 1 1 3 | 1 1 1 1 1 3 | 7 | 6 | 1 501 1 1 1 1 1 1 1 1 1 3 2 2 1 1 46 1 1 45 377 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 34 - Active Duty | 49 - EMAIL ONL 5 5 36 | 5 5 | 1 1 1 3 | | 4 | 2 | 4 | 2 1 1 3 3 | 1 1 1 1 3 3 3 | 7 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD | 49 - EMAIL ONL 5 5 36 | 5 5 | 1 1 1 3 | | 4 4 31 | 2 2 41 | 4 4 37 1 | 1 1 1 2 1 1 3 3 3 21 | 1 1 1 1 3 3 3 | 7 | 6 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Fransgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation It Information 3 3 34 - Active Duty - DoD 2 | 49 - EMAIL ONL 5 - 5 - 36 - Military | 5 5 26 | 1 1 1 4 1 3 28 | 30 | 4 4 31 | 2 2 41 | 4 4 37 1 | 1 1 1 2 2 1 1 3 3 21 | 1 1 1 1 1 3 3 3 27 | 7 7 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights - Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 | 49 - EMAIL ONL 5 5 36 | 5 5 | 1 1 1 3 | | 4 4 31 3 28 | 2 2 41 | 4 4 37 1 | 1 1 1 2 2 1 1 3 3 21 | 1 1 1 1 3 3 3 | 7 | 6 6 32 | 1 501 1 1 1 1 1 1 3 2 2 1 1 46 1 45 3777 1 1 9 366 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 | 49 - EMAIL ONL 5 - 5 - 36 - Military | 5 5 26 | 1 1 1 4 1 3 28 | 30 | 4 4 31 3 28 1 | 2 2 41 | 4 4 37 1 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 3 27 | 7 7 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 | 49 - EMAIL ONL 5 - 5 - 36 - Military - 36 | 5 5 26 | 37 1 1 1 3 28 | 30 | 4 4 31 3 28 | 2 2 41 2 39 | 4 4 37 1 | 1 1 1 2 2 1 1 3 3 21 | 1 1 1 1 1 3 3 3 27 | 7 7 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 | 49 - EMAIL ONL 5 - 5 - 36 - Military - 36 - 2 | 5 5 26 | 37 1 1 1 3 28 | 30 | 4 4 31 3 28 1 | 2 2 41 | 4 4 37 1 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 3 27 | 7 7 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | ated Items 47 ormation at Information 3 3 3 4 - Active Duty - DoD 2 32 1 1 1 aged/Missing | 49 - EMAIL ONL 5 - 5 - 36 - Military - 36 - 2 | 5 5 26 | 37 1 1 1 3 28 | 30 | 4 4 31 3 28 1 | 2 2 41 2 39 | 4 4 37 1 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 3 27 | 7 7 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 | 49 - EMAIL ONL 5 - 5 - 36 - Military - 36 - 2 - ItemsCarry | 5 5 26 | 37 1 1 1 1 3 28 28 | 30 | 4 4 31 3 28 1 | 2 2 41 2 39 | 4 4 37 1 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 3 27 | 7 7 34 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 1 3 28 28 | 30 | 4 4 31 3 28 1 1 | 2 2 41 2 39 | 4 4 37 1 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 27 | 7 7 34 34 | 6 6 32 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other | ated Items 47 47 47 47 47 47 47 47 47 47 | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 3 28 28 | 30 | 4 4 31 3 28 1 1 | 2 2 41 2 39 | 4 37 1 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 27 27 27 | 7 7 34 34 | 6 6 32 1 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown | ated Items 47 Aromation at Information 3 3 3 4- Active Duty - DoD 2 32 1 1 aged/Missing 1 rrayed Item | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 4 1 3 28 28 1 1 1 | 30 | 4 4 31 3 28 1 1 1 | 2 2 41 2 39 | 4 37 1 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 3 3 27 27 27 | 7 7 34 34 | 6 6 32 1 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer | acted Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 rrayed Item | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 3 28 28 | 30 | 4 4 31 3 28 1 1 | 2 2 41 2 39 | 4 37 1 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 1 3 3 27 27 27 | 7 7 34 34 | 6 6 32 1 31 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disat No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 rrayed Item 3 3 2 | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 4 1 3 28 28 1 1 1 | 30 | 4 4 31 3 28 1 1 1 | 2 2 41 2 39 | 4 37 1 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 3 3 27 27 27 | 7 7 34 34 1 1 | 6 6 32 1 31 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 rrayed Item 3 3 2 mpairment | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 4 1 3 28 28 1 1 1 | 30 | 4 4 31 3 28 1 1 1 | 2 2 41 2 39 | 4 37 1 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 3 3 27 27 27 | 7 7 34 34 1 1 | 6 6 32 1 31 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Pro | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 rrayed Item 3 3 2 mpairment 1 | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 4 1 3 28 28 1 1 1 | 30 | 4 4 31 3 28 1 1 1 | 2 2 41 2 39 | 4 37 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 3 3 27 27 27 | 7 7 34 34 1 1 | 6 6 32 1 31 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically | ated Items 47 47 47 47 47 47 47 47 47 47 | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 4 1 3 28 28 1 1 1 | 30 | 4 4 31 3 28 1 1 1 | 2 2 41 2 39 | 4 37 1 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 3 3 27 27 27 | 7 7 34 34 1 1 | 6 6 32 1 31 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Rail Screening - Retrieving Abandoned/Confisc 2023 Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Lost Baggage Animals Animals - Carry-On Civil Rights Civil Rights - Race Civil Rights - Race Civil Rights - Transgender Screening Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | ated Items 47 ormation at Information 3 3 34 - Active Duty - DoD 2 32 1 1 1 aged/Missing 1 rrayed Item 3 3 2 mpairment 1 | 49 - EMAIL ONL 5 - 5 - 36 Military - 36 - 2 - 2 - 2 - 36 - 36 - 36 - 36 - 36 - 36 - 36 - 36 | 5 5 26 | 37 1 1 1 4 1 3 28 28 1 1 1 | 30 | 4 4 31 3 28 1 1 1 | 2 2 41 2 39 | 4 37 1 35 | 1 1 1 2 1 1 3 3 21 | 1 1 1 1 3 3 27 27 27 | 7 7 34 34 1 1 | 6 6 32 1 31 31 | 1 501 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|--------------------------------------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| Property - Special Handling - Damaged Ite | ems - Check | æd | 1 | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Carry-O | n | | 2 | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | 1 | | | | | | | | | | | |
| Request for Assistance | | | | | | | | | | | | 1 | |
| Request for Assistance - Other | | | | | | | | | | | | 1 | |
| Screening | 2 | 5 | 2 | | 1 | 4 | 4 | 5 | 3 | 2 | 2 | 1 | |
| Screening - Inconsistency | 1 | 1 | | | | | | 1 | | | | 1 | |
| Screening - Lengthy Lines | | | | | | 1 | | | 2 | | | | |
| Screening - Procedures/Process | 1 | 4 | 2 | | | 3 | 4 | 4 | 1 | 1 | 2 | | |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | 1 | | | | | 1 | | | |
| 2024 | 41 | 33 | 42 | 26 | | | | | | | | | |
| Airline | | 1 | 1 | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | 1 | 1 | | | | | | | | | |
| Civil Rights | 1 | | 2 | | | | | | | | | | |
| Civil Rights - Race | 1 | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | |
| Customer Service | 5 | 5 | 7 | 2 | | | | | | | | | |
| Customer Service - Others | | | 2 | | | | | | | | | | |
| Customer Service - TSO | 5 | 5 | 5 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 33 | 19 | 24 | 21 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 31 | 18 | 22 | 21 | | | | | | | | | |
| Locks | | 1 | 1 | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | 3 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | 3 | | | | | | | | | | |
| Patdown | | 2 | | 2 | | | | | | | | | |
| Patdown - Flyer | | 2 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | 1 | | | | | | | | | | |
| Screening | 1 | 3 | 2 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | 3 | 2 | | | | | | | | | | |

| | | | | | , | | - | | | | | | |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RIW | | | 1 | 2 | | | | 3 | | | | | 6 |
| 2022 | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | 1 | | | | | 1 |
| 2023 | | | 1 | 1 | | | | 2 | | | | | 4 |
| Expedited Passenger Screening Program | | | | | | | | 2 | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | 2 | | | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RKD | | | 1 | 1 | | 1 | 1 | | | | | 1 | 5 |
| 2022 | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - | TSA PreC | heck | | | | | 1 | | | | | | 1 |
| 2023 | | | 1 | | | 1 | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | | | | | | 1 | 3 |
| Expedited Passenger Screening Program - | TSA PreC | heck | 1 | | | 1 | | | | | | 1 | 3 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - | TSA PreC | heck | | 1 | | | | | | | | | 1 |

| | | | ISA Contac | , center (| TCC) Data | 1001 - FOIA | | | | | | | |
|-------------------------------------------------|--------------|-------------|------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RKS | 4 | 2 | 3 | | | 1 | | | 3 | | | | 13 |
| 2022 | 4 | 1 | 2 | | | | | | 1 | | | | 8 |
| Additional Information Required/Insufficient In | 1 1 | | | | | | | | | | | | 1 |
| Additional Information Required/Insufficie | 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dan | naged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dan | naged/Missir | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | 1 | | | | | | | | | | 2 |
| 2023 | | 1 | 1 | | | 1 | | | 2 | | | | 5 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | 1 | | | | 3 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | | 1 | | | | 2 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |

| Categories | 10-Oct 1 | | A Contact C | | | | 04 Ans | OF Mov | OG Ium | 07 1 | 08-Aug | 09-Sep | Total |
|-----------------------------------------------------------------------------------------|---------------------|--------------|-----------------------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------|--------|--------------|
| RNO | 94 | 86 | 81 | 1-Jan 66 | 02-Feb 37 | 03-Mar 65 | 04-Apr 68 | 05-May 52 | 06-Jun 59 | 07-Jul 60 | 70 70 | | Total 813 |
| 2022 | 30 | 27 | 26 | 20 | 13 | 25 | 43 | 25 | 31 | 22 | | | 338 |
| Civil Rights | 3 | | 2 | 20 | 1 | 20 | 2 | 4 | | 1 | | | 13 |
| Civil Rights - Hair Patdowns | 1 | | | | ' | | | | | - ' | | | 13 |
| Civil Rights - Profiling | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | 1 | | 1 | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | | | | | 1 | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | der | 2 | | | | | 1 | | | | | 3 |
| Civil Rights - Transgender Screening | 1 | | | | | | 1 | 1 | | | | | 3 |
| Claims Claims - General | | | | | | | 1 | | | | | | 1 |
| Customer Service | 5 | 7 | 3 | 3 | 2 | 2 | 1 5 | 3 | 4 | | 1 | 1 | 36 |
| Customer Service - CSM | 1 | - 1 | 3 | 3 | | | 3 | 3 | 4 | | ı | 1 | 1 |
| Customer Service - TSO | 4 | 7 | 3 | 3 | 2 | 2 | 5 | 3 | 4 | | 1 | 1 | 35 |
| Expedited Passenger Screening Program | 8 | 18 | 12 | 15 | 9 | 21 | 30 | 9 | 19 | 14 | 31 | 29 | 215 |
| Expedited Passenger Screening Program | - DoD | 2 | | | | | 2 | | | | | | 4 |
| Expedited Passenger Screening Program | | 2 | 2 | 2 | 2 | | 2 | | 3 | | | 2 | 17 |
| Expedited Passenger Screening Program | 6 | 14 | 10 | 13 | 7 | 21 | 26 | 9 | 16 | 14 | 31 | 27 | 194 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | 1 | | | | 1 |
| Human Capital Human Capital - Prospective Employment | t with TSA | | | | | | | | 1 | | | | |
| Identification (ID) Requirements | l Willi 13A | | 1 | | | | | | ı | | | | |
| Identification (ID) Requirements - Domest | ic | | 1 | | | | | | | | | | <u>.</u> |
| 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 | | 3 | 9 |
| Mishandling of Passenger Property - Dam | | | , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | 1 | | 2 | | 2 | 6 |
| Mishandling of Passenger Property - Disa No Jurisdiction | irrayed itemst I | Jarry-on or | Спескеа | | | | | | 1 | | | 1 | 2 |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | 1 | 2 |
| Patdown | 3 | | | | 1 | | 3 | 1 | 1 | 1 | 1 | | 11 |
| Patdown - Flyer | 2 | | | | 1 | | 3 | 1 | 1 | 1 | 1 | | 10 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | 1 | | 2 | | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp | | edication ai | nd Medical S | supplies | | | | 1 | | | | 1 | <u>1</u> |
| Persons w/ Disabilities (PWD) - Metal Imp | | d Caete | | | | | | 1 | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Respirato | | | 1 | | | | | ' | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | , | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ar | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 3 | 1 | | | 1 | 3 | 2 | | 1 | 1 | 13 |
| Property - Special Handling - Damaged Ite | | | 1 | 1 | | | 1 | 1 | 2 | | 1 | | 5 |
| Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | | | 1 | - 1 | | | | 1 1 | | | - 1 | 1 | 3 |
| Property - Special Handling - Missing Item | | | 1 | | | | | ' | | | | | 1 |
| Screening | 7 | 2 | 1 | | | 1 | | 2 | 3 | 3 | 3 | 2 | 24 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | | | 1 | 1 |
| Screening - Inconsistency | 2 | 1 | | | | 1 | | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | | | 1 | | 1 | 1 | | 3 |
| Screening - Procedures/Process | 5 | 1 | 1 | | | | | 1 | 3 | 2 | 2 | | 16 |
| 2023 | 37 | 31 | 28 | 31 | 24 | 40 | 25 | 27 | 28 | 38 | 32 | | 378 |
| Civil Rights Civil Rights - Race | 1 | | | 1 | | | | | 1 | | | 3 1 | 6 |
| Civil Rights - Screening of Religious Cultu | ral and Cerem | onial Items | | | | | | | 1 | | | 1 | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | | | | | | | 1 | <u>-</u> |
| Civil Rights - Sexual Orientation - Not Tra | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | _ | | | | | | | | | | | 1 | 1 |
| Customer Service | 6 | 4 | 3 | 1 | 1 | 2 | 3 | 1 | 1 | 2 | 4 | 1 | 29 |
| Customer Service - TSO | 6 | 4 | 3 | 1 | 1 | 2 | 3 | 1 | 1 | 2 | | | 29 |
| Expedited Passenger Screening Program | 26 | 18 | 22 | 24 | 16 | 28 | 15 | 18 | 16 | 21 | 21 | | 249 |
| Expedited Passenger Screening Program | | 1 | 00 | 0.4 | 40 | 2 | 1 | 1 | 40 | 2 | | 2 | 11 |
| Expedited Passenger Screening Program | | 17 | 22 | 24 | 16 | 26 | 14 | 17 | 16 | 19 | 21 | 22 | 237 |
| Expedited Passenger Screening Program Locks | ' | | | 1 | 1 | | | 1 | | 2 | | | 5 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | 1 | | 2 | | | 5 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 2 | | 4 | 1 | 1 | | 2 | 1 | 1 | 14 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | 2 | | 1 | | | | | 5 |
| Mishandling of Passenger Property - Dam | | | 01 | 1 | | 2 | 1 | | | 1 | 1 | 1 | 8 |
| Mishandling of Passenger Property - Disa | | carry-on or | Checked | | | | | | | 1 | _ | | 1 |
| Patdown Flyer | 1 | | | | 2 | | 1 | 3 | 4 | 2 | | | 16 |
| Patdown - Flyer Persons w/ Disabilities (PWD) | 1 | 3 | | 1 | 1 | | 1 | 2 | 4 1 | 2 | 2 | 1 4 | 16 14 |
| Persons w/ Disabilities (PWD) - Diabetes | | 3 | | 1 | 1 | | | | 1 | | 1 | 4 | 14 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | Devices - At | 1 | | | | | | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | | | | | 1 | 3 | 5 |
| | | | | | | | | | | | | | |

| Name | | | | | | | Tool - FOIA | | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------|-------------|--------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Persons w Disabilities (PWD) - Wheelchair/ Scooters 2 | tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling 1 | Persons w/ Disabilities (PWD) - Respirato | ory and Inha | ler Equipme | nt | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Items - Checked | Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 2 | | | 1 | | | | | | | | |
| Screening - Inconsistency | Property - Special Handling | | | | | | | | 1 | | | | 1 | |
| Screening - Inconsistency | Property - Special Handling - Damaged It | ems - Check | red | | | | | | 1 | | | | 1 | |
| Screening - International Screening | Screening | 1 | 5 | 3 | 1 | 2 | 6 | 5 | | 5 | 9 | 3 | 2 | |
| Screening - Lengthy Lines | Screening - Inconsistency | | 1 | | | 1 | 1 | | | 1 | 1 | 1 | | |
| Screening - Procedures/Process 4 3 1 1 3 4 2 7 2 2 | Screening - International Screening | | | | | | 1 | | | | | | | |
| 2024 27 | Screening - Lengthy Lines | 1 | | | | | 1 | 1 | | 2 | 1 | | | |
| Civil Rights | Screening - Procedures/Process | | 4 | 3 | 1 | 1 | 3 | 4 | | 2 | 7 | 2 | 2 | |
| Customer Service | 2024 | 27 | 28 | 27 | 15 | | | | | | | | | |
| Customer Service 2 1 4 Customer Service - Others 1 1 Customer Service - TSO 1 1 4 Expedited Passenger Screening Program 19 19 20 10 Expedited Passenger Screening Program 1 2 2 Expedited Passenger Screening Program 18 19 20 8 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Dam 2 1 1 Mishandling of Passenger Property - Damaged/Missis 1 1 1 Patdown 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1< | Civil Rights | | 1 | | | | | | | | | | | |
| Customer Service - Others 1 Customer Service - TSO 1 1 Expedited Passenger Screening Program 19 19 20 Expedited Passenger Screening Program 1 2 Expedited Passenger Screening Program 18 19 20 8 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Damaged/Missil 1 1 1 Patdown 1 1 1 1 Patdown - Flyer 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 1 Property - Special Handling 1 1 1 1 Property - Special Handling - Damaged Items - Carry 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Item 1 2 2 Screening - Children 1 2 2 Screening - Lengthy Lines 1 1 1 </td <td>Civil Rights - Race</td> <td></td> <td>1</td> <td></td> | Civil Rights - Race | | 1 | | | | | | | | | | | |
| Customer Service - TSO 1 1 4 Expedited Passenger Screening Program 19 19 20 10 Expedited Passenger Screening Program 1 2 2 Expedited Passenger Screening Program 18 19 20 8 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Damaged/Missi 1 1 1 Patdown 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 1 Property - Special Handling - Damaged Items - Carry 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Screening - Children 1 2 2 Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 1 1 1 | Customer Service | 2 | 1 | 4 | | | | | | | | | | |
| Expedited Passenger Screening Program | Customer Service - Others | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program 1 | Customer Service - TSO | 1 | 1 | 4 | | | | | | | | | | |
| Expedited Passenger Screening Program 18 19 20 8 | Expedited Passenger Screening Program | 19 | 19 | 20 | 10 | | | | | | | | | |
| Mishandling of Passenger Property 2 2 Mishandling of Passenger Property - Dam 2 1 Mishandling of Passenger Property - Damaged/Missin 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 1 Property - Special Handling - Damaged Items - Carry 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Item 1 2 2 Screening - Children 3 4 2 2 Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 1 1 1 | Expedited Passenger Screening Program | 1 | | | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam 2 1 Mishandling of Passenger Property - Damaged/Missis 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 1 Property - Special Handling - Damaged Items - Carry 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Item 1 2 2 Screening - Children 3 4 2 2 Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 1 1 1 | Expedited Passenger Screening Program | 18 | 19 | 20 | 8 | | | | | | | | | |
| Mishandling of Passenger Property - Damaged/Missis 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 1 Property - Special Handling - Damaged Items - Carry 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Item 1 2 2 Screening 3 4 2 2 Screening - Children 1 1 1 Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 1 1 1 | Mishandling of Passenger Property | 2 | 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 1 Property - Special Handling - Damaged Items - Carry 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Item 1 2 Screening - Children 3 4 2 2 Screening - Inconsistency 1 5 1 1 Screening - Lengthy Lines 1 1 1 1 1 | Mishandling of Passenger Property - Dam | 2 | 1 | | | | | | | | | | | |
| Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Carry 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Item 1 Screening - Children 3 4 2 2 Screening - Inconsistency 1 5 5 5 5 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 <td< td=""><td>Mishandling of Passenger Property - Dam</td><td>naged/Missir</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<> | Mishandling of Passenger Property - Dam | naged/Missir | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Carry 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Item 1 Screening 3 4 2 2 Screening - Children 1 5 3 4 2 2 Screening - Inconsistency 1 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 | Patdown | | | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Carry 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Item 1 Screening 3 4 2 Screening - Children 1 Screening - Inconsistency 1 Screening - Lengthy Lines 1 1 | Patdown - Flyer | | | 1 | 1 | | | | | | | | | |
| Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Carry 1 | Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Items - Carry 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Item 1 Screening 3 4 2 Screening - Children 1 1 Screening - Inconsistency 1 1 Screening - Lengthy Lines 1 1 | Persons w/ Disabilities (PWD) - Touch Av | ersion (pain | /trauma) | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Item 1 Screening 3 4 2 2 Screening - Children 1 5 5 5 5 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 </td <td>Property - Special Handling</td> <td>1</td> <td>1</td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> | Property - Special Handling | 1 | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item 1 Screening 3 4 2 2 Screening - Children 1 1 Screening - Inconsistency 1 5 Screening - Lengthy Lines 1 1 | Property - Special Handling - Damaged It | ems - Carry | 1 | | | | | | | | | | | |
| Screening 3 4 2 2 Screening - Children 1 1 Screening - Inconsistency 1 1 Screening - Lengthy Lines 1 1 | Property - Special Handling - Damaged It | ems - Check | ked | | 1 | | | | | | | | | |
| Screening - Children 1 Screening - Inconsistency 1 Screening - Lengthy Lines 1 1 | Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |
| Screening - Inconsistency 1 Screening - Lengthy Lines 1 1 | Screening | 3 | 4 | 2 | 2 | | | | | | | | | |
| Screening - Inconsistency 1 Screening - Lengthy Lines 1 1 | Screening - Children | | | 1 | | | | | | | | | | |
| Screening - Lengthy Lines 1 1 | | | | 1 | | | | | | | | | | |
| | | 1 | | | 1 | | | | | | | | | |
| | | 2 | 4 | | 1 | | | | | | | | | |

| | | | | | CC) Data | | | | | | | | |
|------------------------------------------------------------------------------|--------------------|------------------|--------------|----------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ROA | 12 | 16 | 10 | 16 | 7 | 13 | 21 | 19 | 12 | 10 | | 8 | 158 |
| 2022 | 5 | 2 | 3 | 6 | 1 | 8 | 11 | 4 | 9 | 6 | 10 | 4 | 69 |
| Customer Service | | | 1 | | | 2 | 2 | | 1 | 1 | | | 7 |
| Customer Service - TSO | | | 1 | | | 2 | 2 | | 1 | 1 | | | 7 |
| Expedited Passenger Screening Program | 3 | 2 | 2 | 6 | | 5 | 9 | 4 | 6 | 3 | 9 | 1 | 50 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Applica | ation Progra | m | 1 | | | 1 | | 1 | | | | 3 |
| Expedited Passenger Screening Program | 3 | 2 | 2 | 5 | | 5 | 7 | 4 | 5 | 3 | 9 | 1 | 46 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | | | | 1 | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | | | | | | | | 1 | | 1 | | 3 |
| Patdown - Children | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | 1 | | | | | | | | 1 | | | | 2 |
| Screening | | | | | 1 | 1 | | | 1 | 1 | | 2 | 6 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | 1 | | 2 | 5 |
| 2023 | 2 | 8 | 4 | 3 | 6 | 5 | 10 | 15 | 3 | 4 | 4 | 4 | 68 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | nder | | | | | | | 1 | | | | 1 |
| Customer Service | 1 | | | | | | | 1 | | | 1 | | 2 |
| Customer Service - TSO | | | | | | | | 1 | | | 1 | | 2 |
| Expedited Passenger Screening Program | 2 | 8 | 3 | 3 | 5 | 4 | 10 | 12 | 2 | 3 | 2 | 3 | 57 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | | ation Progra | m | | | | 1 | | | 1 | | | 2 |
| Expedited Passenger Screening Program | 2 | 8 | 3 | 3 | 4 | 4 | 9 | 12 | 2 | 2 | 2 | 3 | 54 |
| Locks | _ | | | | 1 | | | | | _ | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | l naged/Missing | ItemsCarr | | age | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | 1 | -90 | | | | | | | | | 1 |
| Patdown | 1 | 1101110 | | | | | | | | 1 | | 1 | 2 |
| Patdown - Flyer | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | ' | | ' | 1 |
| Persons w/ Disabilities (PWD) - Medically | l Necessary M | ledication ar | nd Medical | Supplies | | | | 1 | | | | | 1 |
| Screening | | iodiodilon di | ia modioai | Опринос | | | | ' | | | 1 | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| 2024 | 5 | 6 | 3 | 7 | | | | | | | - 1 | | 21 |
| Customer Service | 3 | 1 | , | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 4 | 5 | 2 | 5 | | | | | | | | | 16 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 4 | 5 | 2 | 5 | | | | | | | | | 16 |
| Persons w/ Disabilities (PWD) | 4 | J | | 1 | | | | | | | | | 1 |
| | /Dovolopmen | tal /Mantal ! | Dicability | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | Developmer 1 | ıtai /iviental t | Disability 1 | - 1 | | | | | | | | | |
| Screening Inconsistency | | | | | | | | | | | | | 2 |
| Screening - Inconsistency | 4 | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| tegories | 10-Oct | | A Contact 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------------------------|---------------|-------------|---------------------|---------|--------------|-------------|--------------|----------------|--------|--------|--------------|--------------|-------|
| ROC | 10-Oct | 36 | 38 | 43 | 02-reb 24 | 03-IVIAI 35 | 04-Apr 38 | 05-iviay 28 | 20 | 26 | 00-Aug 24 | 09-Sep 31 | 10tai |
| 2022 | 9 | 36 6 | 38 6 | 43 8 | 9 | | 20 | 11 | 14 | | 7 | 17 | |
| | 1 | 0 | 0 | 0 | 9 | 21 | 20 | - 11 | 14 | 18 | , | 17 | 14 |
| Civil Rights Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | | | | | |
| ů | Ŭ | | | | | | | | | 1 | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | 2 | 1 | 2 | | | | 1 | | | 2 | | 1 | |
| Customer Service - Others | _ | | | | | | | | | 1 | | | |
| Customer Service - TSO | 2 | 1 | 2 | | | | 1 | | | 1 | | 1 | |
| Expedited Passenger Screening Program | 5 | 3 | 4 | 7 | 7 | 16 | 17 | 10 | 14 | 14 | 7 | 14 | 11 |
| Expedited Passenger Screening Program | | cation Proç | 1 | | 1 | | | 1 | | 2 | | | |
| Expedited Passenger Screening Program | 5 | 3 | 3 | 7 | 6 | 16 | 17 | 9 | 14 | 12 | 7 | 14 | 113 |
| Patdown | | | | 1 | | 2 | 2 | | | | | 1 | |
| Patdown - Flyer | | | | 1 | | 2 | 2 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | Sarments/Dre | essings/Mas | KS | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | 3 | | | 1 | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Beauty & G | Prooming Ite | 1 | | | | | | | | | | | |
| • | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | _ | | | | | | | |
| Screening | | 1 | | | 1 | 2 | | 1 | | 1 | | 1 | |
| Screening - Inconsistency | | | | | | 1 | | 1 | | 1 | | | ; |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | 1 | | | | | | 1 | |
| 2023 | 22 | 13 | 15 | 19 | 15 | 14 | 18 | 17 | 6 | 8 | 17 | 14 | 178 |
| Civil Rights | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transq | ender | | | | | | | | | 1 | | |
| Customer Service | J | 1 | | | | | 1 | | | 1 | 1 | 1 | 5 |
| Customer Service - TSO | | 1 | | | | | 1 | | | 1 | 1 | 1 | 5 |
| Expedited Passenger Screening Program | 18 | 11 | 13 | 17 | 12 | 13 | 17 | 14 | 5 | 7 | 9 | 11 | 147 |
| Expedited Passenger Screening Program | 10 | 1 | 1 | 17 | 12 | 10 | 17 | 14 | J | - 1 | 9 | | 3 |
| Expedited Passenger Screening Program | - | | 12 | 17 | 12 | 40 | 47 | 14 | | 7 | 9 | 4.4 | |
| | 17 | 10 | 12 | | 12 | 13 | 17 | 14 | 5 | - / | 9 | 11 | 144 |
| Mishandling of Passenger Property | 1.14 | 0 | 01 | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed items | Carry-on o | r Checker | 1 | | | | | | | | | 1 |
| Patdown | | 1 | | | 1 | | | | | | 1 | | 3 |
| Patdown - Flyer | | 1 | | | | | | | | | 1 | | 2 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing li | mpairment | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/C | Ostomates | | | 1 | | | | | | | | 1 | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | 2 |
| Property - Special Handling - Missing Item | ns - Carry-Or | 1 | | | | | | | | | 1 | 1 | 2 |
| Screening | 2 | | 2 | | 2 | 1 | | 3 | 1 | | 3 | • | 14 |
| Screening - Lengthy Lines | 1 | | | | | ' | | 3 | ' | | - 0 | | |
| Screening - Procedures/Process | ' | | 2 | | 2 | 1 | | 3 | 1 | | 3 | | 12 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | 1 | | | | | 1 | | 3 | 1 | | 3 | | |
| ŭ | | 47 | 47 | 40 | | | | | | | | | 1 |
| 2024 | 13 | 17 | 17 | 16 | | | | | | | | | 63 |
| Customer Service | 1 | | 1 | 1 | | | | | | | | | 3 |
| Customer Service - TSO | 1 | | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 12 | 14 | 13 | 11 | | | | | | | | | 50 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 12 | 13 | 13 | 11 | | | | | | | | | 49 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | 1 | | | | | | | | | | |
| No Jurisdiction | | 1 | | 1 | | | | | | | | | 2 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | 1 | | • | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | | | | | | | | ; |
| Persons w/ Disabilities (PWD) - Service A | nimale | ' | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | 1 | | 1 | | | | | | | | | |
| ` / | an/ Scooler/ | | 2 | | | | | | | | | | 2 |
| Screening | | 1 | 2 | 1 | | | | | | | | | 4 |
| Screening - Lengthy Lines | | | 1 | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |

| | | | ISA Conta | ct Center (| TCC) Data | OOI - FOIA | | | | | | | |
|-------------------------------------------|---------------|------------|-------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| ROW | 2 | 1 | 1 | | 1 | 2 | 4 | | 2 | 1 | 2 | 3 | 1: |
| 2022 | 1 | | | | | 1 | 1 | | | | 2 | 1 | |
| Customer Service | | | | | | 1 | 1 | | | | | | |
| Customer Service - TSO | | | | | | 1 | 1 | | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | | | 1 | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | | 1 | 1 | |
| Screening | 1 | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | 1 | | |
| 2023 | | | 1 | | 1 | 1 | 3 | | 2 | 1 | | 2 | 1 |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | | | 1 | | 2 | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | 2 | | 1 | | | | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Bag | ggage | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | n and Medic | al Supplies | 3 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | | 1 | | | | | | | |
| Screening | | | | | | | 1 | | | 1 | | 1 | |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | 1 | | | |
| Screening - Inconsistency | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2024 | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | - 2 |

| ata ma ula a | 10.0.1 | | | | | ool - FOIA | | | | ^- | | | |
|--------------------------------------------------|---------------|-------------|------------|--------|--------|------------|--------|--------|--------|-----------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| RST | 10 | 13 | 8 | 16 | 7 | 4 | - | 5 | 6 | 5 | | 8 | 100 |
| 2022 | 2 | 7 | 3 | 4 | 4 | 2 | 5 | 1 | 3 | 1 | 3 | 4 | 39 |
| Additional Information Required/Insufficient Inf | | 1 | | | | | | | | | | | 1 |
| Additional Information Required/Insufficier | nt Informatic | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 1 | 4 | 3 | 3 | 3 | 2 | 4 | 1 | 2 | | 2 | 4 | 29 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 3 | 3 | 2 | 3 | 2 | 4 | 1 | 2 | | 2 | 4 | 27 |
| Patdown | | 1 | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | Segway | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | 1 | 1 | | 3 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | 1 | | 2 |
| 2023 | 4 | 4 | 4 | 8 | 3 | 2 | 4 | 4 | 3 | 4 | 6 | 4 | 50 |
| Customer Service | 1 | | | | | | 2 | | | | 1 | | 4 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | | | | | | | 2 | | | | 1 | | 3 |
| Expedited Passenger Screening Program | 2 | 3 | 4 | 8 | 3 | 2 | | 4 | 3 | 4 | 4 | 4 | 41 |
| Expedited Passenger Screening Program | - TSA Applic | cation Prog | ram | 1 | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | 3 | 4 | 7 | 3 | 1 | | 4 | 3 | 4 | 4 | 4 | 39 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCh | necked Bag | gage | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 0 0 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | 2 | | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 2 | | | | | | 2 |
| 2024 | 4 | 2 | 1 | 4 | | | | | | | | | 11 |
| Airline | | 1 | | | | | | | | | | | 1 |
| Airline - Lost Baggage | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 3 | | | | | | | | | 8 |
| Expedited Passenger Screening Program | 3 | 1 | 1 | 3 | | | | | | | | | 8 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------------|----------------|--------------|--------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RSW | 137 | 230 | 272 | 260 | 176 | 244 | 234 | 150 | 97 | 95 | 114 | 103 | 2,112 |
| 2022 | 43 | 68 | 86 | 83 | 91 | 137 | 140 | 80 | 50 | 50 | 59 | 56 | 943 |
| Airline | 1 | • | | | • | | | | | 1 | | | 2 |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights | 1 | | 3 | | 1 | | | | 1 | | | 4 | 10 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | | | 2 | 2 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | 1 | | 1 | | | | 1 | | | 2 | 5 |
| Claims | | | | | | | 1 | | | | 1 | | 2 |
| Claims - General | | | | | | | 1 | | | | | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | 5 | 5 | 7 | 5 | 4 | 10 | 6 | 8 | 9 | 4 | 5 | 5 | 73 |
| Customer Service - Others | | | 1 | | | | | | | 1 | | | 2 |
| Customer Service - TSO | 5 | 5 | 6 | 5 | 4 | 10 | 6 | 8 | 9 | 3 | 5 | 5 | 71 |
| Expedited Passenger Screening Program | 30 | 53 | 67 | 62 | 77 | 117 | 118 | 65 | 31 | 42 | 45 | 42 | 749 |
| Expedited Passenger Screening Program | 2 | 4 | 5 | 2 | 6 | 2 | 3 | 2 | | 3 | 3 | | 32 |
| Expedited Passenger Screening Program | 28 | 49 | 61 | 60 | 70 | 115 | 115 | 63 | 31 | 39 | 42 | 42 | 715 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | 1 | | 1 | | | | | | | | 2 |
| Locks | 1 | | | | | | | | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | 3 | 1 | 1 | | 1 | 2 | 1 | 1 | | 10 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCa | irry-on Lugg | age | | | | | 1 | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missing | ItemsCh | ecked Baç | 2 | | | | 1 | 1 | 1 | | | 5 |
| Mishandling of Passenger Property - Disa | rrayed 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 | | | 1 | 1 | 14 |
| Patdown - Children | | | 1 | | | | 1 | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | 4 | 2 | 1 | | | 1 | 1 | 10 |
| Patdown - Flyer as Observer | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 4 | | | | 2 | 2 | 1 | 1 | | 2 | | 14 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 2 | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Internal N | Medical Dev | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - At | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary N | Medication : | and Medica | I Supplies | | 1 | | 1 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | r Equipme | nt | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | 3 | | | | | | | | | | 4 |
| Prohibited & Permitted Items - Chemical/I | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Lighters/M | atches | | 3 | | | | | | | | | | 3 |
| Property - Special Handling | 1 | | 1 | 6 | 5 | 1 | 1 | 3 | 1 | | 1 | 2 | 22 |
| Property - Special Handling - Damaged It | ems - Carry-C | On | 1 | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | 3 | 1 | | | | 1 | | | 1 | 7 |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | 1 | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Checked | | | 3 | 3 | | 1 | 2 | | | 1 | 1 | 11 |
| Screening | | 6 | 4 | 6 | 1 | 2 | 9 | 1 | 4 | 2 | 3 | 2 | 40 |
| Screening - Inconsistency | | 2 | 1 | | 1 | 1 | 2 | | | | | 1 | 8 |
| Screening - Procedures/Process | | 4 | 3 | 5 | | 1 | 7 | 1 | 4 | 2 | 3 | 1 | 31 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | 1 |
| 2023 | 35 | 78 | 87 | 107 | 85 | 107 | 94 | 70 | 47 | 45 | 55 | 47 | 857 |
| Additional Information Required/Insufficient In | formation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficie | nt Information | - EMAIL C | NLY | | | | | | | | | 1 | 1 |
| Airline | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | 1 | 1 | | 1 | 1 | | | | 1 | | 5 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transge | ender | | 1 | | | | | | | 1 | | 2 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 4 | 3 | 2 | 6 | 5 | 5 | 5 | 4 | 2 | 5 | 8 | 3 | 52 |
| Customer Service - Others | | | | | 1 | | | | | | | 1 | 2 |
| Customer Service - TSO | 4 | 3 | 2 | 6 | 4 | 5 | 5 | 4 | 2 | 5 | 8 | 2 | 50 |
| Expedited Passenger Screening Program | 30 | 65 | 77 | 90 | 69 | 90 | 75 | 56 | 37 | 31 | 37 | 30 | 687 |
| Expedited Passenger Screening Program | | 6 | 6 | 2 | 4 | 2 | 1 | | | | 1 | 1 | 24 |
| Expedited Passenger Screening Program | | 59 | 71 | 88 | 65 | 88 | 74 | 56 | 37 | 30 | 36 | 29 | 662 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees | - Opt In | | | | | | | 1 | | | 1 |
| Hazardous Materials Safety | | | | | | | | 1 | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | | 1 | | | | | 1 |
| HAZMAT Endorsement | | | | | | 1 | | | | | | | 1 |
| HAZMAT Endorsement - General | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | 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 | | 1 | 1 | 6 | 1 | 1 | 1 | 2 | 2 | 3 | | | 18 |
| Mishandling of Passenger Property - Dam | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 3 | 1 | | 1 | 1 | 2 | 2 | | | 12 |
| Mishandling of Passenger Property - Disa | rrayed Items- | -Carry-on | or Checked | 2 | | 1 | | | | 1 | | | 4 |
| No Jurisdiction | | | | | | | | | | | 1 | 1 | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | | 1 | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| Patdown | | | 1 | 2 | 1 | 2 | | | 2 | 2 | 1 | 1 | 12 |
| Patdown - Children | | | | | | | | | | | 1 | | 1 |
| | | | | | | | | | | | | | |

| pries | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|--------------------------------------------|---------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| Patdown - Flyer | | | 1 | 2 | 1 | 2 | | | 2 | 2 | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | 1 | 1 | 2 | 1 | | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Breast Ca | ncer | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical D | evices - Att | ached to th | e Body | | | | 1 | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | | 0 200, | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Respirato | | | ent | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | | | , TTC | | | | | 1 | 1 | | | | |
| Property - Special Handling | iii/ Occobei/ | Jegway 4 | 1 | 1 | 2 | 2 | 1 | | | 1 | | 3 | |
| | ma Carni | 1 | - 1 | - 1 | | | ı | | | - 1 | | 3 | |
| Property - Special Handling - Damaged Ite | | | | | 1 | | | | | | | 4 | |
| Property - Special Handling - Damaged Ite | | 1 | | | | 1 | | 2 | | | | 1 | |
| Property - Special Handling - Missing Item | | 1 | | | | | 1 | | | | | 1 | |
| Property - Special Handling - Missing Item | s - Checke | 1 | 1 | | 1 | 1 | | | | 1 | | 1 | |
| Request for Assistance | | | | 1 | | | | | | | | | |
| Request for Assistance - Other | | | | 1 | | | | | | | | | |
| Screening | | 5 | 3 | | 6 | 3 | 9 | 3 | 2 | 2 | 6 | 4 | |
| Screening - Crew Member or Airline Empl | oyee | | | | | 1 | | | | | | | |
| Screening - Inconsistency | | 1 | | | 2 | | | | 1 | 1 | | | |
| Screening - Lengthy Lines | | 1 | | | 1 | 1 | 1 | | | | | | |
| Screening - Procedures/Process | | 3 | 2 | | 3 | 1 | 7 | 2 | 1 | 1 | 6 | 4 | |
| Screening - Retrieving Abandoned/Confisc | cated Items | | 1 | | | | 1 | 1 | | | | | |
| 2024 | 59 | 84 | 99 | 70 | | | | | | | | | |
| Animals | | 1 | | | | | | | | | | | |
| Animals - Carry-On | | 1 | | | | | | | | | | | |
| Civil Rights | 1 | | | 2 | | | | | | | | | |
| Civil Rights - Age | 1 | | | | | | | | | | | | |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transa | andar | | 1 | | | | | | | | | |
| Customer Service | | | 11 | | | | | | | | | | |
| Customer Service - Others | 3 | 5 | 11 | - 11 | | | | | | | | | |
| | 1 | | 4.4 | 4.4 | | | | | | | | | |
| Customer Service - TSO | 2 | 5 | 11 | | | | | | | | | | |
| Expedited Passenger Screening Program | 47 | 70 | 78 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 4 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 46 | 66 | 77 | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | 1 | 4 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rayed Items | Carry-on | 1 | | | | | | | | | | |
| No Jurisdiction | | 1 | 1 | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | 1 | | | | | | | | | | |
| Patdown | 1 | 1 | 3 | 2 | | | | | | | | | |
| Patdown - Flyer | 1 | 1 | 2 | | | | | | | | | | |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (No | t Wheelch | air or Scoo | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | 1 | | | | | | | | | |
| | ry and innai | 4 | #TIL | | | | | | | | | | |
| Property - Special Handling | | 4 | | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | 2 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | 2 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | i | | 1 | | | | | | | | | |
| Screening | 5 | 1 | 2 | 4 | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | 1 | 2 | | | | | | | | | |
| Screening - Procedures/Process | 3 | 1 | 1 | | | | | | | | | | |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| RUT | | | 1 | | | | | | | | 1 | | 2 |
| 2022 | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| 2023 | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | / Necessary | Medication | and Medic | al Supplies | | | | | | | 1 | | 1 |

| | | | SA Contac | | | | | | | | | | |
|-------------------------------------------------|-------------------|----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SAF | 17 | 9 | 9 | 11 | 7 | 5 | 7 | 14 | 5 | 7 | | | 10 |
| 2022 | 2 | 2 | 3 | 1 | 4 | 3 | 3 | 4 | 4 | 2 | | 7 | 3 |
| Civil Rights | 1 | 1 | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Civil Rights - Racial Profiling or Discrimina | | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Trans | 1 | | | | | | | | | | | |
| Customer Service | | 1 | | | 1 | | 2 | 1 | | | | 1 | |
| Customer Service - TCC | | | | | | | 1 | | | | | | |
| Customer Service - TSO | | 1 | | | 1 | | 1 | 1 | | | | 1 | |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | 3 | 3 | 1 | 2 | 3 | 1 | 2 | 5 | 2 |
| Expedited Passenger Screening Program | 1 | | 2 | 1 | 3 | 3 | 1 | 2 | 3 | 1 | 2 | 5 | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked Bag | gage | | | | | | | | 1 | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Screening | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2023 | 5 | 2 | 4 | 8 | 3 | 2 | 4 | 10 | 1 | 5 | 3 | 2 | 4 |
| Civil Rights | _ | | | | | | 1 | 1 | | | | | |
| Civil Rights - Race | | | | | | | 1 | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | ı - Not Transo | ender | | | | | | 1 | | | | | |
| Customer Service | 1 | oridoi | 1 | 1 | | | | | | | 2 | | |
| Customer Service - TSO | 1 | | 1 | 1 | | | | | | | 2 | | |
| Expedited Passenger Screening Program | 4 | 1 | 2 | 7 | 1 | 1 | 3 | 7 | 1 | 1 | | | 3 |
| Expedited Passenger Screening Program | | | | 2 | ' | | | , | | | ' | ' | |
| Expedited Passenger Screening Program | 4 | 1 | 2 | 5 | 1 | 1 | 3 | 7 | 1 | 1 | 1 | 1 | 2 |
| Locks | 4 | 1 | | 3 | 1 | 1 | 3 | - 1 | - 1 | - 1 | 1 | - 1 | |
| | | | | | 1 | 1 | | | | | | | |
| Locks - Missing or Damaged Lock No Jurisdiction | | | | | 1 | 1 | | | | 4 | | | |
| No Jurisdiction - No Referral | | | | | | | | | | 4 | | | |
| | | | | | | | | | | 2 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | 2 | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling - Missing Item | ns - Checked | 1 | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | | 2 | | | | | |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | |
| 2024 | 10 | 5 | 2 | 2 | | | | | | | | | 1 |
| Customer Service | 2 | 2 | 1 | 2 | | | | | | | | | |
| Customer Service - TSO | 2 | 2 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (N | 1 | | | | | | | | | | | |
| Property - Special Handling | 2 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | |
| Screening | 4 | 1 | | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | 3 | | | | | | | | | | | | |
| Screening - Retrieving Abandoned/Confise | | | | | | | | | | | | | |

| egories | 10-Oct | | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | OF Mov | 06-Jun | 07-Jul | 08-Aug | 00 Can | Total |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------|------------|------|---------|--------|---------|---------------|---------------|---------|-----------------|---------------|--------------------|
| AN | 399 | 11-Nov 374 | 368 | 318 | 194 | 286 | 286 | 05-May 307 | 293 | 284 | 294 | 09-Sep 295 | Total |
| 2022 | 399 67 | 90 | 82 | 60 | 194 | 146 | 144 | 151 | 160 | 154 | 294 147 | | 3,698 1,432 |
| Additional Information Required/Insufficient Info | | 90 | 02 | 60 | 04 | 140 | 144 | 151 | 100 | 104 | 147 | 147 | 1,432 |
| Additional Information Required/Insufficient | | EMAIL O | NII V | | | | | | | | | 1 | 1 |
| Airline | Illioillation | - LIVIAIL OI | INL I | | 1 | 1 | | | 1 | 2 | | | 5 |
| Airline - Lost Baggage | | | | | 1 | ' | | | | 2 | | | 3 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | 1 | | | | 2 |
| Civil Rights | 1 | 3 | 2 | 2 | 2 | 3 | | 1 | 2 | 1 | 3 | 3 | 23 |
| Civil Rights - National Origin | - 1 | 3 | | | | 1 | | - 1 | | - ' | 3 | | 1 |
| Civil Rights - Race | | | | | | 1 | | 1 | 1 | | 3 | 2 | 8 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discriming | 1 | 3 | | 2 | 1 | | | | - 1 | | 3 | | 7 |
| Civil Rights - Sex/Gender/Gender Identity- | | | 1 | | ı | | | | 1 | 1 | | 1 | 4 |
| Civil Rights - Sexual Orientation - Not Tran | | iuei | 1 | | 1 | | | | - 1 | - 1 | | | 1 |
| Civil Rights - Transgender Screening | sgender | | 1 | | - 1 | 1 | | | | | | | 2 |
| Claims | 1 | | 1 | 2 | | | | | | | | | 3 |
| Claims - General | | | | | | | | | | | | | |
| | 1 | | | 0 | | | | | | | | | 1 |
| Claims - Status | | 4.0 | | 2 | | | | | | 4.5 | 40 | | 2 |
| Customer Service | 7 | 10 | 8 | 5 | 8 | 8 | 9 | 6 | 9 | 15 | 10 | 4 | 99 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TCC | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 9 | 8 | 4 | 8 | 8 | 9 | 6 | 9 | 15 | 10 | 4 | 96 |
| Expedited Passenger Screening Program | 48 | 60 | 55 | 40 | 56 | 116 | 116 | 121 | 127 | 115 | 108 | 121 | 1,083 |
| Expedited Passenger Screening Program - | Active Duty | Military | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program - | DoD | 3 | 3 | | | 5 | 3 | | 2 | | 3 | 2 | 21 |
| Expedited Passenger Screening Program | 4 | 5 | 1 | 2 | 5 | 2 | 5 | 4 | 5 | 5 | 4 | 6 | 48 |
| Expedited Passenger Screening Program | 44 | 52 | 51 | 38 | 51 | 109 | 107 | 116 | 119 | 110 | 101 | 113 | 1,011 |
| Expedited Passenger Screening Program - | | | | | | | 1 | 1 | | | | | 2 |
| Identification (ID) Requirements | | , , | 2 | | | | | | | | | | 2 |
| Identification (ID) Requirements - Domestic | ; | | 2 | | | | | | | | | | 2 |
| Locks | | | | | | 1 | | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | 1 | | 2 |
| Lost and Found | | | | 1 | | 1 | | | | 1 | 1 | 1 | 5 |
| Lost and Found - Airport/TSA | | | | 1 | | 1 | | | | 1 | 1 | | 5 |
| · | 4 | | 2 | 1 | | 1 | 4 | 4 | 4 | | | | |
| Mishandling of Passenger Property | 1 | | 3 | | | | 4 | 1 | 1 | 2 | 4 | | 23 |
| Mishandling of Passenger Property - Dam | 1 | 14 | | | | | 2 | 1 | | 1 | 3 | | 9 |
| Mishandling of Passenger Property - Dama | | | 2 | | | 1 | 2 | | 1 | 1 | 1 | 5 | 13 |
| Mishandling of Passenger Property - Disarr | ayed items | Carry-on | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | | 2 | | | | 2 | | | | | 4 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | 2 | | | | | 3 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 2 | | 3 | 1 | 3 | 4 | 3 | 2 | 3 | 4 | | 27 |
| Patdown - Flyer | | 2 | | 3 | 1 | 3 | 4 | 3 | 2 | 3 | 4 | 1 | 26 |
| Patdown - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 3 | 1 | 4 | 4 | 1 | 2 | 1 | 2 | 2 | 3 | 29 |
| Persons w/ Disabilities (PWD) - Cognitive / | Developmen | tal /Mental | Disability | | 1 | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 2 | | 1 | 1 | | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Diapers/Ga | arments/Dres | sings/Masl | ks | 1 | | | | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | 1 | | | | | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical De | evices - Attac | hed to th | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Di | sability (N | 1 | | | 1 | 1 | | 1 | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Os | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Ar | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave | | auma) | | | | | | | 1 | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchai | | | | | | 1 | | 1 | | | 1 | | 2 |
| Prohibited & Permitted Items | ., 5500161/ 5 | egway 1 | 1 | | | 1 | | 1 | | | | | 2 |
| Prohibited & Permitted Items - Breast Milk/ | Rahy Form | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | Jaby I UIII | 1 | 4 | 2 | 7 | 1 | 4 | 8 | 9 | 3 | 5 | 2 | 47 |
| Property - Special Handling - Damaged Itel | me - Carry O | | 2 | 1 | 3 | 1 | 4 | 4 | 4 | 1 | 1 | | 18 |
| Property - Special Handling - Damaged Itel Property - Special Handling - Damaged Itel | | | | 1 | | 1 | 4 | 3 | | 1 | 1 1 | | |
| | ns - Checker | | 4 | | 2 | | 1 | | 2 | | | | 9 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | 1 | | 1 | 1 | | 2 | 1 | 1 | 10 |
| Property - Special Handling - Missing Items | | 4.5 | 1 | 1 | 1 | | 2 | | 3 | 4.0 | 2 | | 10 |
| Screening | 4 | 10 | 4 | 2 | 5 | 7 | 6 | 7 | 8 | 10 | 9 | | 77 |
| Screening - Inconsistency | | 3 | 2 | | 1 | 1 | 2 | | 2 | 2 | 1 | 2 | 16 |
| Screening - Lengthy Lines | | | | | | | 2 | | | | | | 2 |
| Screening - Procedures/Process | 4 | 7 | 2 | 2 | 4 | 6 | 2 | 7 | 6 | 8 | 7 | 3 | 58 |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | | | | | | | | 1 | | 1 |
| 2023 | 172 | 169 | 141 | 127 | 110 | 140 | 142 | 156 | 133 | 130 | 147 | 148 | 1,715 |
| Additional Information Required/Insufficient Info | rmation | | | | 1 | | | 1 | | | | | 2 |
| Additional Information Required/Insufficient | Information | - EMAIL OI | NLY | | 1 | | | 1 | | | | | 2 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 1 | | | 5 | 1 | 1 | 2 | 1 | | 2 | | 1 | 14 |
| | | | | 1 | | | | | | | | | 1 |
| - | | | | | 1 | | | | | | | | <u>.</u> |
| Civil Rights - Constitutional Rights | | | | | - ' | 1 | 1 | | | 1 | | | 6 |
| Civil Rights - Constitutional Rights Civil Rights - Headwear | | | | - 2 | | | | | | | | | U |
| Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Race | 1 | | | 3 | | | - 1 | - 1 | | 4 | | 1 | |
| Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | 1 | 10 | 10 | 1 | 6 | | 1 | 1 | 0 | 16 | 1.4 | 1 | 6 |
| Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity- Customer Service | 1 | 12 | 10 | | 6 | 5 | 1 15 | 1 11 | 8 | 1 16 | 14 | | 6 127 |
| Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others | | 12 | 10 | 1 | 6 | | 15 | | 8 | | 14 | | 6 127 1 |
| Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TCC | 9 | | 1 | 1 11 | | 5 | 15 1 | 11 | | 16 | | 10 | 6 127 1 1 |
| Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others | | 12 12 133 | | 1 | 6 80 | | 15 | | 8 8 101 | | 14 14 100 | 10 | 6 127 1 |

| ries | | | | | • | I - FOIA | | | | | | | |
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| | | | 2-Dec | 01-Jan 02 | 2-Feb 0 | 3-Mar 0 | 4-Apr (| 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | | er 12 | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 2 | | | | | 1 | | 4 |
| Expedited Passenger Screening Program | | 5 | 1 | | 4 | 1 | 2 | 3 | 1 | | 1 | 3 | 26 |
| Expedited Passenger Screening Program | | 128 | 102 | 87 | 76 | 104 | 105 | 116 | 100 | 91 | 98 | 116 | 1,250 |
| Expedited Passenger Screening Program | - ISA/DHS Em | ployees - (| Opt In | | | | | | | | | 1 | 1 |
| Hazardous Materials Safety | 1 | | | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | 1 | | | | | | | | | | | | 1 |
| Locks | | 1 | 1 | | | | 1 | 1 | | | 1 | 1 | 6 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | 1 | 1 | | | 1 | 1 | 5 |
| Lost and Found | 1 | | | | 1 | | | | | | 2 | | 4 |
| Lost and Found - Airport/TSA | 1 | | | | 1 | | | | | | 2 | | 4 |
| Mishandling of Passenger Property | 4 | 1 | 6 | 9 | 2 | 4 | | 4 | 3 | 2 | 8 | 2 | 45 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 6 | 1 | 1 | | 3 | 1 | 1 | 5 | 2 | 23 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 3 | 3 | 1 | 3 | | 1 | 2 | | 3 | | 19 |
| Mishandling of Passenger Property - Dam | | emsU | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | | | | | | | | | 1 | | | 2 |
| No Jurisdiction | | 1 | 1 | | | | | 2 | | 1 | 1 | | 6 |
| No Jurisdiction - Refer to CBP | | 1 | 1 | | | | | 1 | | 1 | 1 | | 5 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | | | 1 |
| Patdown | 3 | 2 | 1 | 2 | 2 | 4 | 3 | | 2 | 4 | 3 | | 26 |
| Patdown - Flyer | 3 | 2 | 1 | 1 | 2 | 3 | 1 | | 2 | 4 | 3 | | 22 |
| • | 3 | | 1 | | | | | | | 4 | 3 | | |
| Patdown - Flyer as Observer | | | | 1 | | 1 | 1 | | | | | | 3 |
| Patdown - Non-Flyer | | | | | • | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 3 | 3 | 3 | 2 | 1 | 2 | 2 | 3 | 4 | 3 | 2 | 34 |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Attach | ed to th | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | 3 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (N | 2 | | | | | | | | 1 | | 2 | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis | | Casts | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Service A | • | 1 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | 1 | | | 1 | 2 | 1 | | | | 8 |
| ` ' | | 7 | | | 2 | 4 | | 3 | 5 | 2 | 2 | 7 | |
| Property - Special Handling | 7 | | 3 | 1 | 3 | 1 | 2 | | | 3 | 3 | 7 | 45 |
| Property - Special Handling - Damaged Ite | | 2 | 1 | 1 | 1 | | 1 | 1 | 2 | 3 | | 2 | 19 |
| Property - Special Handling - Damaged Ite | | 3 | 1 | | | 1 | | | 1 | | 2 | 2 | 11 |
| Property - Special Handling - Missing Item | | | | | 2 | | | 1 | 1 | | 1 | 2 | 7 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | | | 1 | 1 | 1 | | | 1 | 8 |
| Screening | 8 | 9 | 10 | 9 | 12 | 17 | 10 | 12 | 11 | 6 | 12 | 5 | 121 |
| Screening - Crew Member or Airline Emple | oyee | | | | | | | 1 | | | | | 1 |
| | | | | | | | | | | _ | | | |
| Screening - Inconsistency | 1 | 4 | 2 | 5 | 1 | 2 | 1 | | 2 | 2 | 2 | | 22 |
| · · | 1 | 4 | 2 | 5 1 | 3 | 2 | 1 | 1 | 1 | 2 | 1 | | 22 11 |
| Screening - Lengthy Lines | | 1 | | | | | 1 | 1 | | 2 | | | |
| Screening - Lengthy Lines Screening - Opposite Gender | 1 | | 1 | 1 | 3 | 2 | | | 1 | 4 | | 5 | 11 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process | 1 | 1 | | | | | 9 | 10 | | | 1 | 5 | 11 1 83 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | 1 | 1 | 1 | 1 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | 1 6 cated Items 160 | 1 4 | 6 1 145 | 3 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc | 1 6 cated Items | 1 4 | 1 6 1 145 2 | 3 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 024 Civil Rights Civil Rights - Constitutional Rights | 1 6 cated Items 160 3 | 1 4 | 1 6 1 145 2 | 1 3 131 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise O24 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race | 1 6 cated Items 160 3 | 1 4 | 1 6 1 145 2 | 3 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 224 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra | 1 6 cated Items 160 3 | 1 4 115 | 1 6 1 145 2 1 | 1 3 131 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 1 4 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service | 1 6 cated Items 160 3 1 2 17 | 1 4 | 1 6 1 145 2 | 1 3 131 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 1 4 2 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others | 1 6 cated Items 160 3 | 1 4 115 | 1 6 1 145 2 1 | 1 3 131 2 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 1 4 2 50 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC | 1 6 cated Items 160 3 1 2 17 1 | 1 4 115 | 1 6 1 145 2 1 1 | 1 3 131 2 2 11 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 1 4 2 50 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 124 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO | 1 6 cated Items 160 3 1 2 17 1 1 16 | 1 4 115 | 1 6 1 145 2 1 1 16 | 1 3 131 2 2 11 1 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 83 3 551 7 1 4 2 50 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 224 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 1 6 cated Items 160 3 1 2 17 1 16 122 | 1 4 115 6 6 92 | 1 6 1 145 2 1 1 | 1 3 131 2 2 11 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 83 3 551 7 1 4 2 50 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 1024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO | 1 6 cated Items 160 3 1 2 17 1 16 122 | 1 4 115 6 6 92 | 1 6 1 145 2 1 1 16 | 1 3 131 2 2 11 1 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1383 33 5551 7 1 4 2 2 5 50 1 1 1 4 48 424 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program | 1 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M | 1 4 115 6 6 92 | 1 6 1 145 2 1 1 16 | 1 3 131 2 2 2 11 1 10 102 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 6 cated Items 160 3 1 2 17 1 1 1 6 122 - Active Duty M 3 | 1 4 115 6 6 92 illitary | 1 6 1 145 2 1 1 1 16 | 1 3 131 2 2 2 11 1 10 102 1 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 11 83 3 551 7 1 4 4 2 50 1 1 1 4 4 4 4 4 4 4 4 4 4 1 8 8 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 924 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl | 1 4 115 6 6 92 illitary 1 | 1 6 1 145 2 1 1 16 | 1 3 131 2 2 11 1 10 102 1 3 | 3 | 12 | | | 1 | | 1 8 | 5 | 11 11 83 3 551 7 1 4 4 2 50 1 1 1 48 424 424 1 8 8 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 6 cated Items 160 3 1 2 17 1 1 1 16 122 - Active Duty M 3 - TSA Appl 119 | 1 4 115 6 6 92 illitary 1 1 | 1 6 1 145 2 1 1 16 16 108 | 1 3 131 2 2 11 1 10 102 1 1 3 2 96 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 11 83 3 3 5551 7 7 4 4 2 2 50 1 1 1 48 424 1 1 8 9 9 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 1024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 | 1 4 115 6 6 92 illitary 1 1 90 1 | 1 6 1 145 2 1 1 1 16 16 108 | 1 3 131 2 2 11 1 10 102 1 3 3 2 96 3 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 1024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 | 1 4 115 6 6 92 illitary 1 1 90 | 1 6 1 145 2 1 1 16 16 108 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise O24 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 6 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 | 1 4 115 6 6 92 illitary 1 1 90 1 | 1 6 1 145 2 1 1 1 16 16 108 | 1 3 131 2 2 11 1 10 102 1 3 3 2 96 3 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 83 3 3 5551 1 4 4 2 2 500 1 1 1 4 8 4 4 2 4 1 1 8 8 9 9 406 12 2 9 9 2 2 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise O24 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | 1 6 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 | 1 4 115 6 6 92 illitary 1 1 90 1 1 1 | 1 6 1 145 2 1 1 16 16 108 1 6 101 4 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 83 3 3 5551 7 7 1 1 4 4 2 2 500 1 1 1 4 8 4 4 2 4 1 1 8 8 9 9 406 12 2 9 2 2 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 924 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 1 6 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 | 1 4 115 6 6 92 illitary 1 1 90 1 | 1 6 1 145 2 1 1 16 16 108 1 6 101 4 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 1 6 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 | 1 4 115 6 6 92 illitary 1 1 90 1 1 | 1 6 1 145 2 1 1 16 16 108 1 6 101 4 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 1 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 | 1 4 115 6 6 92 illitary 1 1 90 1 1 1 | 1 6 1 145 2 1 1 16 16 108 1 6 101 4 4 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 83 3 3 551 7 7 1 1 4 2 2 50 1 1 1 4 8 424 1 1 8 8 9 9 406 12 9 9 2 1 1 3 3 1 1 2 2 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown | 1 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 1 | 1 4 115 6 6 92 illitary 1 1 90 1 1 | 1 6 1 145 2 1 1 16 16 108 1 6 101 4 4 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 1 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 83 3 3 551 7 7 1 1 4 4 2 2 50 1 1 1 4 8 424 1 1 8 8 9 9 2 2 1 1 3 3 3 1 1 2 2 5 5 |
| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 224 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer | 1 6 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 1 1 | 1 4 115 6 6 92 illitary 1 1 90 1 1 1 | 1 6 1 145 2 1 1 16 16 108 1 1 4 4 1 1 | 1 3 131 2 2 11 1 10 102 1 3 2 96 3 2 1 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
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| Screening - Lengthy Lines Screening - Opposite Gender Screening - Procedures/Process Screening - Retrieving Abandoned/Confise O24 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hedical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | 1 6 6 cated Items 160 3 1 2 17 1 16 122 - Active Duty M 3 - TSA Appl 119 4 2 1 1 1 /Developmenta ledical Devices Devices - Attach 1 Disability (Not W air/ Scooter/ Seg 4 3 ems - Checked 1 | 1 4 4 115 6 6 92 illitary 1 1 90 1 1 1 1 / Ment 1 2 2 2 1 1 Ment 1 2 Meelchair gway 3 2 | 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 3 131 2 2 11 10 102 1 3 2 96 3 2 1 1 1 2 2 1 1 1 1 2 | 3 | 12 | | | 1 | | 1 8 | 5 | 111 11 83 3 3 551 1 4 4 2 2 500 1 1 1 8 8 424 1 1 8 9 9 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | 3 | 2 | 1 | | | | | | | | | 8 |
| Screening - Procedures/Process | 4 | 6 | 3 | 4 | | | | | | | | | 17 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | | | | | | | | | 1 |

| Categories | 10-Oct 1 | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------------------------------------------------|------------------|------------------|--------------------|-------------|---------|----------|--------|---------|----------|---------|---------|--------|-------|
| SAT | 138 | 138 | 148 | 123 | 94 | 120 | 121 | 115 | 127 | 102 | 101 | 115 | 1,442 |
| 2022 | 21 | 34 | 33 | 22 | 34 | 73 | 57 | 58 | 62 | 59 | 52 | 51 | 556 |
| Additional Information Required/Insufficient In | | ENAME C | SNII V | | | | | 1 | | | | | 1 |
| Additional Information Required/Insufficie | nt information : | - EIVIAIL C | JNLY | 1 | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 1 | 1 | 1 | 1 | | 4 | 1 | | | | 1 | 1 | 11 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimin | 1 | | | 1 | | 2 | | | | | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | 1 | ı | | 2 | | | | | | | 3 |
| Civil Rights - Transgender Screening | l litter manager | 1401 | | | | | | | | | 1 | | 1 |
| Claims | 1 | | | | | | | | | | | | 1 |
| Claims - Status | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | 6 | 3 | | 3 | 10 | 4 | 1 | 4 | 3 | 3 | 2 | 42 |
| Customer Service - TSO Expedited Passenger Screening Program | 3 14 | 6 26 | 3 24 | 16 | 3 26 | 10 50 | 42 | 1 47 | 53 | 3 48 | 3 42 | 39 | 427 |
| Expedited Passenger Screening Program | | 1 | 1 | 10 | 20 | 30 | 42 | 41 | 55 | 1 | 1 | 39 | 421 |
| Expedited Passenger Screening Program | | 1 | 1 | | | 4 | | 1 | 2 | 1 | 1 | | 13 |
| Expedited Passenger Screening Program | | 3 | 1 | | 1 | | 2 | 2 | 2 | 3 | | | 14 |
| Expedited Passenger Screening Program | | 21 | 21 | 16 | 25 | 46 | 40 | 43 | 48 | 43 | 38 | 39 | 392 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees | | | | | | 1 | 1 | | 2 | | 4 |
| Locks Missing or Demograd Lock | | | 1 | | | 2 | | | | | 1 | 1 | 5 |
| Locks - Missing or Damaged Lock Lost and Found | | | 1 | | | 2 | | | 1 | | 1 | 1 | 5 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | 1 | 1 | 1 | 5 |
| Mishandling of Passenger Property - Dam | | | arry-on Lugg | age | | | 1 | | | 1 | | 1 | 3 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | | | | | 1 | | 2 |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al I | | | | 4 | 1 | | 4 | 4 | | 4 | 4 | 1 |
| Patdown Patdown - Flyer | | | | | 1 | | 2 | 1 1 | <u> </u> | 2 | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) | | | | | ' | | 3 | 1 | - ' | 1 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Cognitive | l /Developmen | tal /Menta | I Disability | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | edication | and Medica | l Supplies | | | 1 | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Service A | Animals | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too | olo/Dozoro/S | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Knives/100 | | 1 | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 1 | 2 | 1 | 1 | 1 | | 2 | | | 10 |
| Property - Special Handling - Damaged It | ems - Carry-O | n | 1 | | 1 | | | | | 1 | | | 3 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | 1 | | 1 | 1 | | 1 | | | 4 |
| Property - Special Handling - Missing Item | ns - Checked | | | 1 | | 1 | | 4 | | | | | 2 |
| Request for Assistance Request for Assistance - Other | | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | 1 | 3 | 2 | 5 | 3 | 5 | 3 | 2 | 1 | 5 | 31 |
| Screening - Crew Member or Airline Emp | loyee | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | 2 | 1 | | 1 | | 1 | | | 6 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | 1 | 2 |
| Screening - Opposite Gender | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | | 1 | 2 | | 4 | 2 | 3 1 | 3 | 1 | 1 | 3 | 20 |
| 2023 | 50 | 52 | 59 | 54 | 60 | 47 | 64 | 57 | 65 | 43 | 49 | 64 | 664 |
| Additional Information Required/Insufficient In | | | | | | | • | - 01 | | -10 | | 1 | 1 |
| Additional Information Required/Insufficie | | - EMAIL C | ONLY | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | | 1 | | | 1 | | | 1 | | | 1 | 5 |
| Civil Rights - Race | | | 1 | | | 1 | | | 1 | | | | 3 |
| Civil Rights - Sexual Orientation - Not Tra | | | | | | | | | | | | 1 | 1 |
| Customer Service | 1 | 2 | 4 | 4 | 1 | 5 | 3 | 4 | 3 | 1 | 1 | 2 | 30 |
| Customer Service - TSO | | 2 | 4 | 4 | 1 | 5 | 3 | 4 | 3 | 1 | 1 | 2 | 30 |
| Expedited Passenger Screening Program | 42 | 45 | 48 | 38 | 53 | 38 | 55 | 41 | 53 | 38 | 42 | 51 | 544 |
| Expedited Passenger Screening Program | - DoD | 1 | 2 | | | | | | | 1 | 2 | | 6 |
| Expedited Passenger Screening Program | | 1 | | 1 | | 1 | | 1 | 2 | 2 | 2 | 1 | 11 |
| Expedited Passenger Screening Program | | 43 | 46 | 37 | 52 | 37 | 55 | 40 | 51 | 35 | 38 | 50 | 526 |
| Expedited Passenger Screening Program Federal Air Marshall Service (FAMS) | - TSA/DHS EI | mployees | - Opt In | 1 | 1 | | | | | | | | 1 |
| Federal Air Marshall Service (FAMS) - Ge | l eneral | | | 1 | | | | | | | | | 1 |
| Locks | l | | | ' | | | | 1 | | 1 | 1 | | 3 |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 4 | 1 | 1 | 3 | 5 | 4 | 1 | | | 22 |
| Mishandling of Passenger Property - Dam | | | | 2 | | 1 | | 1 | 2 | 1 | | | 8 |
| Mishandling of Passenger Property - Dam | | 1 Items - Lin | enecified L. | 1 | 1 | | 2 | 1 1 | 2 | | | | 8 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | | | ispecified Lu 1 | uggage 1 | | | 1 | 1 2 | | | | | 5 |
| No Jurisdiction | mayou nems | Jan y-On | 1 | ı | | | I | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| Patdown | | 1 | | | | 1 | 1 | 2 | | | | | 5 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | 1 | | 2 | | | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | | 1 | | | | 2 | 2 | 8 |

| gories | 10-Oct 1 | | | 01-Jan | CC) Data 1 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aua | 09-Sep | Tota |
|-----------------------------------------------------------------------------------------|------------------|------------|------------|----------|----------------------|----------|--------|----------|---------|--------|--------|--------|------|
| Persons w/ Disabilities (PWD) - Breast Ca | | 1-1404 | IZ-Dec | U I-Jaii | 02-Feb | U3-IVIAI | 04-Арі | US-IVIAY | 00-Juli | 07-Jul | 00-Aug | из-зер | 100 |
| Persons w/ Disabilities (PWD) - General | ancei | 1 | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically | Necessary Me | dication a | nd Medical | Sunnline | | | - 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi | | | iu weulcai | Supplies | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Prostriesi Persons w/ Disabilities (PWD) - Respirato | | | | | | | | | | | 1 | - 1 | |
| Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelcha | | | 1 | 1 | | | | | | | 1 | 1 | |
| Property - Special Handling | 2 | gway 1 | 1 | 1 | 2 | | | 1 | 1 | 1 | 1 | 1 | |
| Property - Special Handling - Damaged Ite | | 1 | 1 | 1 | | | | - 1 | 1 | 1 | 1 | 1 | |
| Property - Special Handling - Damaged Ite | | | ı | 1 | 1 | | | | - 1 | | 1 | - 1 | |
| Property - Special Handling - Missing Item | | | | - ' | 1 | | | 1 | | 1 | - 1 | | |
| Screening | 4 | 1 | 3 | 5 | 3 | 1 | 1 | | 3 | 1 | 2 | 5 | |
| Screening - Crew Member or Airline Empl | | | 1 | 5 | 3 | 1 | - 1 | | 3 | 1 | | 5 | |
| | | 1 | ı | 2 | 0 | | | | | | | | |
| Screening - Inconsistency Screening - Lengthy Lines | 1 | ı | | 3 | 2 | | | | | | 1 | 4 | |
| | 3 | | 0 | | 4 | 4 | 1 | 0 | 2 | 1 | 1 | 1 4 | |
| Screening - Procedures/Process TWIC | 3 | | 2 | 2 | 1 | 1 | 1 | 2 | 3 | 1 | 1 | 1 | |
| | | | | | | | | | | | | | |
| TWIC - General | | | | | | | | | | | | 1 | |
| 2024 | 67 | 52 | 56 | 47 | | | | | | | | | |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Customer Service | 6 | 8 | 5 | 9 | | | | | | | | | |
| Customer Service - TSO | 6 | 8 | 5 | 9 | | | | | | | | | |
| Expedited Passenger Screening Program | 55 | 30 | 45 | 30 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | 5 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 53 | 29 | 40 | 28 | | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | | 2 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | | 1 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | | 1 | | | | | | | | | | |
| Patdown | 1 | 1 | | 1 | | | | | | | | | |
| Patdown - Flyer | 1 | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 4 | 2 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | . , | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Se | | | 1 | | | | | | | | | |
| Property - Special Handling | | 3 | 2 | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | 1 | 1 | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | is - Carry-C | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | s - Checke | 1 | 1 | | | | | | | | | | |
| Screening | 3 | 6 | | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | 2 | 4 | | 1 | | | | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | | | | | | | | |

| tegories | 10.0-1 | | | | | ool - FOIA | 04 4 | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | T.4.1 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------|---------------|--------|------------|--------|--------|--------|-----------|--------|--------|----------------------------------------------------------------------------------------|
| <u> </u> | | | | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SAV | 61 | 78 | 82 | 50 | 26 | 44 | 66 | 78 | 60 | 38 | 61 | 53 | 697 |
| 2022 | 16 | 24 | 19 | 11 | 12 | 21 | 35 | 46 | 34 | 14 | 40 | 26 | 298 |
| Airline | | | | | | | | 1 1 | | | | | 1 |
| Airline - Policy/Regulations/Service Civil Rights | 1 | | | | | | | 3 | | | | | 1 4 |
| Civil Rights - Profiling | ' | | | | | | | 1 | | | | | 1 |
| Civil Rights - Profiling | | | | | | | | 1 | | | | | |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | 1 | | | | | |
| Civil Rights - Radial Floring of Discriming | | ndor | | | | | | - 1 | | | | | |
| • | | | 0 | 0 | 4 | | 0 | 1 | | | | 2 | 1 |
| Customer Service TSO | 2 | 1 | 2 | 2 | 1 | | 2 | 1 | | | | 2 | 13 |
| Customer Service - TSO | 2 | 1 | 2 | 2 | 1 | 40 | 2 | 1 | 00 | 4.4 | 00 | 2 | 13 |
| Expedited Passenger Screening Program | 12 | 12 | 16 | 8 | 11 | 19 | 26 | 35 | 28 | 11 | 36 | 21 | 235 |
| Expedited Passenger Screening Program | 1 | | | | 2 | | 1 | 2 | | | | | 6 |
| Expedited Passenger Screening Program | 2 | 2 | 3 | | | 1 | 1 | | 2 | | 1 | 0.4 | 12 |
| Expedited Passenger Screening Program | | 10 | 13 | 8 | 9 | 18 | 23 | 33 | 26 | 11 | 35 | 21 | 216 |
| Expedited Passenger Screening Program | - ISA/DHS E | | Opt In | | | | 1 | | | | | | 1 |
| Locks | | 2 | | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | 2 | | 4 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCar | ry-on Lugga | ge | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | | | | 1 | | 2 |
| Patdown | | | | | | | | 2 | 1 | | | | 3 |
| Patdown - Flyer | | | | | | | | 2 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal M | ledical Device | s | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (No | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | egway | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | 3 | 1 | 1 | | | 4 | | 2 | 1 | 2 | | 14 |
| Property - Special Handling - Damaged Ite | ems - Carrv | 1 | • | 1 | | | 4 | | 1 | | 2 | | 9 |
| Property - Special Handling - Damaged Ite | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | | 1 | | | | | | 1 | 1 | | | 3 |
| Property - Special Handling - Missing Item | | 1 | ' | | | | | | ' | | | | 1 |
| Screening | 1 | 4 | | | | 2 | 2 | 4 | 2 | 2 | | 2 | 19 |
| Screening - Inconsistency | 1 | 4 | | | | | | 4 | | 1 | | | 2 |
| Screening - Procedures/Process | ' | 4 | | | | 2 | 2 | 4 | 2 | 1 | | 2 | 17 |
| 2023 | 22 | 26 | 41 | 24 | 4.4 | 23 | 31 | 32 | 26 | | 21 | 27 | |
| Airline | 23 | 20 | 41 | 24 | 14 | 1 | 31 | 32 | 20 | 24 | 21 | 1 | 312 4 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | 2 | | 1 | 4 |
| | 1 | | | | | | | | | | 1 | ı | |
| Civil Rights | 1 | | | | | 1 | | | | | 1 | | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | No.4 Townson | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | | | | | 1 | | | | | | | 1 |
| Customer Service | 2 | 1 | 1 | 1 | 1 | | | 2 | | 2 | | | 10 |
| Customer Service - Others | _ | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 1 | | 1 | 1 | | | 2 | | 2 | | | 9 |
| Expedited Passenger Screening Program | 19 | 19 | 33 | 22 | 11 | 21 | 26 | 25 | 25 | 20 | 16 | 23 | 260 |
| Expedited Passenger Screening Program | | Military | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | 1 | 1 | | | | 3 |
| Expedited Passenger Screening Program | | tion Progra | | 1 | | 1 | 1 | | | | 2 | | 5 |
| Expedited Passenger Screening Program | | 19 | 32 | 21 | 11 | 20 | 25 | 24 | 23 | 20 | 13 | 23 | 250 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - | Opt In | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | 2 | | | | 1 | | 5 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsC | 1 | | | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsChe | ecked Bagga | ge | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items- | Carry-on o | r Checked | | | | 1 | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | 1 | | 2 |
| Patdown - Flyer | | | 1 | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | 2 | 1 | | | | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| 1 Cladia W/ Diaabilities (1 WD) - Diabetes | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | 2 | ı | | | | | | | | | | 2 |
| | | | ı | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | 1 | | 1 | | 1 | 1 2 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees a | nd Casts 1 | | | 1 | | 1 | | | | | | 1 6 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite | s/Amputees a ems - Carry-O | nd Casts 1 n | 1 | | 1 | | | 2 | | | | | 1 6 2 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | s/Amputees a ems - Carry-O ns - Carry-O | nd Casts 1 | | | | | 1 | 2 | | | | | 1 6 2 3 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item | s/Amputees a ems - Carry-O ns - Carry-O | nd Casts 1 n 1 | 1 | 1 | 1 | | 1 | 2 2 | 1 | | 2 | 2 | 1 6 2 3 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening | s/Amputees a ems - Carry-O ns - Carry-O ns - Checked 1 | nd Casts 1 n 1 | 1 | 1 | | | | 2 | 1 | | 2 | 3 | 1 6 2 3 1 18 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl | s/Amputees a ems - Carry-O ns - Carry-O ns - Checked 1 | nd Casts 1 n 1 | 1 | 1 | | | 1 | 2 2 | 1 | | 2 | | 1 6 2 3 1 18 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | s/Amputees a ems - Carry-O ns - Carry-O ns - Checked 1 | nd Casts 1 n 1 | 1 1 3 | 1 | | | 1 | 2 2 | | | 2 | 3 | 1 6 2 3 1 18 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines | s/Amputees a ems - Carry-C ns - Carry-C ns - Checked 1 oyee | nd Casts 1 n 1 | 1 1 3 | | | | 1 | 2 2 | 1 | | | 1 | 1 6 2 3 1 18 1 1 1 3 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | s/Amputees a ems - Carry-C ns - Checked 1 oyee | nd Casts 1 n 1 | 1 1 3 | 1 | | | 1 2 | 2 2 | | | 2 | 1 | 1 6 2 3 1 18 1 1 3 12 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | s/Amputees a ems - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items | nd Casts | 1 1 3 3 1 2 | 1 | | | 1 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | s/Amputees a ems - Carry-C ns - Checked 1 oyee | nd Casts 1 n 1 | 1 1 3 1 2 22 | | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 1 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights | s/Amputees a ems - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items | nd Casts | 1 1 3 3 1 2 22 2 2 | 1 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Profiling | s/Amputees a ems - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items | nd Casts | 1 1 3 3 1 2 2 2 2 1 1 | 1 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 1 87 2 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Profiling Civil Rights - Race | s/Amputees a ems - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items | nd Casts 1 n 1 2 28 | 1 1 3 3 1 2 2 2 1 1 1 1 | 1 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 1 87 87 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Profiling Civil Rights - Race Customer Service | s/Amputees a ems - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items | nd Casts 1 n 1 2 28 | 1 1 3 3 1 2 2 2 1 1 1 1 1 | 1 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 1 3 12 1 87 2 1 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist 2024 Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Customer Service - TSO | s/Amputees a ems - Carry-C is - Carry-C is - Checked 1 oyee 1 cated Items 22 | nd Casts 1 n 1 2 28 | 1 1 3 1 2 22 2 1 1 1 1 | 1 15 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 1 18 1 1 1 1 2 2 2 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confist 2024 Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program | s/Amputees a ems - Carry-C is - Carry-C is - Checked 1 oyee 1 cated Items 22 | nd Casts 1 n 1 2 28 | 1 1 3 3 1 2 2 2 1 1 1 1 1 | 1 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 1 18 1 1 1 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confist Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | s/Amputees a mms - Carry-C ns - Carry-C ns - Checked | nd Casts 1 n 1 2 28 | 1 1 3 1 2 22 2 1 1 1 1 | 1 15 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 1 18 1 1 1 1 2 2 2 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confist 2024 Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program | s/Amputees a mms - Carry-C ns - Carry-C ns - Checked | nd Casts 1 n 1 2 28 | 1 1 3 1 2 22 2 1 1 1 1 | 1 15 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 1 18 1 1 1 3 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confist Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | s/Amputees a ms - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items 22 21 - TSA Appl | nd Casts 1 n 1 2 28 1 1 1 24 2 | 1 1 3 1 2 22 2 1 1 1 1 1 17 | 1 15 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 1 18 1 1 3 12 1 1 87 2 1 1 1 2 2 75 2 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Gereening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confist 2024 Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | s/Amputees a ms - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items 22 21 - TSA Appl | nd Casts 1 n 1 2 28 1 1 1 2 28 28 | 1 1 3 1 2 22 2 1 1 1 1 1 17 | 1 15 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 18 1 1 3 12 1 1 1 1 2 2 7 5 5 2 7 3 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights - Civil Rights - Profiling Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | s/Amputees a ms - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items 22 21 - TSA Appl | nd Casts 1 n 1 2 28 1 1 24 2 22 1 | 1 1 3 1 2 22 2 1 1 1 1 1 17 | 1 15 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 1 1 2 2 2 75 2 73 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss 2024 Civil Rights - Civil Rights - Civil Rights - Profiling Civil Rights - Race Customer Service - Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock | s/Amputees a ms - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items 22 21 - TSA Appl | nd Casts 1 n 1 2 28 1 1 1 2 28 1 1 1 24 2 22 1 1 | 1 1 3 1 2 22 2 1 1 1 1 1 1 7 | 1 15 13 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 3 12 1 1 2 2 2 75 2 73 1 1 1 |
| Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown | s/Amputees a ms - Carry-C ns - Carry-C ns - Checked 1 oyee 1 cated Items 22 21 - TSA Appl | nd Casts 1 n 1 2 28 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 3 1 2 22 2 1 1 1 1 1 7 | 1 15 13 13 13 | | | 1 2 | 2 2 | | | | 1 | 1 6 2 3 1 18 1 1 1 3 12 1 1 1 2 2 2 75 2 73 1 1 1 3 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Item | ıs - Checke | 1 | | 1 | | | | | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |

| | | | SA Contac | ct Center (| ICC) Data | 1001 - FUIA | | | | | | | |
|--------------------------------------------|-------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SAW | 3 | 2 | 3 | 1 | | 3 | | 4 | | | 1 | 1 | 18 |
| 2022 | 1 | 2 | 2 | | | 2 | | 4 | | | 1 | 1 | 13 |
| 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 | | | | 1 | 6 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | 3 | | | | 1 | 6 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | | | | | | 1 | | 1 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Screening - Children | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2023 | 1 | | 1 | | | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | | | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program | 1 | | 1 | | | 1 | | | | | | | 3 |
| 2024 | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | 1 |
| No Jurisdiction | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | 1 |

| gories | 10-Oct | 11-Nov 12 | -Dec 0 | 1-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------|-----------------|----------------|-----------|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| BA | 20 | 25 | 18 | 21 | 8 | 21 | 27 | 24 | 16 | 23 | | | 2 |
| 2022 | 1 | 3 | 3 | 8 | 2 | 9 | 20 | 16 | 8 | 14 | 8 | | 10 |
| Civil Rights | • | | • | • | | • | | | • | | 1 | • | |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Customer Service | 1 | | | | | | | 2 | | | ' | 1 | |
| Customer Service - TSO | 1 | | | | | | | 2 | | | | 1 | |
| Expedited Passenger Screening Program | ' | 2 | 3 | 6 | 2 | 8 | 15 | 12 | 6 | 13 | 7 | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | DoD | 2 | 3 | 0 | | 0 | 15 | 12 | 0 | 13 | - / | | |
| Expedited Passenger Screening Program | | otion Drogram | | | | | | - 1 | 1 | | | | |
| | | | | 2 | | | 45 | 4.4 | | 40 | | 7 | |
| Expedited Passenger Screening Program | - TSA Prec | 2 | 3 | 4 | 2 | 8 | 15 | 11 | 5 | 13 | 7 | | |
| Patdown | | | | | | 1 | 2 | | | 1 | | 1 | |
| Patdown - Flyer | | | | | | 1 | 2 | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (Not | Wheelchair o | r Scoot | 1 | | | | | | | | | |
| Property - Special Handling | | | | | | | | | 1 | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | | | | 1 | | | | |
| Screening | | | | 1 | | | 2 | 2 | 1 | | | | |
| Screening - Inconsistency | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | 1 | | | 2 | 1 | 1 | | | | |
| 2023 | 10 | 14 | 9 | 8 | 6 | 12 | 7 | 8 | 8 | 9 | 19 | 12 | |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Race | | | | | 1 | | | | | | | | |
| Customer Service | | 2 | | | | | 1 | | 1 | | | | |
| Customer Service - TSO | | 2 | | | | | 1 | | 1 | | | | |
| Expedited Passenger Screening Program | 7 | 11 | 7 | 6 | 5 | 10 | 5 | 8 | 5 | 7 | 16 | 5 | |
| Expedited Passenger Screening Program | | 1 | ' | - 0 | | 10 | - 0 | - | | | 10 | | |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 10 | 7 | 6 | 5 | 10 | 5 | 8 | 4 | 7 | 16 | 5 | |
| Mishandling of Passenger Property | 1 | 10 | 1 | 0 | 5 | 10 | 5 | 0 | 4 | 1 | 10 | 1 | |
| | | Itama Carni | on Luggo | ~~ | | | | | | 1 | | - 1 | |
| Mishandling of Passenger Property - Dam | | nemscarry | -on Lugga | ye | | | | | | 1 | | 4 | |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | 1 | |
| Patdown | | | | 1 | | | | | | | | 2 | |
| Patdown - Flyer | | | | 1 | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Medical I | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medically | | ledication and | Medical S | Supplies | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling - Damaged It | | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged It | ems - Checke | ed | | | | | | | 1 | | | | |
| Screening | 1 | 1 | 1 | 1 | | 2 | 1 | | | | 3 | 2 | |
| Screening - Inconsistency | | | 1 | | | | | | | | 1 | 2 | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | | | 2 | 1 | | | | 2 | | |
| 2024 | 9 | 8 | 6 | 5 | | | | | | | | | |
| Civil Rights | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Customer Service | | | 2 | | | | | | | | | | |
| Customer Service - TSO | | | 2 | | | | | | | | | | |
| Expedited Passenger Screening Program | 7 | 7 | 3 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | , | | ' | | | | | | | | | |
| Expedited Passenger Screening Program | 6 | 7 | 2 | 1 | | | | | | | | | |
| Lost and Found | | - / | 3 | - 1 | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | iaged/Missii | 1 | | 1 | | | | | | | | | |
| Patdown | | | 1 | 1 | | | | | | | | | |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged It | ems - Carry-C |)n | | 1 | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | |

| Categories 10 | Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------------|-----------|--------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SBD | 2 | | | 1 | | 1 | 1 | | | | 1 | 1 | 7 |
| 2022 | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| 2023 | 2 | | | | | 1 | 1 | | | | 1 | | 5 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Race | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged | d/Missing | ItemsC | hecked Bag | ggage | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | | | | 2 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged | d/Missing | ItemsC | hecked Ba | 1 | | | | | | | | | 1 |

| | | | | act Center | | | | | | | | | |
|--------------------------------------------|--------------|-------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBN | 11 | 9 | | 2 1 | - | | | | | 9 | 7 | | 110 |
| 2022 | 2 | 2 | | 3 2 | 2 2 | 7 | 5 | 3 | 7 | 4 | 3 | 5 | 45 |
| 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 | | | 2 1 | 2 | 3 | 2 | 6 | 2 | 3 | 4 | 29 |
| Expedited Passenger Screening Program | | cation Prog | ıram | | l | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | | 1 | 1 1 | 2 | 3 | 2 | 6 | 2 | 3 | 4 | 28 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on L | uggage | | | | | 1 | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - General | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 2 | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | 2 | | | | | | 2 |
| Screening | | | | 1 | 1 | 4 | | 1 | | 2 | | | 9 |
| Screening - Inconsistency | | | | | | 2 | | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | 1 | 2 | | 1 | | 2 | | | 7 |
| 2023 | 7 | 2 | | 3 | 7 6 | 2 | 4 | 2 | 3 | 5 | 4 | 5 | 50 |
| Civil Rights | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Race | | | | | | | | | | 1 | | 1 | 2 |
| Customer Service | | | | | 1 1 | 1 | 2 | | | | | | 5 |
| Customer Service - TSO | | | | | 1 1 | 1 | 2 | | | | | | 5 |
| Expedited Passenger Screening Program | 6 | 2 | | 3 ! | 5 5 | 1 | 1 | 1 | 3 | 2 | 3 | 3 | 35 |
| Expedited Passenger Screening Program | 6 | 2 | | 3 ! | 5 5 | 1 | 1 | 1 | 3 | 2 | 3 | 3 | 35 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | arry-on L | uggage | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsC | hecked E | aggage | | | | | | | | 1 | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | | and Casts | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | | | | | 1 | | | | | 3 |
| Screening - Procedures/Process | 1 | | | | ı | | | 1 | | | | | 3 |
| 2024 | 2 | 5 | | 6 : | 2 | | | | | | | | 15 |
| Expedited Passenger Screening Program | 2 | 3 | | |) | | | | | | | | 11 |
| Expedited Passenger Screening Program | 2 | 3 | | |) | | | | | | | | 11 |
| No Jurisdiction | _ | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Department of S | tate | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | _ | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessarv | Medication | | 1 | | | | | | | | | 1 |
| Screening | socoodily | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |

| Outomodica | | | | | CC) Data T | | | | | | | | |
|--------------------------------------------|--------------|------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBP | 16 | 18 | 10 | 4 | 12 | 16 | 9 | 9 | 9 | 8 | | 7 | |
| 2022 | 4 | 4 | 3 | | 6 | 7 | 5 | 2 | 5 | 3 | 6 | | 4 |
| Civil Rights | | | | | | | | | | 1 | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Customer Service | 1 | | | | 2 | | 1 | 1 | | 1 | | | |
| Customer Service - TSO | 1 | | | | 2 | | 1 | 1 | | 1 | 1 | | |
| Expedited Passenger Screening Program | 2 | 4 | 2 | | 3 | 6 | 4 | 1 | 5 | 1 | | | 3 |
| Expedited Passenger Screening Program | | 4 | 2 | | 3 | 6 | 4 | 1 | 5 | 1 | 4 | | 3 |
| Intranet/Internet Inquiries | 1 | | | | | | | | | | | | |
| Intranet/Internet Inquiries - General | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | 1 | | | | | | | | 1 | | |
| Property - Special Handling - Damaged I | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iter | ns - Checked | | 1 | | | | | | | | | | |
| Screening | | | | | 1 | 1 | | | | | | | |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | |
| 2023 | 4 | 4 | 4 | 3 | 6 | 9 | 4 | 7 | 4 | 5 | 6 | 7 | 6 |
| Customer Service | | | | | 1 | | | | | | | | |
| Customer Service - TSO | | | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 4 | 3 | 2 | 5 | 7 | 3 | 7 | 4 | 4 | 6 | 4 | 5 |
| Expedited Passenger Screening Program | | / Military | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | ation Prog | | | | | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | | 3 | 2 | 2 | 5 | 7 | 3 | 7 | 3 | 4 | 5 | 4 | 4 |
| Patdown | 1 | | 1 | | | 2 | | | | | | | |
| Patdown - Children | | | | | | 1 | | | | | | | |
| Patdown - Flyer | 1 | | 1 | | | 1 | | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged I | ems - Carry- | On | | 1 | | | | | | | | | |
| Screening | | | | | | | 1 | | | 1 | | 3 | |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | 3 | |
| 2024 | 8 | 10 | 3 | 1 | | | | | | | | | 2: |
| Airline | 1 | | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | 2 | 1 | | | | | | | | | | |
| Customer Service - TSO | | 2 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 4 | 5 | 2 | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 4 | 5 | 2 | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | |
| Patdown - Children | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Service | Animals | 1 | | | | | | | | | | | |
| Screening | 1 | 2 | | | | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | |

| | | | I SA CUIILA | , comen (| i oo, bata | 1001 - 1 017 | | | | | | | |
|------------------------------------------|--------------|--------|-------------|-----------|------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SBY | 3 | | 1 | | | 1 | 1 | 2 | 1 | 1 | | 2 | 12 |
| 2022 | 1 | | | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2023 | | | 1 | | | 1 | 1 | 2 | 1 | 1 | | 1 | 8 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | 1 | 1 | | | | 1 | 5 |
| Expedited Passenger Screening Program | - TSA PreChe | eck | 1 | | | 1 | 1 | 1 | | | | 1 | 5 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | | | | 1 | | | | 1 |
| 2024 | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SCC | 2 | | 1 | 1 | 2 | 3 | | 1 | 1 | 2 | 1 | 2 | 16 |
| 2022 | | | | | 1 | | | | | 2 | 1 | 1 | 5 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | 2 | 1 | 1 | 5 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | | 2 | 1 | 1 | 5 |
| 2023 | 1 | | | 1 | 1 | 3 | | 1 | 1 | | | 1 | 9 |
| Expedited Passenger Screening Program | 1 | | | 1 | 1 | 3 | | 1 | 1 | | | 1 | 9 |
| Expedited Passenger Screening Program | 1 | | | 1 | 1 | 3 | | 1 | 1 | | | 1 | 9 |
| 2024 | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |

| | | | ISA COIIIA | a center (| rcc) Data | 001 - FOIA | ١. | | | | | | |
|--------------------------------------------|--------------|--------|------------|------------|-----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SCK | 2 | 1 | 3 | 2 | 1 | | 1 | 2 | 2 | 1 | 2 | 1 | 1 |
| 2022 | 1 | | 1 | | | | 1 | 1 | 1 | | 1 | 1 | |
| Civil Rights | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Customer Service | | | | | | | | | | | 1 | 1 | |
| Customer Service - TSO | | | | | | | | | | | 1 | 1 | |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | 1 | | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Property - Special Handling | | | | | | | 1 | | 1 | | | | |
| Property - Special Handling - Missing Item | ns - Carry-O | n | | | | | 1 | | 1 | | | | |
| 2023 | | 1 | 2 | 1 | 1 | | | 1 | 1 | 1 | 1 | | |
| Expedited Passenger Screening Program | | | 2 | | 1 | | | 1 | 1 | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 2 | | 1 | | | 1 | 1 | | 1 | | |
| Patdown | | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | 1 | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | -On | | | | | | | | 1 | | | |
| 2024 | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | |

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| | | | | | | | • | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | 95 | 66 | 86 | 67 | 49 | 55 | 51 | 65 | 66 | 68 | | 77 | 80 |
| 2022 | 24 | 18 | 18 | 13 | 18 | 29 | 28 | 39 | 27 | 29 | 31 | 40 | 314 |
| Airline | | | | | | | | | 1 | | | | |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | |
| Civil Rights | | | 2 | | | | | | | | 1 | | |
| Civil Rights - Race | | | | | | | | | | | 1 | | |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transgeno | der | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | |
| Customer Service | | 1 | 1 | 1 | | | 1 | 2 | 1 | 3 | 3 | 1 | 1 |
| Customer Service - TSO | | 1 | 1 | 1 | | | 1 | 2 | 1 | 3 | 3 | 1 | 1 |
| Expedited Passenger Screening Program | 20 | 15 | 12 | 5 | 17 | 22 | 22 | 37 | 23 | 24 | | 37 | 25 |
| Expedited Passenger Screening Program - | | 1 | 12 | 3 | 17 | 22 | 22 | 31 | 20 | 24 | 25 | 31 | |
| Expedited Passenger Screening Program | 1 | 2 | | | | | 1 | 4 | 2 | 1 | 1 | 4 | 1 |
| | | | 40 | | 40 | 00 | | | | | | | |
| Expedited Passenger Screening Program | 19 | 12 | 12 | 5 | 16 | 22 | 21 | 33 | 21 | 23 | 3 24 | 33 | 24 |
| Expedited Passenger Screening Program | - ISA/DHS Em | iployees - (| Opt In | | 1 | | | | | | | | |
| Locks | 1 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | |
| Lost and Found | | | | | | 1 | | | | | | | |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dama | aged/Missing It | emsC | 1 | | | | | | | | | | |
| Patdown | agou/wildollig ii | 01110 | | 3 | | | 1 | | 1 | | | 1 | |
| | | | | 2 | | | 1 | | 1 | | | 1 | |
| Patdown - Flyer | | | | | | | ı | | - 1 | | | - 1 | |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Internal M | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | s/Amputees an | d Casts | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | ersion (pair | 1 | | | | | | | | | | | |
| Property - Special Handling | 3 | | 2 | 2 | 1 | | 2 | | | | 1 | | |
| Property - Special Handling - Damaged Ite | | | 1 | | | | | | | | 1 | | |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | 1 | | | | | | |
| Property - Special Handling - Missing Item | 2 | | ' | 2 | 1 | | 1 | | | | | | |
| | | 4 | | | 1 | | | | 4 | | | 4 | |
| Screening | | 1 | | 1 | | 6 | 1 | | 1 | 2 | 2 4 | 1 | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| Screening - Lengthy Lines | | | | | | 1 | | | | | 1 | | |
| Screening - Procedures/Process | | 1 | | 1 | | 4 | 1 | | 1 | 2 | 3 | 1 | 1 |
| 023 | 37 | 21 | 42 | 33 | 31 | 26 | 23 | 26 | 39 | 39 | 31 | 37 | 38 |
| Airline | | | | | | | | 1 | | | | | |
| Airline - Policy/Regulations/Service | | | | | | | | 1 | | | | | |
| Civil Rights | | | | 1 | | | 1 | | 1 | | | | |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | | |
| | | | | 4 | | | | | | | | | |
| | | | | 1 | | | 4 | | 4 | | | | |
| Civil Rights - Race | | | | | | | 1 | | 1 | | | | |
| Civil Rights - Race Customer Service | 2 | 1 | | 1 | | | 1 | 1 | 1 | 1 | | 1 | |
| Civil Rights - Race Customer Service Customer Service - TSO | 2 | 1 | | 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 34 | | 34 | 1 | 26 | 23 | 18 | | 31 | | 1 | | |
| Civil Rights - Race Customer Service Customer Service - TSO | 2 34 | 1 | 34 | 1 | 26 | 23 | | 1 | | 1 | 1 | 1 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 34 - Active Du | 1 15 | 34 | 1 | 26 | 23 | | 1 | | 1 | 1 | 1 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 34 - Active Du | 1 15 | 34 | 1 1 25 | 26 | 23 | | 1 | | 1 | 1 21 | 1 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 34 - Active Du - DoD 34 | 1 15 1 | 34 | 1 1 25 | | | 18 | 1 24 | 31 | 31 | 1 21 | 1 32 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 34 - Active Du - DoD 34 | 1 15 1 | 34 | 1 1 25 | | | 18 | 1 24 | 31 | 30 | 1 21 | 32 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 2 34 - Active Du - DoD 34 | 1 15 1 | 34 | 1 1 25 | | | 18 | 1 24 | 31 | 30 1 30 1 | 21 | 32 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General | 2 34 - Active Du - DoD 34 | 1 15 1 | 34 | 1 1 25 | | | 18 | 1 24 | 31 | 30 1 33 1 | 21 | 32 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock | 2 34 - Active Du - DoD 34 | 1 15 1 1 14 14 1ployees - 0 | 34 Opt In | 1 1 25 1 24 | 26 | 23 | 18 | 1 24 | 31 | 30 1 30 1 3 1 2 | 1 21 21 3 1 | 32 | 3′ |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property | 2 34 - Active Du - DoD 34 - TSA/DHS Em | 1 15 1 1 14 14 14 14 19loyees - (| 34 Opt In | 1 1 25 1 24 | 26 | | 18 | 1 24 | 31 | 30 30 1 33 1 2 | 21 21 3 1 | 32 | 31 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama | 2 34 - Active Du - DoD 34 - TSA/DHS Em | 1 15 1 1 14 14 14 14 19loyees - (| 34 Opt In | 1 1 25 1 24 | 26 | 23 | 18 | 1 24 | 31 | 30 1 30 1 3 1 2 | 21 21 3 1 | 32 | 3. |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property | 2 34 - Active Du - DoD 34 - TSA/DHS Em | 1 15 1 1 14 14 14 14 19loyees - (| 34 Opt In | 1 1 25 1 24 | 26 | 23 | 18 | 1 24 | 31 | 30 30 1 33 1 2 | 21 21 3 1 | 32 | 3. |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama | 2 34 Active Du DoD 34 TSA/DHS Em | 1 15 1 14 14 1pployees - 0 | 34 Opt In 1 y-on Luggag 1 | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 | 30 30 1 33 1 2 | 21 21 3 1 | 32 | 3. |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It | 1 15 1 14 14 nployees - 0 2 temsCarry 2 temsUnsp | 34 Opt In 1 y-on Luggag 1 pecified Lugg | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 | 30 30 1 33 1 2 | 1 21 21 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 32 | 3: |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It | 1 15 1 14 14 nployees - 0 2 temsCarry 2 temsUnsp | 34 Opt In 1 y-on Luggag 1 pecified Lugg | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 | 30 30 1 3 1 2 3 2 | 1 21 21 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 32 | 3. |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It | 1 15 1 14 14 nployees - 0 2 temsCarry 2 temsUnsp | 34 Opt In 1 y-on Luggag 1 pecified Lugg | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 31 1 1 | 30 30 1 3 1 2 3 2 | 1 21 21 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 32 32 1 1 | 3: |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It | 1 15 1 14 14 1ployees - 0 2 tems-Carry 2 tems-Unsp | 34 Opt In 1 y-on Luggag 1 pecified Lugg Checked | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 31 1 1 | 30 30 1 3 1 2 3 2 | 1 21 21 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 32 | 3: |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral Patdown | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It | 1 15 1 14 14 nployees - 0 2 tems-Carry 2 tems-Unsp carry-on or | 34 Opt In 1 y-on Luggag 1 pecified Lugg Checked | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 31 1 1 | 30 30 1 3 1 2 3 2 | 1 21 21 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 32 32 1 1 | 3: |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It | 1 15 1 14 14 1ployees - 0 2 tems-Carry 2 tems-Unsp | 34 Opt In 1 y-on Luggag 1 pecified Lugg Checked 1 1 | 1 1 25 1 24 1 e 1 | 26 1 1 | 23 | 18 | 1 24 | 31 31 1 1 | 30 30 1 3 1 2 3 2 | 1 21 21 3 1 1 3 2 1 3 3 2 2 1 3 3 2 2 1 3 3 2 2 1 3 3 2 2 1 3 3 2 2 3 3 3 3 | 32 32 1 1 | 3: |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Mourisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It aged/Missing It aged/Missing It rayed Items—C | 1 15 1 14 14 nployees - 0 2 tems-Carry 2 tems-Unsp carry-on or | 34 Opt In 1 y-on Luggag 1 pecified Lugg Checked | 1 1 25 1 24 1 e 1 | 26 | 23 | 18 | 1 24 | 31 31 1 1 | 30 30 1 3 1 2 3 2 | 1 21 21 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 32 32 1 1 1 | 3. |
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| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - International Screening Screening - International Screening Screening - Procedures/Process 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It aged/Missing It aged/Missing It rayed Items—C noer Necessary Me ir/ Scooter/ Se ms - Carry-On ms - Checked 1 1 34 1 1 2 2 2 26 | 1 15 1 14 14 14 14 15 10 14 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18 | 34 Opt In 1 y-on Luggag 1 Decified Lugg Checked 1 1 1 1 3 3 26 | 1 1 25 1 24 1 ee 1 1 agage upplies 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 3 3 1 1 1 | 23 | 18 18 1 1 1 | 1 24 | 31 31 1 1 1 1 5 | 1 31 30 1 3 3 1 2 3 3 2 | 1 21 21 3 1 3 3 1 3 3 2 1 1 1 1 1 1 1 6 6 | 1 32 32 1 1 1 | 31 31 1 1 1 1 1 1 1 1 8 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Per | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing It aged/Missing | 1 15 1 14 14 14 14 15 1 14 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18 | 34 Opt In 1 y-on Luggag 1 Decified Lugg Checked 1 1 1 1 3 3 26 | 1 1 25 1 24 1 1 e 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 3 3 1 1 1 | 23 | 18 18 1 1 1 | 1 24 | 31 31 1 1 1 1 5 | 1 31 30 1 3 3 1 2 3 3 2 | 1 21 21 3 1 3 3 1 3 3 2 1 1 1 1 1 1 1 6 6 | 1 32 32 1 1 1 | 31 31 1 1 1 1 1 1 8 |
| Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - International Screening Screening - International Screening Screening - Procedures/Process 2024 Airline Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program | 2 34 Active Du DoD 34 TSA/DHS Em aged/Missing It aged/Missing It aged/Missing It rayed Items—C noer Necessary Me ir/ Scooter/ Se ms - Carry-On ms - Checked 1 1 34 1 1 2 2 2 26 | 1 15 1 14 14 14 14 15 10 14 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18 | 34 Opt In 1 y-on Luggag 1 Decified Lugg Checked 1 1 1 1 3 3 26 | 1 1 25 1 24 1 ee 1 1 agage upplies 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 3 3 1 1 1 | 23 | 18 18 1 1 1 | 1 24 | 31 31 1 1 1 1 5 | 1 31 30 1 3 3 1 2 3 3 2 | 1 21 21 3 1 3 3 1 3 3 2 1 1 1 1 1 1 1 6 6 | 1 32 32 1 1 1 | 31 31 1 1 1 1 1 1 1 8 |

| | | | I SA CUIILA | ct Center (| icc, Data | 1001 - 1 015 | | | | | | | |
|--------------------------------------------|--------------|-----------|-------------|-------------|-----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missii | ng ItemsC | 2 | | | | | | | | | | 2 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | /ledical Dev | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Iten | ns - Carry-O | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | 2 | | 2 | | | | | | | | | 6 |
| Screening - Inconsistency | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | 2 | 1 | | 1 | | | | | | | | | 4 |

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

| Categories | 10-Oct | | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------------|-------------------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|----------|--------|-------|
| SEA | 810 | 749 | 759 | 547 | 406 | 488 | 562 | 590 | 656 | 587 | 672 | 719 | 7,545 |
| 2022 | 117 | 167 | 169 | 120 | 160 | 229 | 253 | 284 | 265 | 221 | 301 | 358 | 2,644 |
| Additional Information Required/Insufficient In | | | | • | | | | | | | | 2 | 2 |
| Additional Information Required/Insufficie | | - EMAIL O | NLY | | | | | | | | | 2 | 2 |
| Airline | | 1 | | | | 1 | | 2 | 1 | 1 | | 1 | 7 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | 1 | | 1 | 1 | 1 | | | 5 |
| Cargo | | | | | | | | 1 | | | | | 1 |
| Cargo - Known Shipper | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 7 | 4 | 1 | 3 | | 1 | 5 | 4 | 2 | 3 | 3 | 3 | 36 |
| Civil Rights - Age | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | | | | | 1 | 2 | 3 | | 2 | 2 | 2 | 12 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 3 | 1 | 3 | | | | | | | | | 9 |
| Civil Rights - Screening of Religious or Ci | . 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 2 | 1 | | | | | 1 | | | | 1 | | 5 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | 1 | | 2 | | | 1 | 5 |
| Claims | 1 | | | | 1 | | | | 1 | 1 | | | 4 |
| Claims - General | 1 | | | | | | | | | | | | 1 |
| Claims - Status | | | | | 1 | | | | 1 | 1 | | | 3 |
| Customer Service | 13 | 19 | 22 | 7 | 13 | 28 | 22 | 34 | 28 | 31 | 40 | 37 | 294 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 13 | 18 | 22 | 7 | 13 | 27 | 22 | 34 | 28 | 31 | 40 | 37 | 292 |
| Expedited Passenger Screening Program | 61 | 114 | 118 | 84 | 119 | 160 | 192 | 188 | 191 | 138 | 196 | 244 | 1,805 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 2 | 1 | 2 | 1 | 3 | 3 | | 1 | | | 2 | 15 |
| Expedited Passenger Screening Program | | 13 | 10 | 8 | 4 | 5 | 6 | 10 | 11 | 2 | 7 | 11 | 92 |
| Expedited Passenger Screening Program | | 98 | 107 | 74 | 111 | 152 | 183 | 176 | 178 | 136 | 189 | 230 | 1,690 |
| Expedited Passenger Screening Program | | 1 | | | 2 | .02 | | 2 | 11.0 | .00 | 100 | 1 | 6 |
| Identification (ID) Requirements | 1 | 2 | | 1 | | | | | | | | | 4 |
| Identification (ID) Requirements - Domest | | 2 | | | | | | | | | | | 3 |
| Identification (ID) Requirements - Minors | | | | 1 | | | | | | | | | 1 |
| Locks | 1 | | | 1 | 1 | 2 | 1 | | | | 2 | 1 | 9 |
| Locks - Missing or Damaged Lock | 1 | | | 1 | 1 | 2 | 1 | | | | 2 | 1 | 9 |
| Lost and Found | | | | 1 | | | | | 1 | | 3 | 1 | 6 |
| Lost and Found - Airport/TSA | | | | 1 | | | | | 1 | | 3 | 1 | 6 |
| Mishandling of Passenger Property | 6 | 3 | 2 | 5 | 4 | 3 | 6 | 6 | 1 | 6 | 3 | 6 | 51 |
| Mishandling of Passenger Property - Dam | | 1 | 1 | 1 | 1 | | 4 | 1 | 1 | 4 | 1 | 1 | 18 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 4 | 1 | 2 | 2 | 4 | | 1 | 2 | 4 | 23 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa | | j itomson | specifica Lu | ggage | 2 | 1 | | 1 | | ' | | 1 | 9 |
| No Jurisdiction | 7 | 1 | 2 | 1 | 2 | | 2 | 1 | 3 | 1 | 3 | 2 | 18 |
| No Jurisdiction - No Referral | | ' | | · · | | | 1 | 1 | 2 | 1 | <u> </u> | | 5 |
| No Jurisdiction - Refer to CBP | | | 1 | | 2 | | 1 | ' | 1 | ' | 1 | 1 | 7 |
| No Jurisdiction - Refer to Department of S | l State | | - ' | | | | ' | | - ' | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | 1 | 1 | 1 | | | | | | | 1 | 1 | 5 |
| Notice of Violation/Civil Penalties | | ' | | | | | | | | | 1 | | 1 |
| Notice of Violation/Civil Penalties - Gener | .al | | | | | | | | | | 1 | | 1 |
| Patdown | 2 | 1 | 1 | 1 | | 3 | 2 | 7 | 2 | 8 | 18 | 5 | 50 |
| Patdown - Children | | ' | | ' | | J | 1 | - 1 | | 1 | 3 | 3 | 5 |
| Patdown - Flyer | 2 | | 1 | 1 | | 2 | 1 | 7 | 2 | 7 | 15 | 5 | 43 |
| Patdown - Flyer as Observer | | | - 1 | - 1 | | 1 | | - 1 | | - 1 | 10 | 3 | 43 |
| Patdown - General | | 1 | | | | - 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 3 | 7 | 1 | | 3 | 4 | 7 | 8 | | 6 | 7 | 51 |
| Persons w/ Disabilities (PWD) - Autism S | | 3 | - 1 | - 1 | | 3 | 4 | - 1 | 2 | | 0 | 1 | |
| Persons w/ Disabilities (PWD) - Autism S | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | ' | 1 | | | | 3 | | 1 | 1 | | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diapers/0 | i Garmente/Dra | | ks | | | J | | 1 | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - General | الا/ماسانان | :55111Y5/1VIA5 1 | 1 | 1 | | | 1 | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | ' | | ' | | | ' | | 2 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Internal M | | 96 | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | | | Rody | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | Dody | | | | 1 | 1 | 1 | | 1 | 2 | 9 |
| Persons w/ Disabilities (PWD) - Mobility I | | 1 | | | | | 1 | | - 1 | | - 1 | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | 3 | | | | ļ. | | | | | | 3 |
| | | and Coata | 3 | | | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Service A | | and Casis | 2 | | | | | | - 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | rouma) | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | iauiiia) | | | | | | | | | 1 | | 1 |
| | | Common | 1 | | | | | 3 | 1 | | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Wheelch | aii/ Scoolei/ 3 | | | | | | | 3 | - 1 | | | ļ | 2 |
| Prohibited & Permitted Items | la/Dazara/S | 2 | | | | | | | | | | | |
| Prohibited & Permitted Items - Knives/Too | | 2 | ^ | | 7 | 4.4 | 0 | 0 | | | 4.4 | 7 | 2 |
| Property Special Handling Damaged It | 11 | 8 | 9 | 9 | 7 | 11 | 2 | 8 | 4 | 6 | 14 | | 96 |
| Property - Special Handling - Damaged It | | 1 | 4 | 6 | 4 | 1 | 1 | 2 | | 1 | 5 | 1 | 25 |
| Property - Special Handling - Damaged It | | 2 | 1 | | 1 | 5 | | 1 | | 3 | 3 | 3 | 22 |
| Property - Special Handling - Missing Iten | | 3 | 3 | 2 | | 1 | 1 | 3 | 3 | 1 | 4 | | 24 |
| Property - Special Handling - Missing Iter | | 2 | 5 | 1 | 2 | 4 | 47 | 2 | 1 | 1 | 2 | 3 | 25 |
| Screening | 9 | 9 | 7 | 6 | 13 | 17 | 17 | 26 | 23 | 26 | 12 | 42 | 207 |
| Screening - Children | | | | | 2 | | | | | | | | 2 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | 1 | | | | | 1 | 2 |
| Screening - Gate Pass | _ | | | | | | | | | _ | | 1 | 1 |
| Screening - Inconsistency | 2 | | 1 | | 1 | 1 | 3 | 1 | 3 | 2 | 1 | 3 | 18 |

| - | | | SA Contact | | • | | | | | | | | |
|-------------------------------------------------|-----------------|-----------------|------------|--------|----------|--------|--------|--------|--------|--------|----------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb (| 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - International Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | 3 | | | | 4 | 4 | 15 | 3 | 2 | 6 | 22 | 60 |
| Screening - Procedures/Process | 6 | 5 | 6 | 5 | 10 | 10 | 8 | 10 | 17 | 22 | 5 | 15 | 119 |
| Screening - Retrieving Abandoned/Confis | cated Items | 1 | | | | 2 | 1 | | | | | | 4 |
| 2023 | 322 | 300 | 313 | 236 | 246 | 259 | 309 | 306 | 391 | 366 | 371 | 361 | 3,780 |
| Additional Information Required/Insufficient In | | 2 | | | | | | | | | | | 2 |
| Additional Information Required/Insufficie | | 2 | | | | | | | | | | | 2 |
| Airline | 4 | 2 | | | | | | 1 | | 2 | | 1 | 10 |
| Airline - Lost Baggage | 1 | 1 | | | | | | | | 2 | | | 4 |
| | | | | | | | | 4 | | | | - | |
| Airline - Policy/Regulations/Service | 2 | 1 | | | | | | 1 | | | | 1 | 5 |
| Airline - Wheelchair Assistance | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 4 | 7 | 4 | 2 | 3 | 9 | 5 | 7 | 8 | 5 | | 8 | 72 |
| Civil Rights - Age | | | | | | 1 | | | 2 | | 1 | | 4 |
| Civil Rights - Constitutional Rights | | | | | 1 | 1 | | | 1 | | | | 3 |
| Civil Rights - National Origin | | 1 | | | | | | 1 | 1 | | | 1 | 4 |
| Civil Rights - Perceived Religion | | | | 1 | | 1 | | | | | | | 2 |
| Civil Rights - Profiling | | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - Race | 3 | 2 | 3 | | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 26 |
| Civil Rights - Screening of Religious or Cu | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | | | 3 | 2 | 3 | | 1 | 1 | 4 | 16 |
| · · · · · · · · · · · · · · · · · · · | | | ı | 1 | | 3 | | 3 | | ļ | <u>'</u> | 1 | |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | - | 4 | | | 4 | | - 1 | 3 |
| Civil Rights - Transgender Screening | | 3 | | | | 1 | 1 | | 1 | 1 | 3 | | 10 |
| Claims | | | | | 1 | | | | | | | | 1 |
| Claims - Status | | | | | 1 | | | | | | | | 1 |
| Customer Service | 35 | 21 | 25 | 31 | 24 | 31 | 31 | 30 | 35 | 41 | 34 | 44 | 382 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - Others | | | | | | | 2 | | | | | | 2 |
| Customer Service - TSO | 34 | 21 | 25 | 31 | 24 | 31 | 29 | 30 | 35 | 41 | 34 | 44 | 379 |
| DHS TRIP | U -1 | 41 | 20 | 01 | 44 | 01 | 23 | 1 | 55 | 71 | 04 | 77 | 1 |
| | | | | | | | | | | | | | |
| DHS TRIP - General | | 205 | 205 | 105 | 170 | 101 | 0.10 | 1 | | 000 | | 0.1.1 | 1 |
| Expedited Passenger Screening Program | 238 | 225 | 235 | 165 | 173 | 161 | 212 | 205 | 239 | 230 | 236 | 241 | 2,560 |
| Expedited Passenger Screening Program | | | | 1 | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | 3 | 3 | | | | 1 | | | 1 | 2 | | 1 | 11 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 8 | 8 | 10 | 2 | 6 | 4 | 4 | 5 | 3 | 2 | | 5 | 57 |
| Expedited Passenger Screening Program | 226 | 214 | 225 | 162 | 167 | 156 | 208 | 199 | 235 | 225 | 235 | 235 | 2,487 |
| Expedited Passenger Screening Program | | Employees | - Opt In | | | | | | | 1 | 1 | | 2 |
| Hazardous Materials Safety | | . , | | | | | | | | 2 | | | 2 |
| Hazardous Materials Safety - General | | | | | | | | | | 2 | | | 2 |
| HAZMAT Endorsement | | | 1 | | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | | |
| HAZMAT Endorsement - Status | | | I | | | | | | | | | | 1 |
| Locks | | 2 | | 1 | | 2 | | 2 | 1 | | 3 | 1 | 12 |
| Locks - General | | 1 | | 1 | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | | 2 | | 2 | 1 | | 3 | 1 | 10 |
| Lost and Found | | | | | | 1 | 1 | 1 | | 1 | 2 | 1 | 7 |
| Lost and Found - Airport/TSA | | | | | | 1 | 1 | 1 | | 1 | 2 | 1 | 7 |
| Mishandling of Passenger Property | 4 | 6 | 8 | 3 | 5 | 5 | 6 | 3 | 6 | 6 | 16 | 10 | 78 |
| Mishandling of Passenger Property - Dam | aged/Missi | 3 | 5 | 2 | 2 | 3 | 3 | 1 | 3 | 3 | 8 | 2 | 35 |
| Mishandling of Passenger Property - Dam | 3 | 3 | 3 | 1 | 3 | 1 | 2 | 2 | 3 | 2 | 6 | 7 | 36 |
| Mishandling of Passenger Property - Disa | | | | | | 1 | 1 | | | 1 | 2 | 1 | 7 |
| No Jurisdiction | · | 1 | 3 | | 3 | 1 | | 1 | 3 | 3 | | 1 | 17 |
| No Jurisdiction - No Referral | | | 1 | | 2 | | | | 1 | | | • | 4 |
| No Jurisdiction - Refer to CBP | | | 2 | | | | | | 1 | 3 | 1 | 1 | 8 |
| | | 4 | | | 4 | 4 | | 4 | | 3 | ı | | |
| No Jurisdiction - Refer to Other | | 1 | | | 1 | 1 | | 1 | 1 | | | | 5 |
| Patdown | 6 | 2 | 2 | 4 | 4 | 7 | 4 | 2 | 13 | 12 | | 4 | 66 |
| Patdown - Children | | | | | | | | | | 2 | | | 2 |
| Patdown - Flyer | 6 | 2 | 2 | 4 | 4 | 6 | 4 | 2 | 13 | 10 | 6 | 4 | 63 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 9 | 5 | 1 | 2 | 6 | 5 | 13 | 11 | 12 | 5 | 11 | 83 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | 1 | | 1 | 2 | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (c | | Breast Can | cer | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | , , | | | | 1 | | | | | 3 | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | ritar / Wiorita | 1 | | | 1 | 1 | | 2 | 0 | | | 5 |
| Persons w/ Disabilities (PWD) - General | | | 1 | 1 | | 2 | 1 | | 2 | 1 | 1 | | 7 |
| | mpoirms t | | | I | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medical [| | | 1 | | | 1 | | 2 | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Medically | | 3 | | | | | 1 | 5 | 1 | 3 | 2 | 7 | 22 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 2 | | | | | | | 1 | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | 2 | | | 1 | 1 | 2 | | 1 | | | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | 1 | | | | | | 1 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Respirato | | er Equipme | nt | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | 1 | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | trauma\ | | | 1 | | | 1 | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Youdil Av | | auma) | | | | | | 1 | | | | | 1 |
| | | 4 | | | | | 4 | | | _ | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | 4 | | | | | 1 | 1 | | 3 | | | 9 |
| Property - Special Handling | 7 | 9 | 6 | 8 | 5 | 5 | 7 | 4 | 9 | 5 | | 5 | 78 |
| Property - Special Handling - Damaged It | 2 | 3 | | 2 | | 3 | 3 | 1 | 1 | 2 | 3 | | 20 |
| Property - Special Handling - Damaged It | 1 | 3 | 1 | 3 | 2 | | 2 | | 2 | | | | 14 |
| Property - Special Handling - Missing Iten | 2 | 2 | 3 | 2 | 2 | | 1 | 2 | 5 | 3 | 5 | 4 | 31 |
| Property - Special Handling - Missing Iten | | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 1 | | | 1 | 13 |
| Request for Assistance | _ | | | | | | | | 1 | 1 | | | 2 |
| Request for Assistance - Other | | | | | | | | | 1 | 1 | | | 2 |
| Screening | 21 | 14 | 24 | 21 | 26 | 31 | 38 | 36 | 65 | 46 | 50 | 34 | 406 |
| Screening - Children | 1 | 14 | 24 | Z 1 | 20 | 31 | 30 | 30 | 03 | 40 | 1 | 34 | 2 |
| Oordening - Ormalen | <u>'</u> | | | | | | | | | | 1 | | |

| ategories | 10.004 | | 12-Dec | ct Center (1 | 02-Feb | | | OF Marc | 06 1 | 07 1 | NP A~ | 00 800 | Total |
|------------------------------------------------|----------------|--------------|------------|--------------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| - | 10-Oct | 11-Nov | | 01-Jan | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Screening - Crew Member or Airline Em | | | 3 | 1 | 2 | | | | | 1 | 1 | | 1 |
| Screening - Inconsistency | 3 | | 1 | 4 | 2 | | 2 | 2 | 7 | 5 | 7 | 4 | 3 |
| Screening - International Screening | | | | | 2 | | | | | 1 | | | |
| Screening - Lengthy Lines | 5 | 12 | 9 | 5 | 7 | 16 | 17 | 17 | 34 | 17 | 22 | 16 | 17 |
| Screening - Procedures/Process | 9 | 2 | 9 | 11 | 13 | 14 | 19 | 16 | 24 | 22 | 18 | 14 | 17 |
| Screening - Retrieving Abandoned/Confi | scated Items | | 2 | | | | | 1 | | | 1 | | |
| Screening - Shoe Screening | | | | | | 1 | | | | | | | |
| 2024 | 371 | 282 | 277 | 191 | | | | | | | | | 1,12 |
| Additional Information Required/Insufficient I | | 202 | 1 | | | | | | | | | | ., |
| Additional Information Required/Insufficient | | n - EMAII | 1 | | | | | | | | | | |
| | | II - EIVIAIL | | - | | | | | | | | | |
| Airline | | | 1 | 3 | | | | | | | | | |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | 2 | | | | | | | | | |
| Civil Rights | 4 | 5 | 6 | 5 | | | | | | | | | 2 |
| Civil Rights - Age | | 1 | | | | | | | | | | | |
| Civil Rights - Civil Rights Violation (TSA | Employee) | | 1 | | | | | | | | | | |
| Civil Rights - National Origin | | 1 | 1 | 1 | | | | | | | | | |
| Civil Rights - Race | 2 | 2 | 2 | 3 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identit | | 1 | | 1 | | | | | | | | | |
| | y. 1 1 | ı | 2 | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | |
| Claims | | | 1 | | | | | | | | | | |
| Claims - General | | | 1 | | | | | | | | | | |
| Customer Service | 29 | 24 | 36 | 27 | | | | | | | | | 11 |
| Customer Service - TCC | | 1 | 1 | | | | | | | | | | |
| Customer Service - TSO | 29 | 23 | 35 | 27 | | | | | | | | | 11 |
| DHS TRIP | | | 1 | | | | | | | | | | |
| DHS TRIP - General | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 282 | 203 | 206 | 122 | | | | | | | | | 81 |
| Expedited Passenger Screening Program | | 2 | 1 | 122 | | | | | | | | | 01 |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 5 | 11 | 5 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | 195 | 194 | 117 | | | | | | | | | 78 |
| Expedited Passenger Screening Program | n - ISA/DHS | 1 | | | | | | | | | | | |
| Flying Armed | | | | 1 | | | | | | | | | |
| Flying Armed - General | | | | 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 | 8 | 4 | 3 | 6 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Da | | | 1 | 2 | | | | | | | | | |
| | | 0 | | | | | | | | | | | |
| Mishandling of Passenger Property - Da | | 2 | 2 | 4 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dis | | 2 | | | | | | | | | | | |
| No Jurisdiction | 4 | | 2 | | | | | | | | | | |
| No Jurisdiction - No Referral | | | 2 | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 3 | | | | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | 1 | 5 | 3 | 1 | | | | | | | | | 1 |
| Patdown - Children | | | 2 | | | | | | | | | | |
| Patdown - Flyer | 1 | 4 | 1 | 1 | | | | | | | | | |
| | | 1 | - ' | ' | | | | | | | | | |
| Patdown - Flyer as Observer | - | | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 3 | 2 | 4 | 6 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabete | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers | | essings/Mas | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | 2 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical | ly 1 | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility | Disability (No | t Wheelchai | r or Scoot | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respira | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Visual II | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelch | | 1 | 1 | 2 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Property - Special Handling | 11 | 12 | 3 | 8 | | | | | | | | | 3 |
| Property - Special Handling - Damaged | | 3 | 1 | 2 | | | | | | | | | 1 |
| Property - Special Handling - Damaged | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Ite | | 5 | 2 | 4 | | | | | | | | | 1 |
| Property - Special Handling - Missing Ite | n 2 | 3 | | 2 | | | | | | | | | |
| Request for Assistance | | | | 1 | | | | | | | | | |
| Request for Assistance - Other | | | | 1 | | | | | | | | | |
| Screening | 28 | 25 | 10 | 10 | | | | | | | | | 7 |
| Screening - Crew Member or Airline Em | _ | 1 | 10 | 10 | | | | | | | | | |
| | J 1 | | | | | | | | | | | | |
| Screening - Gate Pass | _ | 1 | _ | | | | | | | | | | |
| Screening - Inconsistency | 5 | 4 | 2 | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | 9 | 3 | 1 | 3 | | | | | | | | | 1 |
| Screening - Procedures/Process | 13 | 16 | 7 | 5 | | | | | | | | | 4 |
| Screening - Retrieving Abandoned/Confi | scated Items | | | 1 | | | | | | | | | |

| | | TSA | Contact C | | • | | | | | | | | |
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| Categories | 10-Oct ' | 11-Nov 1 | 2-Dec 0 | 1-Jan 0 | 2-Feb 03 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SFB | 41 | 51 | 43 | 30 | 28 | 17 | 30 | 29 | 28 | 29 | 32 | 23 | 381 |
| 2022 | 12 | 14 | 8 | 8 | 16 | 8 | 14 | 19 | 12 | 13 | 17 | 11 | 152 |
| Airline | | 1 | | | 1 | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | 1 | | | | | | | | 2 |
| Civil Rights | | 1 | 1 | | 1 | | | | | 1 | | 1 | 5 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Racial Profiling or Discrimina | l | | 1 | | 1 | | | | | | | | 2 |
| Claims | | 1 | 1 | | ' | | | | | | | | 1 |
| Claims - Status | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | 0 | 2 | | 2 | 4 | 0 | 4 | 0 | |
| | | 2 | | | 2 | 3 | | 3 | 1 | 2 | 1 | 2 | 17 |
| Customer Service - TSO | _ | 2 | 1 | | 2 | 3 | 4.4 | 3 | 1 | 2 | 1 | 2 | 17 |
| Expedited Passenger Screening Program | 6 | 6 | 4 | 4 | 9 | 2 | 11 | 10 | 9 | 5 | 15 | 6 | 87 |
| Expedited Passenger Screening Program | | | | 1 | 1 | | | 1 | 1 | | 1 | | 5 |
| Expedited Passenger Screening Program | 6 | 6 | 4 | 3 | 8 | 2 | 11 | 9 | 8 | 5 | 14 | 6 | 82 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Lost and Found | 1 | | | | | | | 1 | | | | | 2 |
| Lost and Found - Airport/TSA | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Patdown | 2 | 1 | | 2 | 1 | | 1 | 2 | 1 | 2 | | 2 | 14 |
| Patdown - Children | | 1 | | | | | | | | 1 | | | 2 |
| Patdown - Flyer | 1 | | | 1 | 1 | | 1 | 2 | 1 | 1 | | 1 | 9 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Patdown - General | | | | 1 | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | • | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 1 | 1 | 1 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Medically | | edication and | d Medical S | Sunnlies | 1 | 1 | ' | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | - Garoanon and | iviouioai o | applica | 1 | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | | | | 1 | | | | | |
| | | nd Cooto | | | | | 4 | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooler/ S | egway | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | 1 | | 1 | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Ite | | n | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Item | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | | 1 | 2 | | 2 | 1 | 1 | 1 | 2 | | | 11 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | 2 | | 2 | | | 1 | 2 | | | 9 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 1 | | | | | | 1 |
| 2023 | 7 | 20 | 18 | 9 | 12 | 9 | 16 | 10 | 16 | 16 | 15 | 12 | 160 |
| Airline | | | | | 1 | | | | | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | 1 | 2 |
| | | | | | | 1 | 1 | | | | | | 3 |
| Civil Rights | | | | 1 | | | | | | | | | |
| | | | | 1 | | 1 | | | | | | | 1 |
| Civil Rights | - Not Transger | nder | | 1 | | | 1 | | | | | | 1 2 |
| Civil Rights Civil Rights - Race | - Not Transger | nder 1 | 1 | | | | | | 1 | | 1 | | 1 2 6 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity | - Not Transger | | 1 1 | 1 | | | 1 | | 1 | | 1 | | |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service | - Not Transger | 1 | | 1 | 8 | | 1 | 6 | | 6 | 1 1 7 | 10 | 6 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO | 4 | 1 1 | 1 | 1 1 1 | 8 | 1 | 1 1 1 | 6 | 1 | 6 | | 10 | 6 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 4 - TSA Appl | 1 1 15 | 1 | 1 1 1 | 8 | 1 | 1 1 1 12 | 6 | 1 | 6 | | 10 | 6 6 102 2 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 4 - TSA Appl | 1 1 15 2 | 1 14 14 | 1 1 1 6 | | 6 | 1 1 1 1 12 | | 1 8 | | 7 | | 6 6 102 2 100 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 1 | 1 1 1 6 | | 6 | 1 1 1 12 12 | | 1 8 | | 7 7 1 | | 6 6 102 2 100 3 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 | 1 1 1 6 | | 6 | 1 1 1 1 12 | | 1 8 | | 7 | | 6 102 2 100 3 3 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 1 1 | 1 1 1 6 | | 6 | 1 1 1 12 12 | | 1 8 | | 7 7 1 | | 6 102 2 100 3 3 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property No Jurisdiction No Jurisdiction - Refer to CBP | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 1 | 1 1 1 6 | 8 | 6 | 1 1 1 12 12 | | 8 | | 7 1 1 | | 6 6 102 2 100 3 3 1 1 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 1 1 | 1 1 1 6 | | 6 | 1 1 1 12 12 | | 1 8 | 6 | 7 7 1 | | 6 102 2 100 3 3 1 1 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 1 1 | 1 1 1 6 | 8 | 6 6 | 1 1 1 12 12 | | 8 | 6 | 7 1 1 | | 6 102 2 100 3 3 1 1 1 5 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer | 4 - TSA Appl 4 | 1 1 15 2 13 | 1 14 14 1 1 | 1 1 1 6 | 8 | 6 | 1 1 1 12 12 | | 8 | 6 | 7 7 1 1 | | 6 102 2 100 3 3 1 1 1 5 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer | 4 - TSA Appl 4 aged/Missing | 1 1 15 2 13 | 1 14 14 1 1 1 | 1 1 1 6 | 8 | 6 6 | 1 1 1 12 12 | | 8 | 1 1 | 7 7 1 1 1 | 10 | 6 102 2 100 3 3 1 1 5 1 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) | 4 - TSA Appl 4 aged/Missing | 1 1 15 2 13 | 1 14 14 1 1 | 1 1 1 6 | 8 | 6 6 | 1 1 1 12 12 | | 8 | 1 1 3 | 7 1 1 1 1 1 1 3 | | 6 102 2 100 3 3 1 1 5 1 3 1 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes | 4 - TSA Appl 4 aged/Missing | 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 | 1 1 1 6 | 8 | 6 6 | 1 1 1 12 12 | | 8 | 1 1 3 1 | 7 7 1 1 1 | 10 | 6 102 2 100 3 3 1 1 5 1 3 1 1 2 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M | 4 - TSA Appl 4 aged/Missing 1 | 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 1 | 1 1 1 6 6 | 8 | 6 6 | 1 1 1 12 12 | | 8 | 1 1 3 1 | 7 1 1 1 1 1 3 3 1 | 10 | 6 6 102 2 100 3 3 1 1 5 1 3 1 1 11 2 |
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| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | 4 - TSA Appl 4 - TSA Appl 4 laged/Missing 1 fledical Device Necessary M olants (joint) Stomates 1 ems - Carry ns - Carry-On ns - Checke 2 1 1 22 1 | 1 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 6 Supplies | 1 1 2 | 1 6 6 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 3 | 1 1 1 2 4 | 1 1 1 1 1 1 4 1 1 | 7 1 1 1 1 3 1 2 2 1 1 | 10 | 6 6 102 2 100 3 3 1 1 1 5 1 3 1 1 1 1 2 1 3 4 1 1 1 2 2 1 1 1 2 2 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance Request for Assistance Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Sex/Gender/Gender Identity. | 4 - TSA Appl 4 - TSA Appl 4 laged/Missing 1 fledical Device Necessary M olants (joint) Stomates 1 ems - Carry ns - Carry-On ns - Checke 2 1 1 22 1 | 1 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 6 Supplies | 1 1 2 | 1 6 6 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 3 | 1 1 1 2 4 | 1 1 1 1 1 1 4 1 1 | 7 1 1 1 1 3 1 2 2 1 1 | 10 | 6 6 102 2 100 3 3 1 1 1 5 1 3 1 11 2 1 1 2 1 1 2 1 1 6 6 1 6 1 1 1 1 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/Cersons w/ Disabilities (PWD) - Wheelchersons w/ D | 4 - TSA Appl 4 - TSA Appl 4 laged/Missing 1 fledical Device Necessary M olants (joint) Stomates 1 ems - Carry ns - Carry-On ns - Checke 2 1 1 22 1 | 1 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 2 | 1 6 6 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 3 | 1 1 1 2 4 | 1 1 1 1 1 1 4 1 1 | 7 1 1 1 1 3 1 2 2 1 1 | 10 | 6 6 102 2 100 3 3 1 1 1 5 1 3 1 11 2 1 1 2 1 1 2 1 1 6 1 6 6 1 6 6 1 6 6 1 6 6 1 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Opposite Gender Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO | 4 - TSA Appl 4 - TSA Appl 4 aged/Missing 1 Medical Device Necessary M blants (joint) Ostomates 1 ems - Carry-On s - Checke 2 1 1 22 1 1 | 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 6 6 isopplies | 1 1 2 | 1 6 6 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 3 | 1 1 1 2 4 | 1 1 1 1 1 1 4 1 1 | 7 1 1 1 1 3 1 2 2 1 1 | 10 | 6 6 102 2 100 3 3 1 1 1 1 5 1 3 1 1 1 1 2 1 3 4 1 1 1 2 2 1 1 6 6 1 6 6 1 4 4 |
| Civil Rights Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/Cersons w/ Disabilities (PWD) - Wheelchersons w/ D | 4 - TSA Appl 4 - TSA Appl 4 laged/Missing 1 fledical Device Necessary M olants (joint) Stomates 1 ems - Carry ns - Carry-On ns - Checke 2 1 1 22 1 | 1 1 1 15 2 13 ItemsC | 1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 6 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 2 | 1 6 6 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 3 | 1 1 1 2 4 | 1 1 1 1 1 1 4 1 1 | 7 1 1 1 1 3 1 2 2 1 1 | 10 | 6 6 102 2 100 3 3 1 1 1 5 1 3 1 11 2 1 1 2 1 1 2 1 1 6 1 6 6 1 6 6 1 6 6 1 6 6 1 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 |

| | | | SA COMICA | or center (| icc) Dala | 1001 - FOIF | ١. | | | | | | |
|--------------------------------------------|---------------|-------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | n - Active Du | ty Military | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | n - TSA Appl | 1 | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 14 | 12 | 11 | 8 | | | | | | | | | 45 |
| Mishandling of Passenger Property | 1 | | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dar | naged/Missir | ng ItemsC | arry-on Lug | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dar | n 1 | | | 1 | | | | | | | | | 2 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Service | Ánimals | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual In | n 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Itel | ms - Carry-O | n | 1 | | | | | | | | | | 1 |
| Screening | 3 | 2 | | 1 | | | | | | | | | 6 |
| Screening - Children | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | 1 | | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |

| Catamania | 1001 | | | Center (TC | | | | | | | ••• | | |
|-------------------------------------------------------------------|---------------|--------------|-------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | | | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SFO | 795 | 715 | 744 | 519 | 403 | 618 | 685 | 690 | 759 | 644 | 586 | 669 | 7,827 |
| 2022 | 126 | 157 | 131 | 78 | 145 | 319 | 384 | 344 | 419 | 328 | 303 | 371 | 3,105 |
| Additional Information Required/Insufficient In | | 1 | | | | | | | | | | 1 | 2 |
| Additional Information Required/Insufficie | nt Informatic | 1 | | | | | | | | | | 1 | 2 |
| Airline | | 1 | | | | 1 | 2 | | 2 | 1 | | 3 | 10 |
| Airline - Baggage Requirements | | | | | | | | | | 1 | | | 1 |
| Airline - Lost Baggage | | | | | | | | | 1 | | | 1 | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | 1 | 2 | | 1 | | | 2 | 7 |
| Animals | | | | | | | | | | 1 | | | 1 |
| Animals - Carry-On | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 2 | 3 | 4 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 27 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Headwear | | | | | | | | | | | | 1 | 1 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | ' | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | 1 | 2 | | 2 | 1 | 2 | 2 | 2 | 12 |
| Civil Rights - Race Civil Rights - Racial Profiling or Discrimin | otion | 2 | 0 | 1 | ı | | | | 1 | | | 2 | |
| | | 3 | 2 | 1 | | | 4 | | 4 | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | | | | 1 | | 1 | | | | 4 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Claims | | 1 | | | | | | | | | | | 1 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Customer Service | 3 | 11 | 11 | 8 | 8 | 4 | 8 | 11 | 17 | 10 | 9 | 11 | 111 |
| Customer Service - TSO | 3 | 11 | 11 | 8 | 8 | 4 | 8 | 11 | 17 | 10 | 9 | 11 | 111 |
| DHS TRIP | | | | | | | | | | 1 | | | 1 |
| DHS TRIP - General | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 98 | 124 | 99 | 56 | 128 | 296 | 360 | 304 | 373 | 290 | 277 | 330 | 2,735 |
| Expedited Passenger Screening Program | - DoD | | | 1 | 1 | 2 | 1 | | 1 | 1 | | | 7 |
| Expedited Passenger Screening Program | | 13 | 10 | 5 | 6 | 2 | 16 | 9 | 19 | 9 | 7 | 12 | 118 |
| Expedited Passenger Screening Program | | 110 | 89 | 50 | 121 | 290 | 343 | 295 | 353 | 277 | 270 | 317 | 2,603 |
| Expedited Passenger Screening Program | | 1 | 30 | | | 2 | 3.0 | | 300 | 3 | 2.0 | 1 | 7 |
| Identification (ID) Requirements | | | | | 1 | 1 | | | | | | | 2 |
| Identification (ID) Requirements - Domest | ic. | | | | 1 | 1 | | | | | | | 2 |
| Locks | | 2 | 1 | | | ' | | 1 | | 2 | | 2 | 8 |
| Locks - Missing or Damaged Lock | | 2 | 1 | | | | | 1 | | 2 | | 2 | 8 |
| | | | | 4 | | | | ı | 0 | | | | |
| Lost and Found | | 2 | | 1 | | | | | 2 | | | | 5 |
| Lost and Found - Airport/TSA | | 2 | | 1 | | | | | 2 | | | | 5 |
| Mishandling of Passenger Property | 1 | 4 | | | | 1 | 1 | 7 | 2 | | 3 | 5 | 24 |
| Mishandling of Passenger Property - Dam | | | ate Screeni | ng Contract | or | | | 3 | 2 | | | | 5 |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | | 2 | | 4 |
| Mishandling of Passenger Property - Dam | naged/Missii | 2 | | | | 1 | 1 | 4 | | | | 3 | 11 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | 1 | 2 | 4 |
| No Jurisdiction | | | 3 | 1 | | 1 | 1 | 1 | 2 | 1 | | 2 | 12 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | 2 | | | | 1 | | 1 | 1 | | 2 | 7 |
| No Jurisdiction - Refer to Other | | | 1 | 1 | | 1 | | | 1 | | | | 4 |
| Patdown | 1 | | 3 | 1 | | 1 | 1 | 2 | 1 | 1 | 5 | 2 | 18 |
| Patdown - Children | | | 1 | | | | • | | | | 1 | _ | 2 |
| Patdown - Flyer | 1 | | 2 | 1 | | 1 | 1 | 2 | 1 | 1 | 4 | 2 | 16 |
| Persons w/ Disabilities (PWD) | 2 | | 2 | ' | 1 | 1 | - ' | 4 | 3 | 3 | 1 | 3 | 20 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | 1 | 1 | | - | 3 | - 0 | - 1 | 1 | 4 |
| | | -4-1 /844-1 | | | Į. | | | 4 | | | | ı | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | | | | | | | | 1 | 4 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | KS | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | ledication a | nd Medical | Supplies | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | . , | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | Wheelchair | or Scoote | r) | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/0 | Ostomates | | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthes | 1 | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | | rauma) | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | - " | | 1 | | | | | 1 | 1 | | | 1 | 4 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | rages | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 4 | 1 | - | 5 | 1 | 1 | 4 | 1 | 1 | 1 | 2 | 2 | 23 |
| Property - Special Handling - Damaged It | | 1 | | 3 | 1 | - 1 | 4 | 1 | 1 | - 1 | 2 | | 8 |
| | | | | 3 | | | | 1 | | | 2 | 1 | |
| Property - Special Handling - Damaged It | | | | | | | 2 | | | | | | 3 |
| Property - Special Handling - Missing Item | | 1 | | 2 | | | 2 | | 1 | | | 1 | 8 |
| Property - Special Handling - Missing Iten | | | | | 1 | 1 | | | | 1 | | | 4 |
| Screening | 14 | 7 | 7 | 5 | 5 | 10 | 5 | 11 | 14 | 14 | 4 | 6 | 102 |
| Screening - Children | | | | | | | | | 1 | | | | 1 |
| Screening - Inconsistency | 2 | 1 | 1 | | | | 1 | | | 1 | | 1 | 7 |
| Screening - Lengthy Lines | | 1 | | | 1 | 2 | | 3 | 6 | 2 | 1 | 2 | 18 |
| Screening - Military | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 12 | 5 | 5 | 5 | 2 | 8 | 3 | 6 | 6 | 11 | 3 | 3 | 69 |
| Screening - Retrieving Abandoned/Confis | | | 1 | | 1 | | 1 | 1 | | | | | 4 |
| Screening - Shoe Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Traveling with Cash | | | | | | | | | 1 | | | | 1 |
| TWIC | 1 | | | | | | | | | | | 1 | 2 |
| TWIC - General | 1 | | | | | | | | | | | 1 | 2 |
| 2023 | 336 | 319 | 353 | 257 | 258 | 299 | 301 | 346 | 340 | 316 | 283 | 298 | 3,706 |
| | | 313 | 353 | 201 | 200 | 299 | 301 | | 340 | 310 | 203 | 290 | - |
| Airline Policy/Pagulations/Santias | 1 | | | | | | | 1 | | | | | 3 |
| Airline - Policy/Regulations/Service | 1 | | 1 | | | _ | | 1 | _ | | | | 3 |
| Civil Rights | | 1 | 1 | 3 | | 2 | 2 | 8 | 3 | 3 | 2 | 2 | 27 |
| Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | | | 1 | 2 |
| | | | | | | | | | | | | | |

| | | | TSA | Contact (| Center (TC | C) Data Tool | - FOIA | | | | | | | |
|------------|----------------------------------------------|----------------|-----------------|-------------|-----------------------------------------|--------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | | 10-Oct 1 | 1-Nov 1 | 2-Dec (| 01-Jan (| 02-Feb 03 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | Civil Rights - Race | | | 1 | | | 1 | | 5 | 1 | 1 | 1 | 1 | 11 |
| | Civil Rights - Sex/Gender/Gender Identity | Not Transger | der | | 2 | | | | 1 | | | 1 | | 4 |
| | Civil Rights - Transgender Screening | | | | 1 | | 1 | 2 | 1 | 1 | 1 | | | 7 |
| Cla | ims | | | 1 | | | | | | | | | | 1 |
| | Claims - Status | | | 1 | | | | | | | | | | 1 |
| Cus | stomer Service | 14 | 8 | 10 | 13 | 10 | 9 | 11 | 14 | 14 | 13 | 11 | 14 | 141 |
| | Customer Service - Others | | | | | | | | | 2 | | | | 2 |
| | Customer Service - TSO | 14 | 8 | 10 | 13 | 10 | 9 | 11 | 14 | 12 | 13 | 11 | 14 | 139 |
| DH | S TRIP | 1 | | | | | | | 1 | | | | | 2 |
| | DHS TRIP - General | 1 | | | | | | | 1 | | | | | 2 |
| Exp | pedited Passenger Screening Program | 297 | 287 | 324 | 221 | 227 | 266 | 261 | 295 | 295 | 269 | 239 | 260 | 3,241 |
| | Expedited Passenger Screening Program | 2 | | | | | | | 1 | | 1 | | | 4 |
| | Expedited Passenger Screening Program | 8 | 6 | 4 | 6 | 8 | 3 | 2 | 5 | 5 | 9 | 5 | 2 | 63 |
| | Expedited Passenger Screening Program | 286 | 278 | 319 | 215 | 219 | 262 | 259 | 289 | 290 | 259 | 234 | 257 | 3,167 |
| | Expedited Passenger Screening Program | 1 | 3 | 1 | | | 1 | | | | | | 1 | 7 |
| Loc | ks | 1 | 2 | | 2 | 2 | | 1 | | | 2 | 1 | 2 | 13 |
| | Locks - General | | | | 1 | | | | | | | | | 1 |
| | Locks - Missing or Damaged Lock | 1 | 2 | | 1 | 2 | | 1 | | | 2 | 1 | 2 | 12 |
| Los | t and Found | 1 | | | | | | | | | | | | 1 |
| | Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mis | handling of Passenger Property | 7 | | 2 | 2 | 1 | 4 | 2 | 3 | 3 | 2 | 8 | 1 | 35 |
| | Mishandling of Passenger Property - Dam | 1 | | | | | 1 | | | | | | | 2 |
| | Mishandling of Passenger Property - Dam | 2 | | 1 | | 1 | 1 | | 1 | 3 | 1 | 4 | | 14 |
| | Mishandling of Passenger Property - Dam | 3 | | 1 | 2 | | 2 | 1 | 1 | | 1 | 4 | | 15 |
| | Mishandling of Passenger Property - Dam | | temsUnsp | ecified Luc | ggage | | | 1 | | | | | | 1 |
| | Mishandling of Passenger Property - Disa | 1 | | | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | | | 1 | | | | 1 | 3 |
| No | Jurisdiction | 4 | 3 | 1 | 2 | | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 28 |
| | No Jurisdiction - No Referral | | 1 | | 1 | | | 1 | 2 | | 1 | | | 6 |
| | No Jurisdiction - Refer to CBP | 3 | 2 | | | | 1 | 2 | | 1 | 1 | 2 | 1 | 13 |
| | No Jurisdiction - Refer to Other | 1 | | 1 | 1 | | | | 1 | 1 | 1 | 1 | 2 | 9 |
| Not | ice of Violation/Civil Penalties | | | | ' | | | | | | 1 | | | 1 |
| | Notice of Violation/Civil Penalties - Gener | al | | | | | | | | | 1 | | | 1 |
| Pat | down | 1 | 4 | 3 | 1 | | 1 | 1 | 2 | 3 | 3 | | 3 | 22 |
| | Patdown - Flyer | 1 | 4 | 2 | 1 | | 1 | 1 | 2 | 3 | 3 | | 2 | 20 |
| | Patdown - Flyer as Observer | | - | 1 | ' | | | | | | | | 1 | 2 |
| Per | rsons w/ Disabilities (PWD) | 1 | 5 | 1 | 2 | 2 | 3 | 4 | 3 | 1 | 7 | 1 | 3 | 33 |
| | Persons w/ Disabilities (PWD) - Autism S | - | | | 1 | | | 1 | | | 1 | | - | 3 |
| | Persons w/ Disabilities (PWD) - Breast Ca | | | | ' | | | ' | | | ' | | 1 | 1 |
| | Persons w/ Disabilities (PWD) - Cognitive | | al /Mental Γ | Disability | | | | 1 | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Diabetes | 7.Dovolopinom | ai /ivioritai E | Diodomity | | | 1 | ' | | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) - General | | 1 | | | | 1 | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) - Hearing I | mnairment | ' | | | | ' | | | | | 1 | | 1 |
| | Persons w/ Disabilities (PWD) - Medical D | | hed to the F | Rody | | | | 1 | | | | ' | | 1 |
| | Persons w/ Disabilities (PWD) - Medically | | 1 | Joury | 1 | | 1 | ' | | 1 | 2 | | | 6 |
| | Persons w/ Disabilities (PWD) - Mobility D | | | 1 | 1 | | ' | | | ' | 1 | | 1 | 3 |
| | Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | | 1 | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) - Touch Av | | iu Casis | | | | | | 1 | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) - Visual Im | | | | | 1 | | | ' | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Wheelcha | | 3 | | | 1 | | 1 | 1 | | 1 | | 1 | 8 |
| Pro | perty - Special Handling | 1 | 3 | 2 | 2 | 1 | 2 | 3 | 4 | 4 | 5 | 6 | 1 | 34 |
| 110 | Property - Special Handling - Damaged Ite | ems - Carry-Or | | | | ' | 1 | 3 | 1 | | 3 | 0 | ' | 8 |
| | Property - Special Handling - Damaged Ite | ems - Checl | 1 | 1 | 1 | | ' | | ' | | - 0 | 1 | | 4 |
| | Property - Special Handling - Missing Item | 1 | · | | ' | 1 | | | 2 | 3 | 2 | 3 | 1 | 13 |
| | Property - Special Handling - Missing Item | | 2 | 1 | 1 | ' | 1 | | 1 | 1 | | 2 | ' | 9 |
| Scr | eening | 7 | 6 | 7 | 9 | 15 | 11 | 13 | 12 | 15 | 8 | 12 | 8 | 123 |
| 001 | Screening - Crew Member or Airline Empl | | 0 | 1 | 3 | 13 | - 11 | 10 | 12 | 10 | 0 | 12 | 0 | 1 1 |
| | Screening - Inconsistency | 2 | 1 | 2 | 2 | 1 | | | 2 | 4 | | 1 | 2 | 17 |
| | Screening - Lengthy Lines | | - 1 | | | 1 | | | | 4 | 1 | 4 | | 5 |
| | Screening - Procedures/Process | 5 | 5 | 4 | 7 | 13 | 7 | 13 | 10 | 11 | 7 | 7 | 6 | 95 |
| | Screening - Retrieving Abandoned/Confise | | 3 | | ' | 1 | 4 | 10 | 10 | - 11 | - 1 | - ' | 0 | 5 |
| SID | OA (Security Identification Display Area) | | | | | | | | | | | | 1 | 1 |
| 0.5 | SIDA (Security Identification Display Area |) - General | | | | | | | | | | | 1 | 1 |
| 2024 | O.D. (Coodin) rachimodich Biopia) / iioa | 333 | 239 | 260 | 184 | | | | | | | | | 1,016 |
| Airl | ine | 1 | 200 | 200 | 2 | | | | | | | | | 3 |
| 7 111 | Airline - Policy/Regulations/Service | 1 | | | 1 | | | | | | | | | 2 |
| | Airline - Wheelchair Assistance | | | | 1 | | | | | | | | | 1 |
| Civ | il Rights | 2 | 7 | 3 | 7 | | | | | | | | | 19 |
| CIV | Civil Rights - Headwear | | 1 | 1 | 3 | | | | | | | | | 5 |
| | | | 1 | 1 | 3 | | | | | | | | | 2 |
| | Civil Rights - National Origin | | ı | 1 | 1 | | | | | | | | | 2 |
| | Civil Rights - Not Specified | | 4 | 1 | ı | | | | | | | | | |
| | Civil Rights - Profiling | 0 | 1 | | 4 | | | | | | | | | 1 |
| | Civil Rights - Race | 2 | 3 | | 1 | | | | | | | | | 6 |
| | Civil Rights - Sex/Gender/Gender Identity | - Not Trans(| 1 | | 2 | | | | | | | | | 3 |
| Cla | | | | 1 | | | | | | | | | | 1 |
| | Claims - Status | | 1.0 | 1 | 4.5 | | | | | | | | | 1 |
| Cus | stomer Service | 11 | 16 | 20 | 16 | | | | | | | | | 63 |
| | Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| | Customer Service - TSO | 11 | 16 | 20 | 15 | | | | | | | | | 62 |
| DH | S TRIP | | | 1 | | | | | | | | | | 1 |
| | DHS TRIP - General | | | 1 | | | | | | | | | | 1 |
| Exp | pedited Passenger Screening Program | 294 | 192 | 221 | 145 | | | | | | | | | 852 |
| | Expedited Passenger Screening Program | 5 | 3 | 13 | 5 | | | | | | | | | 26 |
| | Expedited Passenger Screening Program | 288 | 189 | 207 | 140 | | | | | | | | | 824 |
| | Expedited Passenger Screening Program | 1 | | 1 | | | | | | | | | | 2 |
| Loc | | | 2 | 1 | 1 | | | | | | | | | 4 |
| | Locks - Missing or Damaged Lock | | 2 | 1 | 1 | | | | | | | | | 4 |
| | | | | | | | | | | | | | | |

| | | | TSA Contac | ct Center (| TCC) Data | Tool - FOIA | ١ | | | | | | |
|--------------------------------------------|--------------|-----------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Lost and Found | 1 | 1 | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 3 | 2 | | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lug | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 3 | 2 | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Disar | rayed Item | sCarry-on | or Checked | 1 | | | | | | | | | |
| No Jurisdiction | 2 | | 2 | 1 | | | | | | | | | |
| No Jurisdiction - Refer to CBP | 1 | | 2 | 1 | | | | | | | | | |
| No Jurisdiction - Refer to Other | 1 | | | | | | | | | | | | |
| Patdown | | | | 2 | | | | | | | | | |
| Patdown - Flyer | | | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | 3 | | 2 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | 2 | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | ir/ Scooter/ | 2 | | | | | | | | | | | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Knives/Too | ls/Razors/S | 1 | | | | | | | | | | | |
| Property - Special Handling | 3 | 5 | 5 | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ms - Check | red | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | 4 | 3 | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | 1 | 2 | | | | | | | | | | |
| Screening | 13 | 10 | 6 | 4 | | | | | | | | | 3 |
| Screening - Children | | | | 1 | | | | | | | | | |
| Screening - Inconsistency | 2 | 1 | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | 3 | 1 | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 8 | 6 | 4 | 2 | | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confisc | cated Items | 2 | | | | | | | | | | | |
| Screening - Security Breach | | | | 1 | | | | | | | | | |

| gories | 10-Oct 1 | | | | 02-Feb | ool - FOIA 03-Mar | | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|----------------------------------|---------------|-----------|----------|--------|----------------------|--------|--------|--------|--------|--------|--------|-------|
| _ | | | | | | | 04-Apr | 05-May | | | | | Total |
| iF | 18 | 23 | 16 | 20 | 16 | 14 | 21 | 23 | 9 | 15 | | | 20 |
| 2022 | 6 | 5 | 4 | 6 | 10 | 7 | 6 | 11 | 4 | 8 | 5 | 11 | 8 |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Customer Service | 1 | 2 | | | 1 | | | | | | | 2 | |
| Customer Service - TSO | 1 | 2 | | | 1 | | | | | | | 2 | |
| Expedited Passenger Screening Program | 3 | 3 | 1 | 3 | 6 | 6 | 4 | 9 | 4 | 6 | 3 | 9 | 5 |
| Expedited Passenger Screening Program | TSA Applicat | ion Program | | | 1 | | | 1 | | | | 1 | |
| Expedited Passenger Screening Program | 3 | 3 | 1 | 3 | 5 | 6 | 4 | 8 | 4 | 6 | 3 | 8 | Ę |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | |
| Locks | | | | | 1 | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | |
| Lost and Found | | | 1 | | | | | | | | | | |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | aned/Missing I | temsCheck | red Ranna | ne | 1 | | | | | | 1 | | |
| Patdown | aged/Wilssing i | terrisoricei | 1 | gc | 1 | | | | | | | | |
| | | | 4 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/G | arments/Dress | sings/Masks | | 1 | | | | | | | | | |
| Property - Special Handling | 1 | | | 1 | | 1 | | | | 1 | | | |
| Property - Special Handling - Damaged Ite | | 1 | | | | 1 | | | | | | | |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | ıs - Carry-On | | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Item | s - Checked | | | 1 | | | | | | | | | |
| Screening | 1 | | 1 | 1 | 1 | | 1 | 1 | | 1 | 1 | | |
| Screening - Inconsistency | | | | | 1 | | | 1 | | | 1 | | |
| Screening - Procedures/Process | 1 | | 1 | 1 | | | 1 | | | 1 | | | |
| 2023 | 5 | 9 | 5 | 8 | 6 | 7 | 15 | 12 | 5 | 7 | 5 | 7 | |
| Civil Rights | | 1 | 1 | | | | 10 | 1 | | | | | |
| Civil Rights - Race | | 1 | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening | | 1 | - ' | | | | | 1 | | | | | |
| | | 4 | | | | | | 1 | 4 | 4 | | | |
| Customer Service | | 1 | | | | | 1 | | 1 | 1 | 1 | | |
| Customer Service - TSO | | 1 | | | | | 1 | | 1 | 1 | 1 | | |
| Expedited Passenger Screening Program | 4 | 6 | 2 | 7 | 5 | 7 | 8 | 11 | 4 | 6 | 2 | 5 | |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | TSA Applicat | ion Program | | 1 | 1 | | 1 | | | | | 1 | |
| Expedited Passenger Screening Program | 4 | 6 | 2 | 6 | 4 | 6 | 7 | 11 | 4 | 6 | 2 | 4 | |
| Lost and Found | | | | | | | 1 | | | | | | |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| | 1 | | | | | | 2 | | | | - 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical [| | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | | edication and | Medical S | Supplies | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/C | ostomates | | | | | | 1 | | | | | | |
| Property - Special Handling | | | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry-Or | 1 | | 1 | | | | | | | | | |
| Screening | | 1 | 1 | | 1 | | 3 | | | | 1 | 2 | |
| Screening - Inconsistency | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | 1 | 1 | | 1 | | 3 | | | | 1 | 1 | |
| 2024 | 7 | 9 | 7 | 6 | | | | | | | | | |
| Customer Service | 1 | • | • | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 7 | | 5 | | | | | | | | | |
| , , , , , , , , , , , , , , , , , , , , | 4 TCA A==1 | 7 | 6 | 5 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 6 | 5 | 5 | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Screening | 1 | 1 | 1 | | | | | | | | | | |
| ŭ . | | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | 1 | | | | | | | | | | |

| | | | | | | Tool - FOIA | | | | | | | |
|-----------------------------------------------|------------|--------------|--------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SGU | 7 | 8 | 6 | 3 | } | 3 | 5 | 5 | 5 | 3 | 1 | 12 | 58 |
| 2022 | 4 | 1 | 2 | | | 3 | 4 | 3 | 3 | 1 | | 6 | 27 |
| Civil Rights | 1 | | | | | | | | 1 | | | | 2 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service - TSO | | | 1 | | | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | 3 | | 1 | | | 3 | 1 | 2 | 1 | 1 | | 5 | 17 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | | 1 | | | 3 | 1 | 2 | 1 | 1 | | 5 | 16 |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Screening | | 1 | | | | | 2 | 1 | 1 | | | | į |
| Screening - Inconsistency | | 1 | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | 1 | 1 | | | | ; |
| 2023 | | 4 | 2 | 1 | | | 1 | 2 | 2 | 2 | . 1 | 6 | 2 |
| Customer Service | | | 1 | | | | 1 | | | 1 | | 1 | |
| Customer Service - TSO | | | 1 | | | | 1 | | | 1 | | 1 | 4 |
| Expedited Passenger Screening Program | | 3 | 1 | 1 | | | | 1 | 2 | 1 | | 4 | 1; |
| Expedited Passenger Screening Program | - TSA Appl | ication Prod | ıram | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 3 | 1 | | | | | 1 | 2 | 1 | | 4 | 1: |
| Patdown | | 1 | | | | | | | | | 1 | | |
| Patdown - Flyer | | 1 | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling - Damaged Ite | ms - Checl | ked | | | | | | 1 | | | | 1 | - 2 |
| 2024 | 3 | | 2 | 2 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 2 | | | | | | | | | (|
| Expedited Passenger Screening Program | - TSA Appl | ication Prod | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | 1 | 2 | | | | | | | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | |
| Screening | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 4 |

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

| | | • | TSA Conta | ct Center (1 | CC) Data | Tool - FOIA | \ | | | | | | |
|--------------------------------------------------|---------------|-----------|-----------|--------------|----------|-------------|----------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SHR | 3 | 6 | | 4 | 2 | 3 | 2 | 1 | 1 | | 1 | | 2 |
| 2022 | 2 | 3 | | 1 | 2 | 2 | 1 | 1 | 1 | | 1 | | 1- |
| Additional Information Required/Insufficient Inf | ormation | | | | 1 | | | | | | | | |
| Additional Information Required/Insufficier | nt Informatio | n - EMAIL | ONLY | | 1 | | | | | | | | |
| Claims | 1 | | | | | | | | | | | | |
| Claims - General | 1 | | | | | | | | | | | | |
| Customer Service | 1 | | | | | | | 1 | | | | | |
| Customer Service - TSO | 1 | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | 1 | | | 1 | 2 | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 1 | 2 | | | 1 | | 1 | | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | 1 | | | | | | | | | | | |
| Patdown | | 1 | | | | | 1 | | | | | | |
| Patdown - Flyer | | | | | | | 1 | | | | | | |
| Patdown - General | | 1 | | | | | | | | | | | |
| Screening | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | |
| 2023 | | | | | | 1 | 1 | | | | | | |
| Customer Service | | | | | | 1 | | | | | | | |
| Customer Service - TSO | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | 1 | | | | | | |
| 2024 | 1 | 3 | | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | lants (joint) | 1 | | | | | | | | | | | |

| | | Т | SA Contac | t Center (T | CC) Data | Tool - FOIA | | | | | | | |
|--------------------------------------------|-------------------|--------------|--------------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SHV | 13 | 14 | 12 | 11 | 11 | 11 | 11 | 7 | 11 | 9 | 13 | 8 | 131 |
| 2022 | 2 | 3 | 2 | 4 | 4 | 5 | 7 | 3 | 6 | 3 | 7 | 5 | 51 |
| Customer Service | | 2 | | | | 1 | | | | | 1 | | 4 |
| Customer Service - TSO | | 2 | | | | 1 | | | | | 1 | | 4 |
| Expedited Passenger Screening Program | 1 | | 1 | 4 | 1 | 2 | 6 | 3 | 5 | 2 | 1 | 5 | 31 |
| Expedited Passenger Screening Program | - TSA Applic | cation Progi | ram | | | 1 | | | 2 | | | 1 | 4 |
| Expedited Passenger Screening Program | 1 | | 1 | 4 | 1 | 1 | 6 | 3 | 3 | 2 | 1 | 4 | 27 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on | or Checked | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | | 2 | | 2 |
| Patdown - Flyer | | | | | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | 1 | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | 1 | | | | | 1 | | 2 |
| Screening | | | 1 | | 3 | 1 | | | 1 | 1 | 2 | | 9 |
| Screening - Crew Member or Airline Empl | loyee | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 3 | | | | 1 | | 2 | | 6 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |
| 2023 | 6 | 7 | 6 | 3 | 7 | 6 | 4 | 4 | 5 | 6 | 6 | 3 | 63 |
| Civil Rights | | | | | | 2 | | | | | | | 2 |
| Civil Rights - Race | | | | | | 2 | | | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | 2 | | 3 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 6 | 5 | 6 | 2 | 4 | 3 | 2 | 2 | 5 | 2 | 2 | | 41 |
| Expedited Passenger Screening Program | 6 | 5 | 6 | 2 | 4 | 3 | 2 | 2 | 5 | 2 | 2 | 2 | 41 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missin | g ItemsCh | necked Bag | gage | | | 1 | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| Disability (No | t Wheelcha | ir or Scoote | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged It | ems - Check | | | 1 | | | | 1 | | | | | 2 |
| Screening | | 1 | | | 2 | 1 | 1 | 1 | | 4 | 1 | 1 | 12 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | 1 | | | 2 | 1 | 1 | 1 | | 3 | 1 | | 10 |
| 2024 | 5 | 4 | 4 | 4 | | | | | | | | | 17 |
| Customer Service | 1 | 1 | | 1 | | | | | | | | | 3 |
| Customer Service - TSO | 1 | 1 | | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 3 | 3 | 1 | 3 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 3 | 3 | 1 | 3 | | | | | | | | | 10 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missin I | g ItemsC | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| Categories SIT 2022 | 10-Oct 2 | 11-Nov 3 | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 00 4 | 00 000 | T - 4 - 1 |
|---------------------------------------------|---------------|-------------|--------|--------|--------|--------|--------|----------|---------|--------|--------|--------|-----------|
| - | 2 | 3 | | | | oo ma | U+-Api | US-IVIAY | UO-JUII | U/-Jui | 08-Aug | 09-Sep | Total |
| 2022 | | | 2 | | | 2 | 1 | 1 | 1 | 2 | 9 | 1 | 2 |
| | | 1 | 2 | | | | 1 | 1 | 1 | | 6 | | 1 |
| Customer Service | | | | | | | 1 | 1 | | | | | |
| Customer Service - TSO | | | | | | | 1 | 1 | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | 2 | | |
| Expedited Passenger Screening Program - | - TSA PreC | heck | | | | | | | 1 | | 2 | | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility Di | isability (No | t Wheelch | 1 | | | | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Items | s - Checke | 1 | | | | | | | | | | | |
| Screening | | | 1 | | | | | | | | 4 | | |
| Screening - Inconsistency | | | | | | | | | | | 3 | | |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2023 | | 1 | | | | 2 | | | | 2 | 3 | 1 | |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | | 2 | 3 | | |
| Expedited Passenger Screening Program - | - TSA PreC | 1 | | | | 1 | | | | 2 | 3 | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Ite | ms - Carry- | On | | | | | | | | | | 1 | |
| Screening | | | | | | 1 | | | | | | | |
| Screening - Inconsistency | | | | | | 1 | | | | | | | |
| 2024 | 2 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Checl | 1 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |

| ories 2022 Civil Rights Civil Rights - Age | | | | - | C) Data Too | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------|-----|-------------------|-----------------------------|-----------------------|--------|----------------------------------|------------------------------|--------------------------------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------|
| 2022 Civil Rights | | | | | | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Civil Rights | 150 | 158 | 133 | 109 | 84 | 112 | 113 | 101 | 110 | 99 | 125 | 126 | 1,420 |
| | 30 | 51 | 41 | 32 | 42 | 59 | 63 | 47 | 52 | 55 | 69 | 62 | 603 |
| Civil Rights - Age | 1 | 3 | | 1 | | | 4 | | 3 | 1 | 1 | | 14 |
| | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 3 | | 2 | 1 | | | 6 |
| Civil Rights - Racial Profiling or Discrim | in: 1 | 3 | | | | | | | | | | | 4 |
| Customer Service | 5 | 7 | 3 | 6 | | 7 | 3 | 1 | 2 | 3 | 4 | 2 | 43 |
| Customer Service - TSO | 5 | 7 | 3 | 6 | | 7 | 3 | 1 | 2 | 3 | 4 | 2 | 43 |
| Expedited Passenger Screening Program | 22 | 35 | 30 | 19 | 37 | 43 | 49 | 41 | 42 | 46 | 54 | 54 | 472 |
| Expedited Passenger Screening Progra | | | 00 | 10 | 01 | 1 | -10 | | -12 | -10 | 01 | 01 | 1 |
| Expedited Passenger Screening Progra | | 7 | 5 | 1 | 1 | 1 | 3 | 1 | 1 | 2 | 6 | 3 | 32 |
| Expedited Passenger Screening Progra | | 28 | 25 | 18 | 36 | 41 | 46 | 40 | 41 | 44 | 48 | 51 | 439 |
| Identification (ID) Requirements | 21 | 20 | 1 | 10 | 30 | 41 | 40 | 40 | 41 | 44 | 40 | 31 | 1 |
| Identification (ID) Requirements - Dome | estic | | 1 | | | | | | | | | | |
| . , . | Silc | | ı | | | | | | | | 4 | | |
| Intranet/Internet Inquiries | | | | | | | | | | | 1 | | 1 |
| Intranet/Internet Inquiries - General | | | | | | | | | | | 1 | | 1 |
| Locks | | | 1 | | 1 | 1 | | | 1 | | | 1 | 5 |
| Locks - General | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | 1 | 1 | | | 1 | | | | 4 |
| Mishandling of Passenger Property | | | | | | | 4 | | | 1 | 2 | 1 | 8 |
| Mishandling of Passenger Property - Da | maged/Missinç | g ItemsCarry | y-on Luggag | е | | | 1 | | | 1 | 2 | 1 | 5 |
| Mishandling of Passenger Property - Da | maged/Missing | g ItemsChec | ked Baggad | je | | | 3 | | | | | | 3 |
| No Jurisdiction | | 2 | | 1 | | | | | | | | 1 | 4 |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | 1 | 2 |
| Patdown | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | | 1 | 3 | 1 | 14 |
| Patdown - Flyer | 1 | 1 | 1 | | | - 1 | 2 | 1 | | 1 | | | |
| | 1 | 1 | | 1 | | 4 | 2 | 1 | | 1 | 3 | 1 | 12 |
| Patdown - Flyer as Observer | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | 2 | | 1 | | | | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Cancer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cogniti | | ntal /Mental L | Disability | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Genera | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medica | lly Necessary N | Medication an | d Medic | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch | Aversion (pain/t | trauma) | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheeld | hair/ Scooter/ S | Segway | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 2 | | | 2 | | | 1 | 1 | | 1 | 1 | 8 |
| Property - Special Handling - Damaged | Items - Carry-C | On | | | 1 | | | 1 | 1 | | 1 | 1 | 5 |
| Property - Special Handling - Missing It | | 2 | | | 1 | | | | | | | | 3 |
| Screening | 1 | 1 | 3 | 2 | 2 | 6 | 1 | 3 | 3 | 2 | 2 | 1 | 27 |
| Screening - Inconsistency | | ' | | 1 | | 2 | 1 | | 1 | 1 | 1 | | 7 |
| | | | | ' | | | - 1 | | 1 | - 1 | ' | | 1 |
| Screening - Lengthy Lines Screening - Procedures/Process | | 4 | 2 | 1 | | 2 | | 2 | 1 | 1 | 4 | 4 | |
| | 1 | 1 | 3 | - 1 | 2 | 3 | | 3 | - 1 | - 1 | 1 | 1 | 18 |
| Screening - Retrieving Abandoned/Cont | | | -4 | ••• | 40 | 1 | | | | | | | 1 |
| 2023 | 69 | 62 | 51 | 36 | 42 | 53 | 50 | 54 | 58 | 44 | 56 | 64 | 639 |
| Airline | | 1 | | | | | 1 | | | | | | 2 |
| Airline - Policy/Regulations/Service | | 1 | | | | | 1 | | | | | | 2 |
| Civil Rights | 1 | 1 | | | | 2 | 1 | | 2 | 2 | 2 | 1 | 12 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Not Specified | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Race | 1 | | | | | 1 | | | 1 | 1 | 2 | | 6 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | 1 | _ | 1 | 3 |
| Customer Service | 2 | 2 | | 1 | 5 | 5 | 4 | 2 | 2 | 2 | 4 | 3 | 32 |
| | 2 | 2 | | 1 | 5 | 5 | 4 | 2 | 2 | 2 | 4 | 3 | 32 |
| | | | | I I | 5 | 5 | 4 | | | | 4 | 3 | |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO DHS TRIP | | | | | | | | | | | | | 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General | | | 4.5 | 0.4 | | | | | | 1 | | | |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program | 57 | 54 | 45 | 34 | 33 | 38 | 36 | 45 | 44 | 33 | 42 | 56 | 517 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program | m 2 | 1 | 2 | 2 | | 2 | | 2 | 1 | 33 | 2 | 1 | 16 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra | m 2 m 55 | 1 53 | 2 43 | | 33 | | 36 36 | | 1 42 | 33 | | | 16 499 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program | m 2 m 55 | 1 53 | 2 43 | 2 | | 2 | | 2 | 1 | 33 | 2 | 1 | 16 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra | m 2 m 55 | 1 53 | 2 43 | 2 | 32 | 2 | | 2 | 1 42 | 33 | 2 | 1 | 16 499 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks | m 2 m 55 | 1 53 | 2 43 Opt In 1 | 2 | 32 1 | 2 | | 2 | 1 42 1 | 33 1 32 | 2 40 | 1 | 16 499 2 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks - General | m 2 m 55 | 1 53 | 2 43 Opt In | 2 | 32 1 1 | 2 | | 2 | 1 42 1 1 | 33 1 32 | 2 40 1 | 1 | 16 499 2 5 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks Locks - General Locks - Missing or Damaged Lock | m 2 m 55 | 1 53 | 2 43 Opt In 1 | 2 | 32 1 | 2 36 | | 2 | 1 42 1 1 | 33 1 32 | 2 40 | 1 | 16 499 2 5 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property | m 2 m 55 m - TSA/DHS E | 1 53 Employees - 0 | 2 43 Opt In 1 1 | 2 | 32 1 1 | 2 | | 2 | 1 42 1 1 1 | 33 1 32 | 2 40 1 | 1 | 16 499 2 5 1 4 5 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Locks Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (| 2 43 Opt In 1 1 | 32 | 32 1 1 | 2 36 | | 2 | 1 42 1 1 | 33 1 32 | 2 40 1 | 1 | 16 499 2 5 1 4 5 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 2 1 sked Baggag | 32 | 32 1 1 | 2 36 | | 2 | 1 42 1 1 1 | 33 1 32 | 2 40 1 | 1 | 16 499 2 5 1 4 5 3 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged P | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 | 32 | 32 1 1 | 1 | | 2 | 1 42 1 1 1 | 33 1 32 1 | 2 40 1 | 1 | 16 499 2 5 1 4 5 3 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Property - Damishand | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 2 1 sked Baggag | 32 | 32 1 1 | 1 1 2 | | 2 | 1 42 1 1 1 | 33 1 32 | 2 40 1 | 1 | 16 499 2 5 1 4 5 3 1 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged P | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 2 1 sked Baggag | 32 | 32 1 1 | 1 | | 2 | 1 42 1 1 1 | 33 1 32 1 | 2 40 1 | 1 | 16 499 2 5 1 4 5 3 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Property - Damishand | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 2 1 sked Baggag | 32 | 32 1 1 | 1 1 2 | | 2 | 1 42 1 1 1 | 33 1 32 1 | 2 40 1 | 1 | 16 499 2 5 1 4 5 3 1 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damishandling of Passenger Property - Damishandling of Passenger Property - Damishandling of Passenger Property - Dimishandling of Passenger Property - Dimishand | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 2 1 sked Baggag | 32 | 32 1 1 | 1 1 2 | | 2 | 1 42 1 1 1 | 33 1 32 1 1 | 2 40 1 | 1 | 16 499 2 5 1 4 5 3 1 1 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Expedited Passenger Screening Prograe Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damelon Mishandling of Passenger Property - Damelon Mishandling of Passenger Property - Damelon Mishandling of Passenger Property - Dimishandling of | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Opt In 1 1 2 1 cked Baggag | 32 | 32 1 1 | 1 1 2 | 36 | 2 43 | 1 42 1 1 1 | 33 1 32 1 1 | 2 40 1 1 | 1 55 | 16 499 2 5 1 4 5 3 1 1 1 3 2 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Dam | m 2 m 55 m - TSA/DHS E | 1 53 Employees - 0 g ItemsC g ItemsChec Carry-on | 2 43 Dpt In 1 1 2 1 sked Baggag 1 | 32 | 32 1 1 | 1 1 2 | 36 1 1 | 2 43 | 1 42 1 1 1 2 2 | 33 1 32 1 1 | 2 40 1 | 1 55 | 16 499 2 5 1 4 5 3 1 1 1 3 2 1 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Lock | m 2 m 55 m - TSA/DHS E | 1 53 Employees - (g ItemsC | 2 43 Dpt In 1 1 2 1 sked Baggag 1 | 32 | 32 1 1 | 1 1 2 | 1 1 1 2 | 2 43 | 1 42 1 1 1 | 33 1 32 1 1 | 2 40 1 1 2 2 2 2 | 1 55 | 16 499 2 5 1 4 5 3 1 1 1 3 2 1 1 11 11 |
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| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Special Handling Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Visual I Persons w/ Disabilities (PWD) - Wheeld Property - Special Handling | m 2 m 55 m - TSA/DHS E maged/Missing maged/Missing sarrayed Items-1 3 3 3 3 1 | 1 53 Employees - (g ItemsC g ItemsChecCarry-on | 2 43 Opt In 1 1 2 1 sked Baggag 1 | 32 | 32 1 1 | 2 36 | 1 1 2 1 | 2 43 | 1 42 1 1 1 2 2 2 2 2 2 | 33 1 32 1 1 1 | 2 40 1 1 2 2 2 2 1 | 1 1 1 | 16 499 2 5 1 4 5 3 1 1 1 1 1 1 1 1 1 1 2 2 2 1 2 2 3 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Special Handling - Damaged | m 2 m 55 m - TSA/DHS E m - TSA/DHS E m aged/Missing maged/Missing sarrayed Items-1 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 53 Employees - 0 g ItemsC g ItemsChecCarry-on | 2 43 Dpt In 1 1 2 1 sked Baggag 1 | 32 | 32 1 1 1 | 2 36 1 1 2 2 | 1 1 1 2 1 | 2 43 | 1 42 1 1 1 2 2 2 | 33 1 32 1 1 1 | 2 40 1 1 2 2 2 2 1 | 1 1 1 | 16 499 2 5 1 4 5 3 1 1 1 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1 |
| Customer Service - TSO DHS TRIP DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Damaged Property - Special Handling Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Visual I Persons w/ Disabilities (PWD) - Wheeld Property - Special Handling | m 2 m 55 m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA/DHS E m - TSA | 1 53 Employees - 0 g ItemsC g ItemsChecCarry-on 1 | 2 43 Opt In 1 1 2 1 sked Baggag 1 | 32 | 32 1 1 | 2 36 | 1 1 2 1 | 2 43 | 1 42 1 1 1 2 2 2 2 2 2 | 33 1 32 1 1 1 | 2 40 1 1 2 2 2 2 1 | 1 1 1 | |

| | | • | ΓSA Conta | ct Center (| ΓCC) Data [·] | Tool - FOIA | ١ | | | | | | |
|--------------------------------------------|----------------|--------|-----------|-------------|------------------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Property - Special Handling - Missing Item | ns - Checked | d | | | | | | | | | | 1 | |
| Request for Assistance | | | | | | | | | 1 | | | | |
| Request for Assistance - Other | | | | | | | | | 1 | | | | |
| Screening | 2 | 3 | 1 | 1 | 1 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 3 |
| Screening - Crew Member or Airline Empl | oyee | 1 | | | | 1 | | | | | | | |
| Screening - Inconsistency | | 1 | | | | 1 | 1 | | | 1 | | | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 2 | 1 | 1 | | 1 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | |
| 2024 | 51 | 45 | 41 | 41 | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | 2 | 4 | 3 | 2 | | | | | | | | | |
| Customer Service - TSO | 2 | 4 | 3 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 41 | 37 | 33 | 30 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 41 | 36 | 32 | 30 | | | | | | | | | 1 |
| Human Capital | | | 1 | | | | | | | | | | |
| Human Capital - Prospective Employment | with TSA | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | 3 | | 1 | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | 2 | | | | | | | | | |
| Patdown | 1 | | | 1 | | | | | | | | | |
| Patdown - Flyer | | | | 1 | | | | | | | | | |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | 2 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (N | 1 | | | | | | | | | | | |
| Property - Special Handling | 3 | | | 3 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 2 | | | 3 | | | | | | | | | |
| Screening | 1 | 2 | 2 | 1 | | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | 1 | | | | | | | | | |
| Screening - Procedures/Process | | 1 | 2 | | | | | | | | | | |

| | | | SA Contac | t Center (| TCC) Data | 1001 - FUIA | | | | | | | |
|-------------------------------------------------|---------------|----------|-------------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SJT | 2 | 2 | 1 | | | 1 | 2 | 1 | 2 | 3 | 1 | 1 | 1 |
| 2022 | | 2 | 1 | | | | 2 | 1 | 2 | 1 | 1 | | 10 |
| Customer Service | | | | | | | 1 | | 1 | | | | |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | |
| Expedited Passenger Screening Program | | 1 | 1 | | | | 1 | 1 | 1 | 1 | | | (|
| Expedited Passenger Screening Program | - DoD | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | | | | 1 | 1 | | 1 | | | - 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | naged/Missing | g ItemsC | arry-on Lug | gage | | | | | | | 1 | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2023 | | | | | | 1 | | | | 2 | | 1 | |
| Airline | | | | | | 1 | | | | | | | |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | |
| Expedited Passenger Screening Program | | | | | | | | | | 2 | | | |
| Expedited Passenger Screening Program | - TSA PreCh | neck | | | | | | | | 2 | | | |
| Screening | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | |
| 2024 | 2 | | | | | | | | | | | | |
| Additional Information Required/Insufficient In | 1 | | | | | | | | | | | | |
| Additional Information Required/Insufficient | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------------------|----------------|--------------|---------------|---------|--------|---------|---------|---------|---------|--------|--------|--------|-----------|
| SJU | 101 | 87 | 151 | 128 | 61 | 77 | 82 | 107 | 94 | 72 | 63 | | 1,074 |
| 2022 | 20 | 25 | 46 | 32 | 23 | 31 | 38 | 55 | 43 | 32 | 29 | | 389 |
| Additional Information Required/Insufficient Information | | | | | | 1 | | | | | | | 1 |
| Additional Information Required/Insufficient | nt Informatio | n - EMAIL (| ONLY | | | 1 | | | | | | | 1 |
| Airline Pelieu/Peruletiana/Comice | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service Civil Rights | | 1 | | 1 | | | | 1 | 1 | 1 | 1 | | 1 5 |
| Civil Rights - Constitutional Rights | | I | | ı | | | | | - 1 | 1 | I | | 1 |
| Civil Rights - Race | | | | | | | | | | ' | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimina | ı ation | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | | | | | 1 | | | | 2 |
| Claims | | | | | | | | | 1 | | | | 1 |
| Claims - General | | | | | | | | | 1 | | | | 1 |
| Customer Service | 4 | 2 | 6 | 1 | 2 | 3 | 6 | 6 | 3 | 2 | 2 | | 37 |
| Customer Service - Others Customer Service - TSO | 4 | 0 | 1 | 4 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | | 1 |
| Expedited Passenger Screening Program | 11 | 15 | 5 31 | 1 25 | 21 | 3 22 | 6 26 | 6 36 | 3 29 | 23 | 21 | 11 | 36 271 |
| Expedited Passenger Screening Program | | | 31 | 1 | 21 | 22 | 20 | 30 | 29 | 23 | 21 | - 11 | 1 |
| Expedited Passenger Screening Program | | , | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | 1 | | 5 | 2 | | 1 | 3 | 2 | 2 | 3 | | 20 |
| Expedited Passenger Screening Program | | 14 | 30 | 18 | 18 | 22 | 25 | 32 | 27 | 21 | 17 | 11 | 245 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | 1 | 1 | 1 | | | 1 | | | | | 4 |
| Identification (ID) Requirements | | 1 | | | | 2 | | | | | | | 3 |
| Identification (ID) Requirements - Domest | ic | 1 | | | | 2 | | | | | | | 3 |
| Lost and Found | | | | 1 | | 1 | 1 | | | 1 | | | 4 |
| Lost and Found - Airport/TSA | | | | 1 | | 1 | 1 | | | 1 | | | 4 |
| Mishandling of Passenger Property | 1 1 | a Items C | arn/ on Luc | nage | | | 1 | 2 | 1 | 1 | | | 6 |
| Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | | g itemsC | arry-on Lug(| yaye | | | 1 | 1 1 | 1 | 1 | | | 3 |
| No Jurisdiction | 1 1 | | | | | | | - 1 | | 1 | | 1 | 2 |
| No Jurisdiction - Refer to CBP | 1 | | | | | | | | | | | 1 | 2 |
| Patdown | ' | | 1 | | | | | | | | 1 | 1 | 3 |
| Patdown - Flyer | | | 1 | | | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | 2 | | | 1 | | 1 | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developme | ental /Menta | al Disability | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | Medication | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 2 | | | | 1 | 3 | 1 | 2 | 1 | 1 | 15 |
| Property - Special Handling - Damaged It | | | | | | | 4 | 1 | | 4 | | 1 | 2 |
| Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iten | | 1 1 | 1 | | | | 1 | | 1 | 1 | 1 | | 3 5 |
| Property - Special Handling - Missing Item | | - 1 | 1 | | | | | 2 | - 1 | 1 | | | 5 |
| Screening | 1 | 4 | 4 | 4 | | 1 | 3 | 6 | 6 | 2 | 3 | 1 | 35 |
| Screening - Inconsistency | | | 1 | | | | | 1 | 2 | | | | 4 |
| Screening - Lengthy Lines | | | 1 | 1 | | | | 1 | 1 | | | | 4 |
| Screening - Procedures/Process | 1 | 4 | 2 | 3 | | 1 | 1 | 4 | 3 | 2 | 3 | 1 | 25 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | 2 | | | | | | 2 |
| 2023 | 36 | 36 | 55 | 43 | 38 | 46 | 44 | 52 | 51 | 40 | 34 | 36 | 511 |
| Airline | | | | | | | 1 | 1 | | 2 | | | 4 |
| Airline - Lost Baggage | | | | | | | 1 | 1 | | | | | 2 |
| Airline - Policy/Regulations/Service | 4 | | | | | | | | | 2 | 4 | | 2 |
| Civil Rights Civil Rights - National Origin | 1 | | | | | | | | | | 1 | | 1 |
| Civil Rights - Race | 1 | | | | | | | | | | 1 | | 1 |
| Claims | | | | | | | | | | | 1 | | 1 |
| Claims - Status | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 6 | 3 | 3 | 1 | 2 | 2 | 3 | 5 | 1 | 1 | 2 | 29 |
| Customer Service - TSO | | 6 | 3 | 3 | 1 | 2 | 2 | 3 | 5 | 1 | 1 | 2 | 29 |
| Expedited Passenger Screening Program | 30 | 21 | 45 | 35 | 32 | 34 | 33 | 40 | 34 | 26 | 20 | 27 | 377 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | 1 | 1 | | 1 | | 2 | 7 |
| Expedited Passenger Screening Program | | 20 | 43 | 34 | 32 | 32 | 32 | 39 | 34 | 25 | 20 | | 364 |
| Expedited Passenger Screening Program | 1 | | | 1 | | 2 | | | | | | 1 | 5 |
| Hazardous Materials Safety | | | | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | 1 | | | | 4 | | | 1 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Lost and Found - Airport/TSA Mishandling of Passenger Property | 2 | 2 | 2 | | | 3 | | | 1 | 1 2 | 2 | 1 | 1 15 |
| Mishandling of Passenger Property - Dam | | 1 | | | | 1 | | | - 1 | 1 | 1 | - 1 | 4 |
| Mishandling of Passenger Property - Dam | | 1 | 2 | | | 2 | | | | 1 | 1 | 1 | 10 |
| Mishandling of Passenger Property - Dam | | | | uggage | | | | | 1 | | | | 1 |
| No Jurisdiction | J | J J | , | 55-57 | | | 1 | 2 | | | 1 | 1 | 5 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | 1 | | | | 1 | 3 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | 1 | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | | 8 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | - | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | | air or Scoot | 1 | 1 | | 1 | 1 | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Wounded | vvarrior | 1 | | | | | _ | | | | | | 1 |
| Property - Special Handling Property - Special Handling - Damaged It | ome Corn | 2 On | 1 1 | 2 | | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 20 |
| Property - Special Handling - Damaged It | | On 1 | 7 | | | | 1 | 1 1 | 1 | 1 | | 1 | 4 |
| Troperty - Special Handling - Damaged It | Cilio - Cileti | 1 | | | | | 1 | - 1 | | | | I | 4 |

| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Iten | 1 | 1 | | 2 | | | 1 | 1 | 1 | | | | |
| Property - Special Handling - Missing Item | s - Checked | | | | | 2 | 1 | | | 1 | 1 | | |
| Screening | 2 | 4 | 4 | 2 | 4 | 4 | 3 | 2 | 8 | 5 | 5 | 4 | |
| Screening - Crew Member or Airline Empl | oyee | | | 1 | | | | | | | 1 | | |
| Screening - Inconsistency | | 1 | 2 | 1 | | 2 | | | 3 | 2 | 1 | | |
| Screening - Lengthy Lines | | | | | | | 1 | | 2 | | | 1 | |
| Screening - Procedures/Process | 2 | 2 | 1 | | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | |
| Screening - Retrieving Abandoned/Confisc | cated Items | 1 | 1 | | 1 | | | | | | | | |
| 2024 | 45 | 26 | 50 | 53 | | | | | | | | | 1 |
| Airline | | | 1 | 1 | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | | | | | | | | |
| Civil Rights | | | 1 | 2 | | | | | | | | | |
| Civil Rights - Profiling | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Train | nsgender | | | 1 | | | | | | | | | |
| Customer Service | | 2 | 9 | 7 | | | | | | | | | |
| Customer Service - TCC | | | 2 | | | | | | | | | | |
| Customer Service - TSO | | 2 | 7 | 7 | | | | | | | | | |
| Expedited Passenger Screening Program | 38 | 20 | 28 | 33 | | | | | | | | | |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 36 | 18 | 27 | 32 | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | |
| Lost and Found | 1 | | | | | | | | | | | | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | 2 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | rayed Items | Carry-on | 1 | 1 | | | | | | | | | |
| No Jurisdiction | | | 1 | | | | | | | | | | |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 3 | | 3 | 4 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility [| 2 | | 3 | 3 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | 1 | | | | | | | | | |
| Property - Special Handling | | 3 | 4 | 2 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Checl | 2 | | | | | | | | | | | |
| Property - Special Handling - Missing Item | | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Item | | | 4 | | | | | | | | | | |
| Screening | 1 | 1 | 1 | | | | | | | | | | |
| Screening - Lengthy Lines | ' | 1 | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 1 | ' | 1 | 1 | | | | | | | | | |

| | | TS | A Contact C | enter (TCC | C) Data Too | ol - FOIA | | | | | | | |
|-------------------------------------------------------------------------|---------------------------------|---------------|--------------|------------|-------------|-----------|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct | 11-Nov 1 | 12-Dec 0 | 1-Jan 0 |)2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SLC | 331 | 273 | 317 | 348 | 184 | 258 | 228 | 206 | 192 | 205 | 206 | 248 | 2,996 |
| 2022 | 91 | 89 | 95 | 83 | 92 | 126 | 124 | 109 | 96 | 88 | 97 | 129 | 1,219 |
| | 31 | 03 | 33 | 0.5 | 32 | 120 | 124 | 103 | 30 | 00 | 31 | 123 | |
| Airline | 1 | | | | | 1 | | | | | | | 2 |
| Airline - Policy/Regulations/Service | 1 | | | | | 1 | | | | | | | 2 |
| Civil Rights | | 3 | | 1 | 1 | 2 | 1 | | | | 2 | | 10 |
| Civil Rights - Perceived Religion | | | | | 1 | | 1 | | | | | | 2 |
| Civil Rights - Race | | | | | | 2 | | | | | 2 | | 4 |
| Civil Rights - Racial Profiling or Discrimina | ı ation | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | - ' | | | | | | | | | 1 |
| | - NOL Halls(| | | | | | | | | | | | |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 11 | 8 | 6 | 5 | 5 | 10 | 6 | 10 | 5 | 3 | 2 | 11 | 82 |
| Customer Service - TSO | 11 | 8 | 6 | 5 | 5 | 10 | 6 | 10 | 5 | 3 | 2 | 11 | 82 |
| Expedited Passenger Screening Program | 53 | 64 | 79 | 58 | 74 | 92 | 86 | 76 | 68 | 67 | 71 | 100 | 888 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | 2 | | | 1 | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | 3 | 2 | 1 | 1 | 1 | | | 9 |
| | | | 0 | | 2 | | 2 | 3 | | | 2 | _ | |
| Expedited Passenger Screening Program | | 6 | 8 | 6 | 3 | 4 | | | 8 | 1 | 2 | 5 | 50 |
| Expedited Passenger Screening Program | | 56 | 71 | 52 | 71 | 85 | 79 | 72 | 59 | 64 | 69 | 95 | 824 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | | | | | 1 | | | | | | 2 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | | | | | 1 | | | | | | | 1 |
| Locks | | | | | 1 | 1 | | | | | 3 | | 5 |
| | | | | | | 1 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | 3 | | 5 |
| Lost and Found | | 1 | | | | 1 | | | | 1 | | | 3 |
| Lost and Found - Airport/TSA | | 1 | | | | 1 | | | | 1 | | | 3 |
| Mishandling of Passenger Property | | 1 | | | | 3 | 5 | 4 | 2 | 3 | 4 | 5 | 27 |
| Mishandling of Passenger Property - Dam | ı ıaged/Missing | ItemsCarr | v-on Luggad | ne e | | 1 | 3 | 2 | 1 | 3 | 2 | 2 | 14 |
| Mishandling of Passenger Property - Dam | 0 0 | 1 | ,5548 | , | | 2 | 2 | | 1 | | 2 | 2 | 10 |
| Mishandling of Passenger Property - Disa | | Carry on co | Checked | | | | | 0 | 1 | | | 1 | |
| | nayeu nems- l | -carry-on or | CHECKED | | | | _ | 2 | | | | | 3 |
| No Jurisdiction | 1 | | | 1 | | | 2 | | | 1 | 1 | 1 | 7 |
| No Jurisdiction - No Referral | | | | | | | 1 | | | 1 | | | 2 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | 1 | 1 | 3 |
| No Jurisdiction - Refer to Other | 1 | | | 1 | | | | | | | | | 2 |
| Patdown | 2 | | 1 | 1 | 3 | 1 | 6 | 3 | 4 | 2 | 1 | 3 | 27 |
| Patdown - Children | | | - ' | - ' | 3 | - 1 | 0 | 1 | | | - ' | 1 | |
| | | | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | 1 | 1 | 3 | | 6 | 2 | 4 | 1 | 1 | 2 | 22 |
| Patdown - Flyer as Observer | 1 | | | | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 1 | | 1 | 1 | 5 | 3 | | 2 | 2 | 1 | 22 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 2 |
| . , | | | 4 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | | es | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | Necessary M | ledication ar | nd Medical S | Supplies | | | 2 | | | 1 | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | 1 | | | | | | | | 1 |
| | , , | | | | - ' | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility [| | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tr | rauma) | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | pairment | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | | | | | 1 | 2 | | | | | 3 |
| Prohibited & Permitted Items | 1 | 3 , | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | | | | | | | | | | | | | <u>.</u> |
| · | | | 7 | | | | | | | | | | |
| Property - Special Handling | 8 | 5 | 7 | 9 | 5 | 9 | 8 | 5 | 5 | 2 | 5 | | 68 |
| Property - Special Handling - Damaged Ite | 3 | 3 | 3 | 1 | 4 | 4 | 4 | 1 | 3 | | 3 | | 29 |
| Property - Special Handling - Damaged Ite | 3 | | | | 1 | 1 | | | | | 1 | | 6 |
| Property - Special Handling - Missing Iten | 1 | 2 | 2 | 6 | | 2 | 2 | 2 | 1 | 1 | | | 19 |
| Property - Special Handling - Missing Iten | | | 2 | 2 | | 2 | 2 | 2 | 1 | 1 | 1 | | 14 |
| Screening Screening | 11 | 4 | 1 | 8 | 2 | 4 | 5 | 8 | 12 | 7 | 6 | 8 | 76 |
| | - 11 | 4 | | 0 | | 4 | | 0 | 12 | | 0 | 0 | |
| Screening - Children | | | | | | | 1 | | | | | | 1 |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | 3 | | | | | 2 | | 2 | | | 3 | 1 | 11 |
| Screening - Lengthy Lines | 1 | | | | | | 2 | 1 | 3 | 2 | | 1 | 10 |
| Screening - Procedures/Process | 6 | 3 | 1 | 8 | 2 | 2 | 2 | 5 | 8 | 4 | 3 | 6 | 50 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | J | 1 | U | | | | 5 | 1 | 4 | 3 | U | 2 |
| | ' | | | | | | | | 1 | | | | |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |
| 2023 | 117 | 95 | 114 | 141 | 92 | 132 | 104 | 97 | 96 | 117 | 109 | 119 | 1,333 |
| Additional Information Required/Insufficient In | 1 | 1 | | | 2 | | | | | 1 | 1 | | 6 |
| Additional Information Required/Insufficient | 1 | 1 | | | 2 | | | | | 1 | 1 | | 6 |
| Airline | · | 1 | | | | | | | | 3 | | | 4 |
| | | | | | | | | | | | | | |
| Airline - Lost Baggage | | | | | | | | | | 3 | | | 3 |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 2 | 2 | | 3 | 1 | | | | 2 | 2 | 1 | | 13 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| | | 1 | | | | | | | - ' | | | | 1 |
| Civil Rights - Perceived Religion | | 1 | | | | | | | | | | | |
| Civil Rights - Race | 1 | 1 | | 1 | 1 | | | | 1 | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity | Not Transge | nder | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Sexual Orientation - Not Tra | nsgender | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | 1 | | | | | | | | | 2 |
| | 1 | | | I | | | | | | | | | |
| Claims | | | | | | | | | | 1 | | | 1 |
| Claims - Status | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | 4 | 5 | 9 | 1 | 12 | 3 | 4 | 4 | 15 | 18 | 10 | 86 |
| Customer Service - TSO | 1 | 4 | 5 | 9 | 1 | 12 | 3 | 4 | 4 | 15 | 18 | 10 | 86 |
| Expedited Passenger Screening Program | 91 | 75 | 88 | 93 | 61 | 95 | 88 | 70 | 66 | 56 | 64 | 84 | 931 |
| | | | 00 | | UI | 30 | 00 | 70 | 00 | 50 | 04 | | |
| Expedited Passenger Screening Program | | iviiiital y | | 1 | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | | | 1 | | 1 | | | | 1 | | | 5 |
| Expedited Passenger Screening Program | 2 | 4 | | 4 | 2 | | | 2 | 1 | 2 | 1 | 3 | 21 |
| | | | | | | | | | | | | | |

| | | | | | C) Data Too | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------|-----------------------------------------------|-------------|----|----|----|----|----|----|-------|------------------------------------------------|
| ies | | | | | | | | | | | | 9-Sep | Total |
| Expedited Passenger Screening Program | | 71 | 88 Opt In | 87 | 59 | 94 | 88 | 68 | 64 | 53 | 63 | 80 | 90: |
| Expedited Passenger Screening Program Locks | - ISA/DHS Em | ployees - (| Opt In | | | 1 | | | 1 | | 1 | | |
| Locks - General | | | ı | | | ı | | | | | 1 | | |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | |
| Lost and Found | | | | | | | | | 2 | 1 | | | |
| Lost and Found - Airport/TSA | | | | | | | | | 2 | 1 | | | |
| Mishandling of Passenger Property | 3 | 4 | 7 | 6 | 11 | 7 | 4 | 6 | 9 | 8 | 4 | 3 | 7 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 5 | 4 | 8 | 6 | 3 | 6 | 4 | 8 | 4 | 3 | 5 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 2 | 2 | 1 | 1 | | 5 | | | | 1 |
| Mishandling of Passenger Property - Disar | - | arry-on | 1 | | 1 | | | | | | | | |
| No Jurisdiction | 1 | | 1 | | 1 | 1 | 1 | | 1 | | 1 | | |
| No Jurisdiction - No Referral No Jurisdiction - Refer to CBP | 4 | | | | | 4 | | | 4 | | 1 | | |
| No Jurisdiction - Refer to Other | 1 | | 1 | | 1 | 1 | 1 | | 1 | | | | |
| Patdown | 2 | 2 | 3 | 8 | 2 | 9 | ı | 1 | 2 | 4 | 5 | 3 | 4 |
| Patdown - Children | | | - 0 | - 0 | | | | ' | | | 2 | - 0 | |
| Patdown - Flyer | 2 | 2 | 3 | 7 | 2 | 8 | | 1 | 2 | 4 | 3 | 3 | 3 |
| Patdown - Flyer as Observer | | | | 1 | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) | | 1 | | 2 | | 2 | 2 | 1 | | 1 | 2 | 2 | 1 |
| Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Attach | ed to the B | Body | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | dication an | d Medical S | Supplies | | | 1 | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Mobility D | | | or Scoot | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prosthesis | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | | | | | 4 | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Ave | | | | | | 1 | 4 | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | air/ Scooter/ | 2 | F | 15 | 6 | 1 | 1 | 0 | 2 | A | 1 | 3 | E |
| Property - Special Handling - Damaged Ite | | | 5 4 | 15 9 | 6 3 | 1 | 1 | 9 | 2 | 2 | 1 | 2 | |
| Property - Special Handling - Damaged Ite | | | 4 | 2 | 1 | | | 2 | | | | 1 | |
| Property - Special Handling - Missing Item | | 2 | 1 | 3 | 1 | | | 1 | | | 1 | | |
| Property - Special Handling - Missing Item | | | | 1 | 1 | 1 | 1 | | | 2 | | | |
| Screening | 11 | 3 | 4 | 5 | 7 | 4 | 5 | 6 | 8 | 21 | 11 | 14 | 9 |
| Screening - Children | | | | | | | | | | 2 | | | |
| Screening - Crew Member or Airline Emplo | oyee | 1 | | | | | | | | | 1 | 1 | |
| Screening - Inconsistency | | | | 3 | | | | 1 | 1 | 2 | | 2 | |
| Screening - Lengthy Lines | 3 | 1 | | | 1 | | | | 2 | 2 | 2 | | 1 |
| Screening - Procedures/Process | 7 | 1 | 4 | 2 | 5 | 4 | 3 | 4 | 5 | 15 | 8 | 11 | 6 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | 1 | | 2 | 1 | | | | | |
| 24 | 123 | 89 | 108 | 124 | | | | | | | | | 44 |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | |
| Additional Information Required/Insufficier | 1 | 4 | | | | | | | | | | | |
| Civil Pights - Civil Pights Violation (TSA F | 1 | 1 | 1 | 1 | | | | | | | | | |
| Civil Rights - Civil Rights Violation (TSA E Civil Rights - Not Specified | проуее) | | 1 | | | | | | | | | | |
| Civil Rights - Not Specified Civil Rights - Perceived Religion | | | | | | | | | | | | | |
| OIVII INGINO - FEICEIVEU REIIGIOII | | 1 | | 1 | | | | | | | | | |
| <u> </u> | 4 | 1 | | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening | 1 | 1 | 1 | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening Claims | 1 | 1 | 1 | 1 | | | | | | | | | |
| Civil Rights - Transgender Screening Claims Claims - General | | | 1 | | | | | | | | | | |
| Civil Rights - Transgender Screening Claims | 1 | 1 12 | 1 12 | 17 | | | | | | | | | 4 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service | 6 | 12 | 1 12 1 | 17 | | | | | | | | | |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM | | | 1 12 | | | | | | | | | | 4 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO | 6 6 90 | 12 | 1 12 1 11 | 17 17 | | | | | | | | | 4 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program | 6 6 90 - DoD | 12 12 61 | 1 12 1 11 | 17 17 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 6 6 90 - DoD | 12 12 61 | 1 12 1 11 76 | 17 17 74 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found | 6 6 90 - DoD | 12 12 61 1 | 1 12 1 11 76 | 17 17 74 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA | 6 6 90 - DoD | 12 12 61 1 | 1 12 1 11 76 7 69 1 | 17 17 74 1 73 2 2 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property | 6 6 90 - DoD 2 88 | 12 12 61 1 60 | 1 12 1 11 76 7 69 1 1 | 17 17 74 1 73 2 2 2 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 6 6 90 - DoD 2 88 | 12 12 61 1 60 | 1 12 1 11 76 7 69 1 1 2 | 17 17 74 1 73 2 2 2 2 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 | 1 12 1 11 76 7 69 1 1 | 17 17 74 1 73 2 2 2 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 | 1 12 1 11 76 7 69 1 1 2 | 17 17 74 1 73 2 2 2 1 1 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 | 1 12 1 11 76 7 69 1 1 2 | 17 17 74 1 73 2 2 2 1 1 1 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 1 1 1emsC | 1 12 1 1 11 76 7 69 1 1 2 1 | 17 17 74 1 1 73 2 2 2 1 1 1 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 1 1 1 emsC | 1 12 1 11 76 7 69 1 1 2 1 1 | 17 17 74 1 73 2 2 1 1 1 2 5 | | | | | | | | | 4 4 3 3 3 0 2 2 9 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 1 1 1emsC | 1 12 1 11 76 7 69 1 1 2 1 1 | 17 17 74 1 1 73 2 2 2 1 1 1 | | | | | | | | | 30 30 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 1 1 1 emsC | 1 12 1 1 11 76 7 69 1 1 1 2 1 1 | 17 17 74 1 73 2 2 1 1 1 2 5 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General | 6 90 - DoD 2 88 3 2 aged/Missing It | 12 12 61 1 60 1 1 1 emsC | 1 12 1 11 76 7 69 1 1 2 1 1 | 17 17 74 1 73 2 2 1 1 1 2 5 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) | 6 90 - DoD 2 88 3 2 aged/Missing It 1 | 12 12 61 1 60 1 1 1 emsC | 1 12 1 1 11 76 7 69 1 1 1 2 1 1 | 17 17 74 1 73 2 2 1 1 1 2 5 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) | 6 90 - DoD 2 88 3 2 aged/Missing It 1 | 12 12 61 1 60 1 1 1 1 1 1 1 | 1 12 1 11 76 7 69 1 1 2 1 1 1 | 17 17 74 1 1 73 2 2 2 1 1 2 5 5 | | | | | | | | | 30 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave | 6 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 | 12 12 61 1 60 1 1 emsC | 1 12 1 11 76 7 69 1 1 2 1 1 1 | 17 17 74 1 73 2 2 2 1 1 1 2 5 5 | | | | | | | | | 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Av- Property - Special Handling Property - Special Handling | 6 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 | 12 12 61 1 60 1 1 1 1 1 1 1 | 1 12 1 11 76 7 69 1 1 2 1 1 1 | 17 17 74 1 1 73 2 2 2 1 1 2 5 5 | | | | | | | | | 1 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite | 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 | 12 12 61 1 60 1 1 1 1 1 1 1 1 1 2 | 1 12 1 11 76 7 69 1 1 2 1 1 1 | 17 17 74 1 73 2 2 2 1 1 1 2 5 5 | | | | | | | | | 4 30 1 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 1 ersion (pair 5 3 1 | 12 12 61 1 60 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 12 1 11 76 7 69 1 1 1 2 1 1 1 | 17 17 74 1 1 73 2 2 2 1 1 1 2 5 5 | | | | | | | | | 4 30 1 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening | 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 1 1 1 14 | 12 12 61 1 60 1 1 1 1 1 1 1 1 1 2 | 1 12 1 11 76 7 69 1 1 2 1 1 1 | 17 17 74 1 73 2 2 2 1 1 1 2 5 5 | | | | | | | | | 4 4 30 1 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Gate Pass | 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 4 ersion (pair 5 3 1 1 14 1 | 12 12 61 1 60 1 1 1 emsC | 1 12 1 11 76 7 69 1 1 2 1 1 1 1 2 1 1 1 | 17 17 74 1 1 73 2 2 2 1 1 2 5 5 5 | | | | | | | | | 4 30 1 29 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Gate Pass Screening - Inconsistency | 6 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 ersion (pair 5 3 1 1 14 1 2 | 12 12 61 1 60 1 1 1 1 1 1 1 1 1 1 9 | 1 12 1 11 76 7 69 1 1 2 1 1 1 1 | 17 17 74 1 1 73 2 2 2 1 1 1 2 5 5 5 | | | | | | | | | 4 30 1 29 1 1 1 |
| Civil Rights - Transgender Screening Claims Claims - General Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Gate Pass | 6 90 - DoD 2 88 3 2 aged/Missing It 1 3 3 3 4 ersion (pair 5 3 1 1 14 1 | 12 12 61 1 60 1 1 1 emsC | 1 12 1 11 76 7 69 1 1 2 1 1 1 1 2 1 1 1 | 17 17 74 1 1 73 2 2 2 1 1 2 5 5 5 | | | | | | | | | 4 4 30 11 29 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

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

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

| | | | I SA CUIILA | or center (| icc, Data i | 1001 - 1 OIA | • | | | | | | |
|------------------------------------------|-------------|-------------|-------------|-------------|-------------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SLN | | | | | 1 | | 3 | 1 | 1 | | | | 6 |
| 2022 | | | | | 1 | | 1 | 1 | | | | | 3 |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-or | or Checke | d | | | | 1 | | | | | 1 |
| 2023 | | | | | | | 2 | | 1 | | | | 3 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | 2 | | | | | | 2 |

| | | TSA | A Contact (| Center (TC | C) Data Too | I - FOIA | | | | | | | |
|------------------------------------------------------------------------|-----------------|---------------|-------------|------------|-------------|----------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct ' | 11-Nov 1 | 12-Dec 0 |)1-Jan (| 02-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SMF | 248 | 201 | 203 | 137 | 112 | 146 | 137 | 150 | 147 | 148 | 126 | 141 | 1,896 |
| 2022 | 44 | 63 | 55 | 31 | 47 | 63 | 73 | 73 | 80 | 76 | 77 | 75 | 757 |
| Civil Rights | 1 | | | | 1 | | 3 | 1 | 1 | | | | 7 |
| Civil Rights - Profiling | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Race | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | nder | | | | | 1 | | 1 | | | | 2 |
| Civil Rights - Transgender Screening | | | | | 1 | | | 1 | | | | | 2 |
| Customer Service | 4 | 1 | 7 | 3 | 5 | 6 | 3 | 4 | 7 | 6 | 2 | 5 | 53 |
| Customer Service - Others | · | | | | | 1 | | | 1 | | | | 2 |
| Customer Service - TSO | 4 | 1 | 7 | 3 | 5 | 5 | 3 | 4 | 6 | 6 | 2 | 5 | 51 |
| Expedited Passenger Screening Program | 29 | 46 | 38 | 23 | 27 | 43 | 54 | 56 | 62 | 58 | 63 | 61 | 560 |
| Expedited Passenger Screening Program | | | 1 | 20 | 21 | 40 | 34 | 30 | 02 | 30 | 00 | 01 | 1 |
| Expedited Passenger Screening Program | | iviiiitai y | 1 | | | 1 | | 1 | | | | 1 | 3 |
| Expedited Passenger Screening Program | | 10 | 1 | | 2 | 1 | | | 4 | 1 | 2 | | |
| | | 10 | 4 | 00 | 3 | | F.4 | 3 | - 4 | 4 | 2 | 4 | 40 |
| Expedited Passenger Screening Program | | 36 | 33 | 23 | 24 | 41 | 54 | 52 | 57 | 54 | 61 | 56 | 515 |
| Expedited Passenger Screening Program | - TSA/DHS E | mpioyees - (| Opt in | | | | | | 1 | | | | 1 |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | 1 | | | | | | | | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Lost and Found | | | | | 1 | 1 | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | 3 | 1 | 1 | 1 | 2 | 1 | 4 | | | 2 | 4 | 19 |
| Mishandling of Passenger Property - Dam | aged/Missing | ItemsCarr | y-on Lugga | ge | | | | 2 | | | | 2 | 4 |
| Mishandling of Passenger Property - Dam | aged/Missii | 3 | 1 | | 1 | 1 | 1 | 2 | | | 1 | 2 | 12 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | 1 | | 1 | | | | | 1 | | 3 |
| No Jurisdiction | | | | | | | | | | | 2 | | 2 |
| No Jurisdiction - No Referral | | | | | | | | | | | 2 | | 2 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | l al | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | 1 | | 1 | 3 | | 2 | | 1 | 1 | 2 | | 13 |
| Patdown - Children | | ' | | 1 | 1 | | | | 1 | | | | 13 |
| Patdown - Flyer | 2 | | | 1 | 2 | | 2 | | 1 | 1 | 2 | | 11 |
| Patdown - General | 2 | 1 | | ı | | | | | ı | 1 | | | |
| | | | | | | | | | 4 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 3 | | 2 | 1 | 3 | 1 | | 11 |
| Persons w/ Disabilities (PWD) - Breast Ca | ancer | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | 1 | | 2 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | | Wheelchair | or Scooter) | | | | | | | 1 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/C | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/tr | auma) | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Food/Beve | rages | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Too | ols/Razors/Sha | arp Objec | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 5 | 4 | 1 | 5 | 5 | 2 | 2 | 2 | 3 | 3 | 3 | 40 |
| Property - Special Handling - Damaged Ite | ems - Carry | 2 | 2 | | 1 | | | | | | 1 | | 6 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 13 |
| Property - Special Handling - Missing Item | ns - Carry-On | | 1 | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Item | | 2 | | 1 | 2 | 3 | | 1 | 1 | 2 | | 2 | 18 |
| Screening | 3 | 3 | 4 | 1 | 4 | 3 | 8 | 4 | 6 | 5 | 2 | 2 | 45 |
| Screening - Children | _ | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | 1 | 1 | | 1 | | • | 1 | | 1 | | 1 | 6 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | · · | 1 |
| Screening - Procedures/Process | 3 | 2 | 3 | 1 | 3 | 3 | 7 | 3 | 6 | 3 | 1 | 1 | 36 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | | 3 | 1 | 3 | 3 | - 1 | 3 | 0 | 1 | - 1 | - 1 | 1 |
| 2023 | 99 | 71 | 76 | 62 | G E | 83 | 64 | 77 | 67 | 72 | 40 | 66 | |
| | | /1 | 76 | 62 | 65 | 83 | 64 | - 11 | 67 | 12 | 49 | 00 | 851 |
| Additional Information Required/Insufficient Inf | 1 | | | | 2 | | | | | | | | 3 |
| Additional Information Required/Insufficier | 1 | | | | 2 | | | | | | | | 3 |
| Civil Rights | | 1 | 2 | | 1 | 1 | | | 1 | 4 | | 2 | 12 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | | 1 | 2 | | 1 | | | | 1 | 1 | | 2 | 8 |
| Civil Rights - Screening of Religious Cultu | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transger | nder | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 3 | 5 | 5 | | 10 | 3 | 3 | 8 | 3 | 6 | 2 | 3 | 51 |
| Customer Service - CSM | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 3 | 5 | 5 | | 10 | 3 | 2 | 8 | 3 | 6 | 2 | 3 | 50 |
| Expedited Passenger Screening Program | 79 | 55 | 60 | 56 | 43 | 69 | 53 | 58 | 49 | 50 | 31 | 53 | 656 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | | 1 | | | 4 |
| Expedited Passenger Screening Program | 7 | 3 | 1 | 2 | 4 | 2 | 1 | 3 | 1 | | 1 | 1 | 26 |
| Expedited Passenger Screening Program | | 51 | 59 | 54 | 39 | 66 | 52 | 55 | 47 | 49 | 30 | 52 | 625 |
| Expedited Passenger Screening Program | | | | 01 | 00 | 00 | 02 | 00 | 1 | -10 | - 00 | 02 | 1 |
| Locks | - 13A/DH3 E | inployees - I | Opt III | | | | | | 1 | | 1 | | 2 |
| | ! | | | | | | | | | | 1 | | |
| Locks - General | 4 | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | 1 | 4 | | | | | | ^ | | ^ | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | | | 3 | 2 | 3 | 2 | 6 | 6 | 4 | 2 | 32 |
| Mishandling of Passenger Property - Dam | | 1 | | | 2 | | 1 | 1 | 2 | 3 | 3 | | 14 |
| Mishandling of Passenger Property - Dam | | _ | | | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 15 |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | | | | 2 | 1 | | | 3 |
| No Jurisdiction | | | 1 | | | | 1 | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | 1 | | | | 1 | | | | | | 2 |
| Patdown | | 1 | | 1 | 1 | | | 1 | | 3 | 1 | 1 | 9 |
| Patdown - Flyer | | 1 | | 1 | 1 | | | | | 3 | | 1 | 7 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 1 | 1 | | 1 | 1 | 3 | | 2 | | 13 |
| . , | | | | | | | | | | | | | |

| egories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | Tool - FOIA 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-------------------------------------------|-------------------|---------|--------|----------|--------|-----------------------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Cancer | (general) Not I | | cer | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Cogniti | , | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medica | | | 1 | 1 | | | | | 1 | | 1 | | |
| Persons w/ Disabilities (PWD) - Mobility | | | | | | | 1 | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Touch | | trauma) | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Wheeld | | 1 | | | | | | 1 | | | | | |
| Property - Special Handling | 3 | 3 | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | |
| Property - Special Handling - Damaged | | 1 | | | 3 | ' | 1 | 1 | 1 | 1 | | 1 | |
| Property - Special Handling - Damaged | | ' | | | | | | ' | ' | - ' | | ' | |
| Property - Special Handling - Missing It | | 1 | 1 | | | | | | 1 | | | 1 | |
| Property - Special Handling - Missing It | | 2 | - 1 | 2 | | 1 | | | - 1 | | 2 | 1 | |
| Screening | 7 | 4 | 6 | 2 | 1 | 7 | 2 | 6 | 3 | 2 | 6 | 3 | |
| | | | 0 | | 1 | - / | | 1 | 3 | | 0 | 3 | |
| Screening - Crew Member or Airline Em | | 1 | 0 | | | 0 | | | 4 | | - | 4 | |
| Screening - Inconsistency | 1 | | 2 | | | 2 | | 1 | 1 | | 1 | 1 | |
| Screening - Lengthy Lines | | 2 | | | | | | 1 | | | | | |
| Screening - Procedures/Process | 6 | 1 | 4 | 2 | 1 | 4 | 2 | 3 | 2 | 2 | 5 | 2 | |
| Screening - Retrieving Abandoned/Cont | | | | | | 1 | | | | | | | |
| 2024 | 105 | 67 | 72 | 44 | | | | | | | | | 2 |
| Airline | | 1 | | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | 1 | | | | | | | | | | | |
| Civil Rights | 1 | | 2 | 1 | | | | | | | | | |
| Civil Rights - Profiling | | | 1 | | | | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identi | ty- Not Transge | ender | 1 | 1 | | | | | | | | | |
| Customer Service | 5 | | 7 | 1 | | | | | | | | | |
| Customer Service - CSM | | | 1 | | | | | | | | | | |
| Customer Service - TSO | 5 | | 6 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 85 | 59 | 55 | 33 | | | | | | | | | 2 |
| Expedited Passenger Screening Progra | m 3 | 1 | 1 | 2 | | | | | | | | | |
| Expedited Passenger Screening Progra | | 58 | 54 | 31 | | | | | | | | | |
| Locks | 2 | | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | 2 | | | | | | | | | | | | |
| Mishandling of Passenger Property | | 1 | 3 | 4 | | | | | | | | | |
| Mishandling of Passenger Property - Da | l maned/Missin | | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Da | | | 2 | 3 | | | | | | | | | |
| Mishandling of Passenger Property - Di | | 1 | | <u> </u> | | | | | | | | | |
| No Jurisdiction | Janayea nem | · · | | 1 | | | | | | | | | |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | |
| Patdown | 3 | 1 | | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 3 | 1 | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | 2 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Autism | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer | | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility | Disability (N | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | 3 | | | | | | | | | | |
| Property - Special Handling - Damaged | | On | 2 | | | | | | | | | | |
| Property - Special Handling - Missing It | | | | | | | | | | | | | |
| Property - Special Handling - Missing Ite | ems - Checked | | 1 | | | | | | | | | | |
| Screening | 7 | 3 | 2 | 3 | | | | | | | | | |
| Screening - Procedures/Process | 6 | 1 | 1 | 3 | | | | | | | | | |
| Screening - Retrieving Abandoned/Con | iscated Items | 2 | 1 | | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FUIA | | | | | | | |
|-----------------------------------------|--------------|-----------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SMX | 1 | | 2 | 1 | | 1 | | | 1 | | | 1 | 7 |
| 2022 | 1 | | | 1 | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | Checked Bag | gage | | 1 | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2023 | | | 1 | | | | | | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | 1 | 2 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |
| 2024 | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | | 1 |

| Categories | | 10-Oct | | | | | 00I - FOIA | 04. An= | O5-May | 06 1 | 07 11 | 08 4 | 00 800 | Total |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------|-------------------------|---------------|---------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------|------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------|
| SNA | | 10-Oct 206 | 11-Nov 169 | 12-Dec 157 | 01-Jan 142 | 02-Feb 96 | 03-Mar 131 | 04-Apr 152 | 05-May 153 | 06-Jun 142 | 07-Jul 141 | 08-Aug 156 | 09-Sep 151 | Total 1,796 |
| 2022 | | 32 | 47 | 28 | 31 | 32 | 75 | 70 | 78 | 75 | 70 | | 74 | 700 |
| | ril Rights | 1 | 1 | 20 | 2 | 1 | 75 | 1 | 2 | 15 | 1 | 1 | 74 | 11 |
| CIV | Civil Rights - Age | 1 | 1 | | | - 1 | | 1 | | 1 | - ' | | | 1 |
| | Civil Rights - Not Specified | | · | | | | | | 1 | | | | | 1 |
| | Civil Rights - Race | | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| | Civil Rights - Racial Profiling or Discrimina | 1 | | | 1 | | | ' | ' | ' | | | | 2 |
| | Civil Rights - Sex/Gender/Gender Identity | | nder | | 1 | | | | | | 1 | | | 2 |
| | Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Cla | ims | | | | | | | | | | | 1 | | 1 |
| 0.0 | Claims - Status | | | | | | | | | | | 1 | | 1 |
| Cus | stomer Service | 1 | 2 | 3 | 2 | 1 | 3 | 1 | 3 | 8 | 2 | | 5 | 39 |
| | Customer Service - TSO | 1 | 2 | 3 | 2 | 1 | 3 | 1 | 3 | 8 | 2 | | 5 | 39 |
| DH | STRIP | | | | | | | | | 1 | | | | 1 |
| | DHS TRIP - General | | | | | | | | | 1 | | | | 1 |
| Exr | pedited Passenger Screening Program | 18 | 36 | 23 | 22 | 26 | 64 | 63 | 60 | 58 | 56 | 65 | 57 | 548 |
| ' | Expedited Passenger Screening Program | | | | | | | | 1 | | | | - | 1 |
| | Expedited Passenger Screening Program | | | | | | 1 | 1 | | | | | | 2 |
| | Expedited Passenger Screening Program | | 7 | 1 | 3 | 3 | 3 | | 1 | 1 | 2 | 2 | 4 | 29 |
| | Expedited Passenger Screening Program | | 29 | 22 | 19 | 23 | 60 | 61 | 58 | 57 | 54 | 63 | 53 | 515 |
| | Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| lde | ntification (ID) Requirements | 1 | | оре | | | | | | | | | | 1 |
| | Identification (ID) Requirements - Domest | 1 | | | | | | | | | | | | 1 |
| Loc | | · | | | | | 1 | | | | | | | 1 |
| | Locks - General | | | | | | 1 | | | | | | | 1 |
| Mis | shandling of Passenger Property | 1 | | 1 | 2 | | | | 4 | 2 | | 1 | 1 | 12 |
| | Mishandling of Passenger Property - Dam | | ItemsC | 1 | 2 | | | | 2 | 1 | | | 1 | 7 |
| | Mishandling of Passenger Property - Dam | | itomo o | | | | | | 2 | 1 | | | | 4 |
| | Mishandling of Passenger Property - Disa | | -Carry-on o | or Checked | | | | | | ' | | 1 | | 1 |
| No | Jurisdiction | liayed itellis- | -Oarry-orr | or oriconcu | | 1 | | | | | | <u>'</u> | | 1 |
| 140 | No Jurisdiction - No Referral | | | | | 1 | | | | | | | | 1 |
| Pat | tdown | 1 | 3 | | 2 | - 1 | 1 | 2 | 4 | 2 | 3 | 5 | 4 | 27 |
| I at | Patdown - Children | ' | 3 | | | | 1 | 1 | 4 | | 3 | | 4 | 1 |
| | Patdown - Flyer | 1 | 3 | | 2 | | 1 | 1 | 3 | 2 | 3 | 5 | 4 | 25 |
| | Patdown - Flyer as Observer | ı | 3 | | | | ı | | 1 | | 3 | 5 | 4 | 1 |
| Por | rsons w/ Disabilities (PWD) | 3 | | | | | 2 | | | 1 | 2 | | 1 | 9 |
| rei | Persons w/ Disabilities (PWD) - Diapers/0 | | | | | | 2 | | | 1 | | | ı | 9 |
| | Persons w/ Disabilities (PWD) - General | 1 | | | | | 1 | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D | 1 | | | | | ı | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) - Medically | | ladication (| and Madica | I Cupplies | | | | | | 1 | | | |
| | Persons w/ Disabilities (PWD) - Metal Imp | | eulcalion | and Medica | Jupplies | | | | | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) - Prosthesi | | nd Cooto | | | | | | | 1 | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) - Prostriesi Persons w/ Disabilities (PWD) - Respirato | | | .+ | | | | | | 1 | | | 1 | |
| | | | | IL | | | 1 | | | | | | ı | 1 |
| Dro | Persons w/ Disabilities (PWD) - Wheelchapperty - Special Handling | 2 | egway 1 | 1 | | 3 | ı | 1 | 2 | | 4 | 4 | 1 | 19 |
| PIO | | | | 1 | | 1 | | ı | 1 | | 2 | | 1 | 7 |
| | Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite | | /II | 1 | | 1 | | | ļ | | | 1 | | 4 |
| | | | | · · | | - 1 | | 1 | | | 1 | 1 | | 4 |
| | Property - Special Handling - Missing Item | | 1 | | | 1 | | ļ | 1 | | 1 | ļ | | 4 |
| Cor | Property - Special Handling - Missing Item reening | 4 | 4 | | 1 | - 1 | 4 | 2 | 3 | 2 | 2 | 3 | 5 | 30 |
| 301 | Screening - Children | 1 | 4 | | ļ | | 4 | | 3 | | | | 5 | 30 |
| | <u> </u> | ı | 2 | | | | | 1 | 1 | | | | 2 | 6 |
| | Screening - Inconsistency Screening - Lengthy Lines | | | | | | | ļ | 1 | 4 | | | | 2 |
| | · · · · · · · · · · · · · · · · | 2 | 0 | | 4 | | 2 | 4 | | 1 | 0 | | 2 | |
| | Screening - Procedures/Process | 2 | 2 | | 1 | | 3 | 1 | 1 | 1 | 2 | 3 | 3 | 19 |
| 2000 | Screening - Retrieving Abandoned/Confis | | | | | | 1 | | | | | | | 2 |
| 2023 | il Dialeta | 92 | 69 | 67 | 66 | 64 | 56 | 82 | 75 | 67 | 71 | 68 | 77 | 854 |
| CIV | ril Rights | | 2 | 1 | 1 | | 1 | | 1 | 1 | 3 | | | 10 |
| | Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| | Civil Rights - Profiling | | | | | | | | | | 1 | | | 1 |
| | Civil Rights - Race | | 1 | | | | 1 | | | | | | | 2 |
| | Civil Rights - Sex/Gender/Gender Identity | | 1 | 1 | 1 | | | | | 1 | | | | 4 |
| | Civil Rights - Sexual Orientation - Not Tra | nsgender | | | | | | | | | 1 | | | 1 |
| | | | | | | | | | 1 | | | | | 1 |
| | Civil Rights - Transgender Screening | | | | | | | | | | | | | 1 |
| Cla | iims | 1 | | | | | | | | | | | | 1 |
| | ilms Claims - Status | 1 | | | | | | | | | | | | |
| | nims Claims - Status stomer Service | 1 4 | 6 | 7 | 5 | 4 | 3 | 2 | 2 | 4 | 3 | | 4 | 46 |
| Cus | ilms Claims - Status stomer Service Customer Service - TSO | 1 | 6 | 7 | 5 5 | 4 | 3 | 2 | 2 | 4 | 3 | | 4 | 46 |
| Cus | ilms Claims - Status stomer Service Customer Service - TSO S TRIP | 1 4 | | | | | | | | 4 | | | | 46 1 |
| Cus | ims Claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General | 1 4 4 | 6 | 7 | 5 | 4 | 3 | 2 | 2 | 4 1 1 | 3 | 2 | 4 | 46 1 1 |
| Cus | claims - Status stomer Service - TSO S TRIP DHS TRIP - General pedited Passenger Screening Program | 1 4 4 73 | | 50 | | | | | | 4 | | | | 46 1 1 696 |
| Cus | ims Claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General bedited Passenger Screening Program Expedited Passenger Screening Program | 1 4 4 73 - DoD | 6 | 7 | 51 | 4 | 3 | 70 | 2 | 4 1 1 51 | 3 | 62 | 64 | 46 1 1 696 1 |
| Cus | ims Claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General bedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 4 4 73 - DoD | 55 | 50 1 1 | 51 | 47 | 49 | 70 | 65 | 4 1 1 51 | 59 | 62 | 64 | 46 1 1 696 1 22 |
| Cus | claims - Status stomer Service Customer Service - TSO STRIP DHS TRIP - General Dedited Passenger Screening Program Expedited Passenger Screening Program | 1 4 4 4 73 - DoD 2 71 | 55 1 54 | 50 1 1 48 | 51 | 47 | 3 | 70 5 64 | 2 | 4 1 1 51 | 59 | 62 | 64 | 46 1 1 696 1 22 672 |
| Cus | claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General sedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 4 4 4 73 - DoD 2 71 | 55 1 54 | 50 1 1 48 | 51 | 47 | 49 | 70 | 65 | 4 1 1 51 | 59 | 62 | 64 | 46 1 1 696 1 22 672 |
| Cus | claims - Status stomer Service Customer Service - TSO STRIP DHS TRIP - General pedited Passenger Screening Program Expedited Passenger Screening Program | 1 4 4 4 73 - DoD 2 71 | 55 1 54 | 50 1 1 48 | 51 3 48 | 47 | 49 | 70 5 64 | 65 | 4 1 1 51 | 59 | 62 | 64 | 46 1 1 696 1 22 672 1 2 |
| Cus DH Exp | claims - Status stomer Service - TSO S TRIP DHS TRIP - General cedited Passenger Screening Program Expedited Passenger Screening Program | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E | 55 1 54 mployees | 50 1 1 48 | 5 51 3 48 | 47 | 49 | 70 5 64 1 | 65 65 1 | 4 1 1 51 3 48 | 59 | 62 3 59 | 64 2 62 | 46 1 1 696 1 22 672 1 2 |
| Cus DH Exp | claims - Status stomer Service - TSO STRIP DHS TRIP - General bedited Passenger Screening Program Expedited Passenger Property | 1 4 4 4 73 - DoD 2 71 - TSA/DHS E | 55 1 54 mployees | 50 1 1 48 - Opt In | 5 51 3 48 1 | 47 | 49 | 70 5 64 1 | 65 | 4 1 1 51 | 59 | 62 | 64 | 46 1 1 696 1 22 672 1 2 2 |
| Cus DH Exp | claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General codited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 4 4 4 73 - DoD 2 71 - TSA/DHS E 2 2 aaged/Missing | 55 1 54 mployees | 50 1 1 48 - Opt In | 5 51 3 48 1 | 47 | 49 | 70 5 64 1 | 65 65 1 | 4 1 1 51 3 48 | 59 | 62 3 59 | 64 2 62 | 46 1 1 696 1 22 672 1 2 2 13 |
| Cus DH Exp | claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General sedited Passenger Screening Program Expedited Passenger Property Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E 2 2 aged/Missing 2 | 55 1 54 mployees 1 ItemsCa | 7 50 1 1 48 - Opt In | 51 3 48 1 1 | 47 | 49 | 70 5 64 1 | 65 65 1 | 4 1 1 51 3 48 | 59 | 62 3 59 | 64 2 62 | 46 1 1 696 1 22 672 1 2 2 |
| Cus DH Exp | claims - Status stomer Service Customer Service - TSO STRIP DHS TRIP - General Dedited Passenger Screening Program Expedited Passenger Property Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E 2 aged/Missing 2 aged/Missing | 55 1 54 mployees 1 Items—Ca 1 Items—Un | 50 1 1 48 Opt In | 51 3 48 1 1 | 47 | 49 | 70 5 64 1 | 65 65 1 1 | 4 1 1 51 3 48 | 59 | 62 3 59 | 64 2 62 | 46 1 1 696 1 22 672 1 2 2 13 |
| Cus DH Exp | claims - Status stomer Service Customer Service - TSO S TRIP DHS TRIP - General sedited Passenger Screening Program Expedited Passenger Property Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E 2 aged/Missing 2 aged/Missing | 55 1 54 mployees 1 Items—Ca 1 Items—Un | 50 1 1 48 Opt In | 51 3 48 1 1 | 47 | 49 | 70 5 64 1 | 65 65 1 1 | 4 1 1 51 3 48 | 59 | 62 3 59 | 64 2 62 | 46 1 1 696 1 22 672 1 2 2 2 13 4 |
| Cus DH Exp | claims - Status stomer Service Customer Service - TSO STRIP DHS TRIP - General Dedited Passenger Screening Program Expedited Passenger Property Locks - Missing or Damaged Lock shandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E 2 aged/Missing 2 aged/Missing | 55 1 54 mployees 1 Items—Ca 1 Items—Un | 50 1 1 48 Opt In | 51 3 48 1 1 | 47 | 49 | 70 5 64 1 | 65 65 1 1 | 4 1 1 51 3 48 | 59 | 62 3 59 | 64 2 62 2 | 46 1 1 696 1 22 672 1 1 2 2 2 2 13 4 7 |
| Cus DH Exp | claims - Status stomer Service Customer Service - TSO STRIP DHS TRIP - General Deditted Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E 2 aged/Missing 2 aged/Missing trrayed Items- | 55 1 54 mployees 1 ItemsCa 1 ItemsUn -Carry-on o | 50 1 1 48 - Opt In rry-on Lugg | 51 3 48 1 1 1 age | 47 1 46 | 49 | 70 5 64 1 3 2 | 65 65 1 1 1 | 4 1 1 51 3 48 2 1 | 59 1 58 | 62 3 59 | 64 2 62 2 1 | 46 1 1 696 1 22 672 1 2 2 1 3 4 7 7 |
| Cus DH Exp | claims - Status stomer Service - TSO STRIP DHS TRIP - General cedited Passenger Screening Program Expedited Passenger Property Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa | 1 4 4 4 7 73 - DoD 2 71 - TSA/DHS E 2 aged/Missing 2 aged/Missing trrayed Items- | 55 1 54 mployees 1 ItemsCa 1 ItemsUn -Carry-on o | 50 1 1 48 - Opt In | 51 3 48 1 1 1 age | 47 1 46 | 49 | 70 5 64 1 3 2 | 65 65 1 1 1 | 4 1 1 51 3 48 2 1 1 | 59 1 58 | 2 62 3 59 2 1 | 64 2 62 2 1 | 46 1 1 696 1 22 672 1 2 2 2 3 4 7 1 1 1 3 |
| Cus DH Exp Loc Mis | claims - Status Claims - Status Stomer Service Customer Service - TSO S TRIP DHS TRIP - General Dedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa down Patdown - Children | 1 4 4 4 73 - DoD 2 71 - TSA/DHS E 2 aged/Missing 2 aged/Missing 2 rrayed Items-2 | 55 1 54 mployees 1 ItemsCa ItemsUn Carry-on c | 7 50 1 1 48 - Opt In rry-on Lugg specified Li or Checked 4 1 | 51 3 48 1 1 1 sage | 47 1 1 46 | 49 | 70 5 64 1 3 2 1 | 65 65 1 1 1 1 | 4 1 1 51 3 48 2 1 1 | 3 59 1 58 | 2 62 3 59 2 1 | 4 64 2 62 2 1 1 1 3 | 46 1 1 696 1 22 672 1 2 2 1 3 4 7 1 1 1 2 7 |

| ories | 10-Oct | | 12-Dec | 01-Jan | CC) Data 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|---------------------------------------------|---------------|-------------|----------------|-------------|--------------------|---------|--------|----------|---------|--------|--------|--------|------|
| Persons w/ Disabilities (PWD) - Breast Car | | 1 1-1404 | 1 2-Dec | J 1-Jaii | 04-L6D | UJ-MIAI | vApr | UJ-IVIAY | vo-Juli | or-Jui | oo-Aug | 09-3eh | 1018 |
| Persons w/ Disabilities (PWD) - Diapers/G | | eeinge/Mack | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal Me | | | .5 | | - 1 | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Medical De | | | Pody | | 1 | | | - 1 | | | | | |
| . , | | | | I Committee | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary IVI | edication a | na iviedica | Supplies | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | 1 | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelchai | | egway | | 2 | 1 | | | | | | | | |
| Property - Special Handling | 2 | | 1 | 2 | 2 | 1 | 2 | | | 2 | | 2 | |
| Property - Special Handling - Damaged Ite | 2 | | 1 | 1 | 1 | | | | | 2 | | | |
| Property - Special Handling - Damaged Ite | | d | | | 1 | | 1 | | | | | | |
| Property - Special Handling - Missing Items | | | | 1 | | 1 | | | | | | 2 | |
| Property - Special Handling - Missing Items | s - Checked | | | | | | 1 | | | | | | |
| Screening | 7 | 1 | 2 | 1 | 6 | 1 | 4 | 1 | 4 | 1 | 2 | | |
| Screening - Children | | | | | 1 | | | | | | | | |
| Screening - Crew Member or Airline Emplo | yee | | | | | | | 1 | | | | | |
| Screening - Inconsistency | 1 | | | | | 1 | 1 | | | 1 | 1 | | |
| Screening - Procedures/Process | 6 | 1 | 2 | 1 | 4 | | 3 | | 4 | | 1 | | |
| Screening - Retrieving Abandoned/Confisc | ated Items | | | | 1 | | | | | | | | |
| 2024 | 82 | 53 | 62 | 45 | | | | | | | | | |
| Civil Rights | 2 | 1 | | 3 | | | | | | | | | |
| Civil Rights - Not Specified | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | | 1 | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | 1 | | | | | | | | | | | |
| Civil Rights - Sexual Orientation - Not Tra | 1 | | | | | | | | | | | | |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | |
| Customer Service | 3 | | 6 | 3 | | | | | | | | | |
| Customer Service - TCC | | | | 1 | | | | | | | | | |
| Customer Service - TSO | 3 | | 6 | 2 | | | | | | | | | |
| Expedited Passenger Screening Program | 69 | 43 | 53 | 35 | | | | | | | | | |
| Expedited Passenger Screening Program - | | 1 | 4 | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 69 | 42 | 49 | 34 | | | | | | | | | |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | 1 | 2 | | | | | | | | | |
| Mishandling of Passenger Property - Dama | | ItemsC | 1 | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 2 | | | 1 | | | | | | | | | |
| Patdown | 4 | 2 | 1 | | | | | | | | | | |
| Patdown - Flyer | 4 | 2 | 1 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 2 | 2 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Internal N | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medical De | evices - At | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility Di | sability (N | 1 | | | | | | | | | | | |
| Property - Special Handling | | 2 | | 1 | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ms - Carry | 1 | | 1 | | | | | | | | | |
| Property - Special Handling - Missing Items | | 1 | | | | | | | | | | | |
| Screening | | 2 | 1 | 1 | | | | | | | | | |
| | | | | | | | | | | | | | |

| | | | ISA Contac | ct Center (| rcc) Data | 1001 - FUIA | | | | | | | |
|--------------------------------------------|-------------|-----------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SOW | 2 | | 2 | | | 2 | | | | | | | 6 |
| 2022 | | | 2 | | | 2 | | | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | 1 | | | | | | | | | | 1 |
| Screening | | | | | | 2 | | | | | | | 2 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2023 | 1 | | | | | | | | | | | | 1 |
| DHS TRIP | 1 | | | | | | | | | | | | 1 |
| DHS TRIP - General | 1 | | | | | | | | | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

| | | | SA CUIILA | t Center (| oc) Dala | OUI - FOIA | | | | | | | |
|-----------------------------------------|-------------|-------------|-----------|------------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SPI | 5 | 2 | 1 | 4 | 3 | 1 | 1 | 1 | 3 | | 3 | 1 | 2 |
| 2022 | | | 1 | 4 | 1 | | 1 | | 1 | | 1 | | |
| Customer Service | | | | 1 | | | | | | | 1 | | |
| Customer Service - TSO | | | | 1 | | | | | | | 1 | | |
| Expedited Passenger Screening Program | | | 1 | 3 | 1 | | 1 | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | 3 | 1 | | 1 | | | | | | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| 2023 | 4 | 1 | | | 2 | 1 | | 1 | 2 | | 2 | 1 | 1 |
| Customer Service | | | | | | | | | | | 1 | | |
| Customer Service - TSO | | | | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | 4 | | | | 2 | 1 | | | 2 | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | 4 | | | | 2 | 1 | | | 1 | | | 1 | |
| Patdown | | | | | | | | 1 | | | | | |
| Patdown - Flyer | | | | | | | | 1 | | | | | |
| Screening | | 1 | | | | | | | | | 1 | | |
| Screening - Crew Member or Airline Empl | oyee | | | | | | | | | | 1 | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2024 | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |

| Pata a a via a | 40.0-4 | | | | OO Fala | | | 05.14 | 00 1 | 07 11 | 00 4 | 00.0 | Tital |
|---------------------------------------|------------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SPS | | 1 | 3 | | | | 2 | 3 | 2 | | 1 | | 12 |
| 2022 | | 1 | 2 | | | | 1 | 1 | 2 | | | | 7 |
| Customer Service | | | | | | | | 1 | 1 | | | | 2 |
| Customer Service - TSO | | | | | | | | 1 | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | 1 | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | 1 | | 1 | | | | |
| Screening | | 1 | 1 | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | |
| 2023 | | | | | | | 1 | 2 | | | 1 | | |
| Civil Rights | | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | 1 | | | | 1 | | |
| Screening | | | | | | | | 1 | | | | | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | |
| 2024 | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | | | | | | | | |

| | | | A Contact C | | • | | | | | | | | |
|---------------------------------------------------------------------------------------|----------------------------------|---------------|--------------|----|----|----|--------|--------|--------|--------|--------|--------|-------|
| pories | | | | | | |)4-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Q | 57 | 93 | 86 | 61 | 48 | 86 | 80 | 49 | 34 | 34 | | 33 | 691 |
| 2022 | 15 | 27 | 27 | 9 | 22 | 45 | 40 | 32 | 13 | 15 | 5 20 | 17 | 282 |
| Additional Information Required/Insufficient Info | | | | | | | | | | | 1 | | 1 |
| Additional Information Required/Insufficier | nt Information - | - EMAIL O | NLY | | | | | | | | 1 | | 1 |
| Civil Rights | 1 | | 1 | | | | | | | | | 1 | 3 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | Not Transger | nder | 1 | | | | | | | | | | 1 |
| Claims | | | | | | | 1 | | | | | | 1 |
| Claims - Status | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | | | 1 | | 3 | 1 | | 2 | | 8 |
| Customer Service - TSO | | | 1 | | | 1 | | 3 | 1 | | 2 | | 8 |
| Expedited Passenger Screening Program | 10 | 27 | 24 | 8 | 17 | 42 | 33 | 27 | 12 | 14 | | 16 | 243 |
| Expedited Passenger Screening Program | | | 4 | | 1 | | 1 | 1 | | | | 1 | 8 |
| Expedited Passenger Screening Program | | 26 | 20 | 8 | 16 | 42 | 32 | 26 | 12 | 14 | 13 | 15 | 234 |
| Expedited Passenger Screening Program | | 1 | 20 | | 10 | 72 | 02 | 20 | 12 | | 10 | 10 | 1 |
| Mishandling of Passenger Property | - TOADHO | - ' | | | | 1 | 2 | 1 | | | 1 | | 5 |
| Mishandling of Passenger Property - Dam | aged/Missing | Itame_Car | ry on Luggag | 10 | | 1 | 1 | 1 | | | | | 2 |
| | | | | | | 1 | 1 | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | aged/iviissirig | itemsche | ckeu baggaç | je | | ı | | | | | ı | | |
| Patdown | | | | | | | 1 | 1 | | | | | 2 |
| Patdown - Flyer | | | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | 3 | | 1 | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | | tal /Mental | Disability | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | plants (joint) | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | | | or Scooter) | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ Se | egway | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling | 1 | | | | 1 | | 1 | | | | 1 | | 4 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | | | | 1 | | 1 | | | | 1 | | 3 |
| Screening | 3 | | | 1 | 1 | 1 | 1 | | | 1 | 1 | | 9 |
| Screening - Crew Member or Airline Empl | 1 | | | | | • | | | | ' | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - International Screening | ' | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | 1 | 1 | 1 | - 1 | | | 1 | 1 | | 6 |
| 2023 | 23 | 40 | 32 | 32 | 26 | 41 | 40 | 17 | 21 | 19 | | 16 | 317 |
| | 23 | 1 | 1 | 32 | 20 | 41 | 40 | 17 | 21 | 18 | | 10 | |
| Civil Rights | | | | | | | | | | | | | 3 |
| Civil Rights - Race | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | 3 | 1 | 3 | | | 2 | 1 | | 2 | 2 | 1 | 14 |
| Customer Service - Others | | 1 | | | | | | | | | | 1 | 2 |
| Customer Service - TSO | 1 | 2 | 1 | 3 | | | 2 | 1 | | 2 | 2 | | 12 |
| Expedited Passenger Screening Program | 19 | 31 | 27 | 24 | 23 | 36 | 35 | 12 | 17 | 15 | 8 | 13 | 260 |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 2 | | 1 | | | | | 1 | | | 5 |
| Expedited Passenger Screening Program | | 30 | 24 | 24 | 22 | 36 | 35 | 12 | 17 | 14 | 8 4 | 13 | 253 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Lost and Found | | | | 1 | 1 | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | 2 | 1 | | | 5 |
| Mishandling of Passenger Property - Dam | | ItemsCar | rv-on Luggag | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Dam | | itemsoan | ry-on Luggag | 1 | | | | | 1 | 1 | | | 1 |
| | ' | | 4 | ' | 1 | 4 | 1 | 1 | 1 | | | | 9 |
| Patdown | | | 1 | | | | | | | | | | 9 |
| Patdown - Flyer | | | ı | | 1 | 4 | 1 | 1 | 1 | | | | 9 |
| Persons w/ Disabilities (PWD) | /D I | 1 | Discouline. | 1 | | 1 | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | | tai /ivientai | Disability | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary Me | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 3 | 2 | 2 | | | | | | | 1 | 1 | 9 |
| Property - Special Handling - Damaged Ite | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checked | d | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ıs - Carry-C | 1 | 1 | 1 | | | | | | | 1 | | 4 |
| Property - Special Handling - Missing Item | | 2 | | | | | | | | | | 1 | 3 |
| Screening | 2 | 1 | | | 1 | | 2 | 3 | 1 | | | 1 | 11 |
| Screening - Inconsistency | | | | | | | | 1 | 1 | | | | 2 |
| Screening - Procedures/Process | 2 | 1 | | | 1 | | 2 | 2 | 1 | | | 1 | 9 |
| 2024 | 19 | 26 | 27 | 20 | ' | | | | | | | 1 | 92 |
| Customer Service | 19 | 2 | 2 | 1 | | | | | | | | | 5 |
| Customer Service - TSO | | 2 | 2 | 1 | | | | | | | | | 5 |
| | 40 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | TCA Application | 20 | 21 | 17 | | | | | | | | | 77 |
| Expedited Passenger Screening Program | | | 1 | 47 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 19 | 20 | 20 | 17 | | | | | | | | | 76 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missii | 1 | 1 | | | | | | | | | | 2 |
| Patdown | | 2 | | | | | | | | | | | 2 |
| Patdown - Flyer | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/C | Stomates | | 1 | | | | | | | | | | 1 |
| | | oumo) | • | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Avi | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Ave | panyiri | | | | | | | | | | | | |
| Property - Special Handling | | 1 | | | | | | | | | | | 4 |
| Property - Special Handling Property - Special Handling - Damaged Ite | | | 2 | 1 | | | | | | | | | 1 |
| Property - Special Handling Property - Special Handling - Damaged Ite Screening | | 1 | 2 | 1 | | | | | | | | | 1 |
| Property - Special Handling Property - Special Handling - Damaged Ite | | 1 | 2 | 1 | | | | | | | | | 1 |

| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------|--------------------------|--------|-----------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| | | | 3 | 2 | 1 | | | | | | | 6 |
| | | | 1 | 1 | 1 | | | | | | | 3 |
| | | | 1 | 1 | | | | | | | | 2 |
| - TSA Appl | ication Pro | gram | 1 | | | | | | | | | 1 |
| - TSA PreC | Check | | | 1 | | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | | | 2 | 1 | | | | | | | | 3 |
| | | | 2 | | | | | | | | | 2 |
| - TSA PreC | Check | | 2 | | | | | | | | | 2 |
| | | | | 1 | | | | | | | | 1 |
| | | | | 1 | | | | | | | | 1 |
| | - TSA Appl - TSA PreC | | 10-Oct 11-Nov 12-Dec - TSA Application Program - TSA PreCheck | 10-Oct 11-Nov 12-Dec 01-Jan 3 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 3 2 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 3 2 1 1 1 1 1 1 1 1 1 | 3 2 1 1 1 1 - TSA Application Program 1 - TSA PreCheck 1 - 1 - 1 - 2 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 3 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 3 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep |

| Categories | 40.0-4 | | SA Contact | | - | | 04 4 | 05 Mar. | 00 1 | 07 1 | 00 4 | 00.0 | Tatal |
|------------------------------------------------------|---------------------|---------------|---------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|----------|
| | | 11-Nov | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STL | 216 | 189 | 192 | 189 | 95 | | 125 | 161 | 149 | 141 | 148 | | 1,896 |
| 2022 Additional Information Required/Insufficient In | 38 | 57 | 59 | 43 | 36 | 60 | 54 | 79 | 68 | 65 | | 74 | 713 |
| Additional Information Required/Insufficient | | - EMAIL C | MIL V | | 1 | | | | | | 1 | | 2 |
| Airline Additional information Required/insumcles | | I - EIVIAIL C | INL I | | 1 | 1 | | | | | 1 | | |
| Airline - Lost Baggage | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 3 | 1 | 2 | | | | | 3 | | | | 1 | 10 |
| Civil Rights - Constitutional Rights | 1 | | | | | | | J | | | | ' | 10 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 2 | | | | 1 | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | 1 | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 6 | 5 | 3 | 2 | 4 | 4 | 3 | 7 | 9 | 7 | 7 | 9 | 66 |
| Customer Service - TSO | 6 | 5 | 3 | 2 | 4 | 4 | 3 | 7 | 9 | 7 | 7 | 9 | 66 |
| Expedited Passenger Screening Program | 21 | 37 | 43 | 37 | 26 | 46 | 42 | 51 | 44 | 50 | 58 | 55 | 510 |
| Expedited Passenger Screening Program | - DoD | | | | 1 | | | 1 | | 1 | | 1 | 4 |
| Expedited Passenger Screening Program | 2 | 3 | 2 | | 1 | 2 | 2 | 1 | 3 | 3 | 1 | 3 | 23 |
| Expedited Passenger Screening Program | 19 | 34 | 41 | 37 | 24 | 44 | 40 | 49 | 41 | 46 | 56 | 51 | 482 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees | - Opt In | | | | | | | | 1 | | 1 |
| Locks | | | | | | | | 3 | | 1 | | | 4 |
| Locks - Missing or Damaged Lock | | | | | | | | 3 | | 1 | | | 4 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 2 | | 1 | 1 | 5 | 1 | 2 | 5 | | 20 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | 1 | | 1 | | 1 | 4 | | 9 |
| Mishandling of Passenger Property - Dam | | g ItemsC | 1 | 1 | | | 1 | 3 | 1 | 1 | 1 | | 9 |
| Mishandling of Passenger Property - Disa | 1 1 | | | | | | | 1 | | | | | 2 |
| No Jurisdiction | | 1 | | | | 1 | | | | | 1 | | 3 |
| No Jurisdiction - Refer to CBP | | 4 | | | | 4 | | | | | 1 | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | 1 | | | | | | | 2 |
| Ombudsman Ombudsman - General | | | | | | | | | | | | 1 | 1 |
| Patdown | 3 | 2 | | | | 1 | | 2 | 1 | 1 | 1 | 2 | 13 |
| Patdown - Children | 3 | | | | | 1 | | | | 1 | ı | | 2 |
| Patdown - Flyer | 2 | 2 | | | | | | 2 | 1 | | 1 | 2 | 10 |
| Patdown - General | 1 | | | | | | | | | | ' | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 4 | | 1 | 1 | 3 | 2 | 1 | | 1 | 1 | 16 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | 1 | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | mpairment | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal N | Medical Devic | es | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | 1 | | 1 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (Not | Wheelcha | ir or Scooter | -) | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pain/t | rauma) | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ S | Segway | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 6 | 2 | | 1 | 3 | 1 | 3 | 4 | | 2 | 2 | 25 |
| Property - Special Handling - Damaged It | | 4 | 1 | | 1 | | | 1 | 1 | | | | 11 |
| Property - Special Handling - Damaged It | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | 2 | | 1 | | 4 |
| Property - Special Handling - Missing Iten | 1 | 1 | 1 | | | | | 2 | 1 | | 1 | 2 | 8 |
| Screening | 2 | 3 | 4 | 2 | 3 | | 4 | 3 | 8 | 3 | 4 | | 41 |
| Screening - Inconsistency | | | 2 | | | 1 | | 4 | 2 | | 1 | 1 | 7 |
| Screening - Lengthy Lines | | 0 | 4 | 0 | 0 | 4 | 4 | 1 | 1 | 0 | 0 | 0 | 2 |
| Screening - Procedures/Process | 2 | 3 | 1 | 2 | 3 | 1 | 4 | 2 | 5 | 3 | 3 | 2 | 31 |
| Screening - Retrieving Abandoned/Confis TWIC | Taled Items | | 1 | | | | | | | 1 | | | <u>1</u> |
| TWIC - General | | | | | | | | | | 1 | | | 1 |
| 2023 | 90 | 75 | 68 | 91 | 59 | 80 | 71 | 82 | 81 | 76 | 68 | 77 | 918 |
| Airline | 30 | 7.5 | 1 | 31 | 33 | 00 | 7.1 | 02 | 1 | 70 | 00 | - 11 | 2 |
| Airline - Baggage Requirements | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | 1 | | | | <u>.</u> |
| Civil Rights | 2 | 1 | | | | | | 1 | 1 | 2 | 1 | | 8 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Race | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | | | | | 1 | 1 | | 1 | | 4 |
| Civil Rights - Transgender Screening | , | | | | | | | | | 1 | | | 1 |
| Claims | | | | | | | | | 1 | | | | 1 |
| Claims - Status | | | | | | | | | 1 | | | | 1 |
| Customer Service | 9 | 7 | 3 | 7 | 6 | 9 | 2 | 5 | 3 | 7 | 6 | 5 | 69 |
| Customer Service - TSO | 9 | 7 | 3 | 7 | 6 | 9 | 2 | 5 | 3 | 7 | 6 | 5 | 69 |
| Expedited Passenger Screening Program | 69 | 59 | 51 | 75 | 43 | 61 | 55 | 62 | 62 | 52 | 48 | 65 | 702 |
| Expedited Passenger Screening Program | - Active Duty | Military | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 2 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | 7 | 1 | 2 | 2 | | | 2 | | | 1 | 1 | 21 |
| Expedited Passenger Screening Program | | 51 | 48 | 72 | 41 | 59 | 55 | 60 | 61 | 52 | 47 | 64 | 676 |
| Expedited Passenger Screening Program | - TSA/DHS E | Employees | - Opt In | 1 | | | | | | | | | 1 |
| Locks | | | | | | 1 | | | 3 | | | 1 | 5 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | 3 | | | 1 | 5 |
| Lost and Found | | | | | | | | | | | 3 | | 3 |
| Lost and Found - Airport/TSA | _ | | _ | | | | | | | | 3 | | 3 |
| Mishandling of Passenger Property | 2 | 2 | 2 | 2 | | 2 | 4 | 1 | 2 | 2 | | 1 | 23 |
| Mishandling of Passenger Property - Dam | | 2 | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | | 9 |
| Mishandling of Passenger Property - Dam | | Corni | 4 | 1 | | | 3 | | 2 | | 2 | 1 | 11 |
| Mishandling of Passenger Property - Disa | irrayed Items- I | Carry-on | 1 | | | 1 | | | | 1 | | | 3 |
| No Jurisdiction | L | | 1 | | | 1 | 1 | | | | | | 3 |
| | | | | | | | | | | | | | |

| | 10-Oct | 11-Nov | SA Contact 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Tota |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------|------------------------------|---------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | |
| No Jurisdiction - Refer to Other | | | • | | | 1 | 1 | | | | | | |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | | | | | |
| Notice of Violation/Civil Penalties - General | -al | | | | | 1 | | | | | | | |
| Patdown | 2 | | | | 1 | 1 | 3 | 4 | 3 | 4 | 1 | | |
| | | | | | | | | | | | | | |
| Patdown - Flyer | 2 | | | | 1 | 1 | 3 | 4 | 3 | 3 | 1 | | |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) | 1 | | 3 | | 1 | | 1 | | 1 | 1 | 2 | 1 | |
| Persons w/ Disabilities (PWD) - Autism Sp | | | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Attac | hed to th | 2 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | / Necessary M | edicatior | 1 | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | Disability (Not | Wheelcha | ir or Scoote | er) | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | , | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Respirato | | Fauinme | nt | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Touch Av | | | iii. | | | | 1 | | | | | | |
| | | auma) | | | | | ı | | | | 4 | | |
| Persons w/ Disabilities (PWD) - Visual Im | ipairment | | | | | | | | | _ | 1 | | |
| Property - Special Handling | 1 | 1 | 2 | 4 | | 1 | | 3 | 2 | 5 | | 1 | |
| Property - Special Handling - Damaged Ite | | | | 1 | | | 1 | 1 | 1 | 1 | | | |
| Property - Special Handling - Damaged Ite | | | | | 2 | 1 | | | | | | 1 | |
| Property - Special Handling - Missing Item | r 1 | 1 | 2 | | 1 | | 1 | 1 | 1 | 1 | 1 | | |
| Property - Special Handling - Missing Item | ns - Checked | | | 3 | | | | 1 | | 3 | | | |
| Screening | 4 | 5 | 5 | 3 | 5 | 3 | 2 | 6 | 2 | 3 | 3 | 3 | |
| Screening - Crew Member or Airline Empl | lovee | | 1 | | | | | | | | | | |
| Screening - Inconsistency | 1 | 1 | | | | | | 2 | | | | | |
| Screening - Lengthy Lines | · | 1 | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 2 | 3 | 4 | 3 | 5 | 3 | 2 | 4 | 2 | 3 | 3 | | |
| Screening - Retrieving Abandoned/Confis | | 3 | 4 | J | | 3 | | 4 | | J | | 2 | |
| ů ů | | | | | | | | | | | | | |
| 2024 | 88 | 57 | 65 | 55 | | | | | | | | | |
| Additional Information Required/Insufficient Inf | 1 | | | | | | | | | | | | |
| Additional Information Required/Insufficier | 1 | | | | | | | | | | | | |
| Airline | | | 1 | | | | | | | | | | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | |
| Civil Rights | 1 | 2 | | 1 | | | | | | | | | |
| Civil Rights - Age | | 2 | | | | | | | | | | | |
| Civil Rights - Race | 1 | | | 1 | | | | | | | | | |
| Customer Service | 7 | 10 | 8 | 8 | | | | | | | | | |
| Customer Service - TCC | 1 | 1 | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Customer Consider TCO | _ | 0 | 0 | 0 | | | | | | | | | |
| Customer Service - TSO | 6 | 9 | 8 | 8 | | | | | | | | | |
| Expedited Passenger Screening Program | 62 | 39 | 8 51 | 8 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 62 - DoD | 39 1 | 51 | | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 62 - DoD | 39 | | | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | 62 - DoD | 39 1 | 51 | | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 62 - DoD 1 | 39 1 1 | 51 1 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 62 - DoD 1 61 2 | 39 1 1 | 51 1 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 62 - DoD 1 61 2 | 39 1 1 | 51 1 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam | 62 - DoD 1 61 2 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction | 62 - DoD 1 61 2 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral | 62 - DoD 1 61 2 1 1 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown | 62 - DoD 1 61 2 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children | 62 - DoD 1 61 2 1 1 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer | 62 - DoD 1 61 2 1 1 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | 62 - DoD 1 61 2 1 1 1 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer | 62 - DoD 1 61 2 1 1 1 | 39 1 1 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) | 62 - DoD 1 61 2 1 1 1 2 2 2 4 | 39 1 1 37 | 51 1 50 | 40 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N | 62 - DoD 1 61 2 1 1 1 2 2 2 4 2 Disability (Not | 39 1 1 37 | 51 1 50 | 40 40 1 1 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesi | 62 - DoD 1 61 2 1 1 1 2 2 2 4 2 Disability (Not | 39 1 1 37 | 51 1 50 | 40 40 1 1 1 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling | 62 - DoD 1 61 2 1 1 1 1 2 2 4 2 Disability (Not | 39 1 1 37 | 51 1 50 1 1 1 | 40 40 1 1 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling | 62 - DoD 1 61 2 1 1 1 2 2 2 4 2 Disability (Not | 39 1 1 37 | 51 1 50 1 1 1 | 40 40 1 1 1 1 3 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | 62 - DoD 1 61 2 1 1 1 2 2 2 4 2 Disability (Not 2 ems - Carry-Ons - Carry-On | 39 1 1 37 | 51 1 50 1 1 1 | 40 40 1 1 1 1 3 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item | 62 - DoD 1 61 2 1 1 1 2 2 2 4 2 Disability (Not 2 ems - Carry-On s - Carry-On s - Checked | 39 1 1 37 | 1 1 1 1 1 ir or Scoot 1 1 1 | 40 40 1 1 1 1 3 2 1 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening | 62 - DoD 1 61 2 1 1 1 2 2 2 4 2 Disability (Not 2 ems - Carry-Ons - Carry-On | 39 1 1 37 | 51 1 50 1 1 1 1 | 40 40 1 1 1 1 3 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children | 62 - DoD 1 61 2 1 1 1 1 2 2 2 4 2 Disability (Not 2 ems - Carry-On ns - Carry-On ns - Checked 9 | 39 1 1 37 | 1 1 1 1 1 ir or Scoot 1 1 1 | 40 40 1 1 1 1 3 2 1 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening | 62 - DoD 1 61 2 1 1 1 1 2 2 2 4 2 Disability (Not 2 ems - Carry-On ns - Carry-On ns - Checked 9 | 39 1 1 37 | 51 1 50 1 1 1 1 | 40 40 1 1 1 1 3 2 1 | | | | | | | | | |
| Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children | 62 - DoD 1 61 2 1 1 1 1 2 2 2 4 2 Disability (Not 2 ems - Carry-On ns - Carry-On ns - Checked 9 | 39 1 1 37 Wheelcha | 51 1 50 1 1 1 1 | 40 40 1 1 1 1 3 2 1 | | | | | | | | | |

| | | T | SA Conta | ct Center (1 | rcc) Data | Tool - FOIA | ١ | | | | | | |
|--------------------------------------------|----------------|-------------|------------|--------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STS | 6 | 5 | 2 | 5 | 3 | 2 | 9 | 10 | 6 | 9 | 8 | 4 | 69 |
| 2022 | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 4 | 4 | 3 | 8 | 2 | 31 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Race | | | | | | | | | 1 | | | | 1 |
| Customer Service | | 1 | | | | | | 1 | 1 | 1 | 1 | | 5 |
| Customer Service - TSO | | 1 | | | | | | 1 | 1 | 1 | 1 | | 5 |
| Expedited Passenger Screening Program | 3 | | | | 1 | 1 | 2 | 2 | 1 | 2 | 4 | | 16 |
| Expedited Passenger Screening Program | 3 | | | | 1 | 1 | 2 | 2 | 1 | 2 | 4 | | 16 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missin | g Items Pri | vate Scree | ening Contra | ctor | | | | | | 1 | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged It | ems - Checke | ed | | | | | | | | | 1 | | 1 |
| Screening | | | 1 | 1 | | | | | 1 | | 1 | 2 | 6 |
| Screening - Procedures/Process | | | 1 | 1 | | | | | 1 | | 1 | 2 | 6 |
| 2023 | 3 | 2 | 1 | 2 | 2 | 1 | 7 | 6 | 2 | 6 | | 2 | 34 |
| Customer Service | 1 | | 1 | 1 | | | | 2 | | | | | 5 |
| Customer Service - TSO | 1 | | 1 | 1 | | | | 2 | | | | | 5 |
| Expedited Passenger Screening Program | 2 | 2 | | 1 | 2 | 1 | 6 | 2 | 2 | 3 | | 2 | 23 |
| Expedited Passenger Screening Program | 2 | 2 | | 1 | 2 | 1 | 6 | 2 | 2 | 3 | | 2 | 23 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | ory and Inhale | er Equipme | nt | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 2 | | | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-Or | 1 | | | | | | | | 2 | | | 2 |
| Screening | | | | | | | 1 | 1 | | 1 | | | 3 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2024 | | 2 | | 2 | | | | | | | | | 4 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Lost Baggage | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 2 | | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 2 | | 1 | | | | | | | | | 3 |

| Categories | 10-Oct | 11-Nov | SA Contact (| 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|------------------|---------------|--------------|----------|--------|--------|--------|--------|--------|--------|--------|---------------------------------------|-------|
| - | | | | | | | | | | | | · · · · · · · · · · · · · · · · · · · | |
| STT | 10 | 17 | 26 | 21 | 16 | 14 | 22 | | 13 | 20 | | | 189 |
| 2022 | 3 | 6 | 5 | 6 | 9 | 6 | 11 | 9 | 7 | 11 | | 5 | 84 |
| Customer Service | 1 | 1 | 1 | | | | | | 1 | 2 | | | 7 |
| Customer Service - TSO | 1 | 1 | 1 | | | | | | 1 | 2 | 1 | | 7 |
| DHS TRIP | | | | | | | | | | | 1 | | |
| DHS TRIP - General | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 2 | 5 | 4 | 4 | 9 | 5 | 8 | 8 | 4 | 6 | 2 | 2 | 59 |
| Expedited Passenger Screening Program | - DoD | | | | | | 1 | 1 | | | | | |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | | 4 | 4 | 4 | 9 | 5 | 7 | 7 | 4 | 5 | 2 | 2 | 5 |
| Mishandling of Passenger Property | _ | | • | | | | | | 1 | | 1 | | |
| Mishandling of Passenger Property - Dam | l aned/Missin | a ItemsCh | ecked Banna | ane | | | | | 1 | | 1 | | |
| No Jurisdiction | aged/Wilson | g itemson | conca bagge | ige | | | 1 | 1 | - ' | | ' | 1 | |
| | | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | 1 | | | | 1 | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Internal N | ledical Devi | ces | | | | | | | | 1 | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | | | | 1 | | | | | | | |
| Screening | | | | 2 | | | 2 | | | 2 | 1 | 2 | |
| Screening - Inconsistency | | | | | | | | | | | 1 | | |
| Screening - International Screening | | | | 1 | | | | | | | | | |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | 2 | | 2 | |
| 2023 | 3 | 5 | 15 | 6 | 7 | 8 | 11 | 4 | 6 | 9 | 4 | | 8 |
| | 3 | 3 | 15 | | ' | 1 | - 11 | 4 | | | 4 | | |
| Civil Rights | | | | | | - 1 | | | | 1 | | | ; |
| Civil Rights - Age | | | 1 | | | | | | | | | | |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Customer Service | | | 1 | 1 | | | 1 | | 1 | | 1 | | |
| Customer Service - TSO | | | 1 | 1 | | | 1 | | 1 | | 1 | | |
| Expedited Passenger Screening Program | 3 | 5 | 11 | 5 | 6 | 4 | 6 | 3 | 3 | 5 | 3 | 1 | 5 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 3 | 4 | 11 | 5 | 6 | 4 | 6 | 3 | 3 | 5 | 3 | 1 | 54 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Dam | ı aged/Missin | g ItemsCa | rry-on Lugga | de | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | | | | | | | 1 | | | | | | |
| No Jurisdiction | aged/Wilson | g itemson | conca bagge | ige | | | - ' | | | 1 | | | |
| | | | | | | | | | | | | | |
| No Jurisdiction - Refer to CBP | | | | | | | | | | 1 | | | |
| Patdown | | | 1 | | | | | | 1 | | | | |
| Patdown - Children | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication a | and Medical | Supplies | | 1 | | | 1 | | | | |
| Property - Special Handling | | | 1 | | | | 1 | | | | | | |
| Property - Special Handling - Missing Iten | ns - Checked | | 1 | | | | 1 | | | | | | |
| Screening | | | | | 1 | 2 | 2 | 1 | | 2 | | | |
| Screening - Procedures/Process | | | | | 1 | 1 | 2 | 1 | | 2 | | | - |
| Screening - Retrieving Abandoned/Confis | rated Items | | | | | 1 | | • | | | | | |
| 2024 | 4 | 6 | 6 | 9 | | ' | | | | | | | 25 |
| Civil Rights | - | | - 1 | , | | | | | | | | | |
| | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | 1 | | 1 | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 3 | 4 | 6 | | | | | | | | | 1- |
| Expedited Passenger Screening Program | - TSA Appli | cation Progra | am | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | 2 | 3 | 5 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA/DHS | 1 | 1 | | | | | | | | | | |
| Mishandling of Passenger Property | | • | • | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | ı aded/Missin | a ItemsCh | ecked Bar | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 4 | 9 1101110011 | σοποά μαί | - 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Screening | 1 | 3 | | 1 | | | | | | | | | |
| Screening - Procedures/Process | 1 | 3 | | 1 | | | | | | | | | 5 |

| | | | TSA Contac | ct Center (1 | CC) Data 1 | ool - FOIA | | | | | | | |
|--------------------------------------------|--------------|------------|------------|--------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| STX | 3 | 4 | | 5 | 4 | 2 | 6 | 6 | 3 | 2 | 2 | 3 | 40 |
| 2022 | 1 | 1 | | 1 | 4 | 2 | 4 | 3 | 1 | 2 | 1 | 1 | 21 |
| Customer Service | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | ç |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | ć |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | 1 | | | | | | | | | | | 1 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | 1 | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | ns - Checke | d | | | 1 | 1 | | | | | | | 2 |
| Screening | | | | | 1 | | 2 | | | 1 | 1 | | Ę |
| Screening - Children | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | 1 | | 3 |
| 2023 | 1 | 2 | | 1 | | | 2 | 3 | 2 | | 1 | 2 | 14 |
| Customer Service | | | | | | | 1 | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | | | 1 | 1 | 1 | | 1 | 2 | 9 |
| Expedited Passenger Screening Program | 1 | 1 | | 1 | | | 1 | 1 | 1 | | 1 | 2 | 9 |
| Screening | | 1 | | | | | | 2 | | | | | 3 |
| Screening - Procedures/Process | | 1 | | | | | | 2 | | | | | 3 |
| 2024 | 1 | 1 | | 3 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-C |)n | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

| | | | ISA Conta | t Center (| CC) Data | 001 - FUIA | | | | | | | |
|-------------------------------------------|-------------|-------------|-----------|------------|----------|------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SUN | 4 | 4 | 3 | 3 | 2 | 4 | | 4 | 4 | 3 | 5 | 2 | 38 |
| 2022 | | 3 | 1 | | | 3 | | 1 | 2 | 2 | 2 | 2 | 16 |
| Expedited Passenger Screening Program | | 3 | 1 | | | 2 | | 1 | 1 | 2 | 2 | 2 | 14 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | | | | | | 1 | 1 | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 3 | 1 | | | 2 | | 1 | 1 | 1 | 1 | 2 | 12 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | | | | 1 | | | | 1 |
| 2023 | 2 | 1 | 2 | 2 | 2 | 1 | | 3 | 2 | 1 | 3 | | 19 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | 2 | 1 | 2 | 2 | 1 | | | 3 | 1 | 1 | 3 | | 16 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | 2 | 2 | 1 | | | 3 | 1 | 1 | 2 | | 14 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | | | 1 | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2024 | 2 | | | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 2 | | | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 2 | | | 1 | | | | | | | | | 3 |

| | | | ISA Contac | ct Center (| ICC) Data | 1001 - FOIA | | | | | | | |
|--------------------------------------------|-------------|-----------|------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SUX | 3 | | 3 | 2 | | 3 | 3 | | | 2 | 2 | 2 | 20 |
| 2022 | | | 1 | 1 | | 1 | 2 | | | | | 2 | 7 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | 2 | 3 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | 1 | | | | | 2 | 3 |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsC | hecked Bag | gage | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | aged/Missi | ng ItemsL | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Checke | d | | | | 1 | | | | | | | 1 |
| 2023 | 2 | | 2 | | | 2 | 1 | | | 2 | 2 | | 11 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | | 1 | | 2 |
| Expedited Passenger Screening Program | 1 | | 2 | | | 1 | 1 | | | 1 | | | 6 |
| Expedited Passenger Screening Program | 1 | | 2 | | | 1 | 1 | | | 1 | | | 6 |
| Screening | 1 | | | | | | | | | 1 | 1 | | 3 |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | 1 | | 3 |
| 2024 | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------------|---------------|-------------|--------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| SWF | 2 | 5 | 8 | 7 | 5 | 4 | 5 | 3 | 3 | 8 | 2 | 1 | 5 |
| 2022 | | 2 | 1 | 2 | | 1 | 2 | 1 | 2 | 6 | | | 1 |
| Civil Rights | | | | 1 | | 1 | | | | 1 | | | |
| Civil Rights - Age | | | | | | 1 | | | | | | | |
| Civil Rights - Race | | | | | | | | | | 1 | | | |
| Civil Rights - Racial Profiling or Discrimina | ation | | | 1 | | | | | | | | | |
| Customer Service | | | | | | | | | 1 | | | | |
| Customer Service - TSO | | | | | | | | | 1 | | | | |
| Expedited Passenger Screening Program | | 2 | 1 | 1 | | | 1 | | 1 | 4 | | | 1 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ıram | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | - TSA PreC | 2 | 1 | 1 | | | 1 | | 1 | 3 | | | |
| Screening | | | | | | | 1 | 1 | | 1 | | | |
| Screening - Procedures/Process | | | | | | | 1 | 1 | | | | | |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | | | | | 1 | | | |
| 2023 | 1 | 2 | | 2 | 5 | 3 | 3 | 2 | 1 | 2 | 2 | 1 | 2 |
| Civil Rights | | 1 | | | | | | 1 | | | | | |
| Civil Rights - Race | | 1 | | | | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity- | - Not Transo | ender | | | | | | 1 | | | | | |
| Customer Service | | | | | | | 1 | | | 1 | | | |
| Customer Service - TSO | | | | | | | 1 | | | 1 | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | 5 | 2 | 2 | | | 1 | | | 1 |
| Expedited Passenger Screening Program | 1 | | | 1 | 5 | 2 | 2 | | | 1 | | | 1 |
| No Jurisdiction | | | | | | | | | 1 | | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) - Medical D | Devices - Att | ached to th | e Body | | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Medically | | | | al Supplies | | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry | 1 | | | | | | | | | | | |
| Screening | | | | 1 | | 1 | | 1 | | | 1 | | |
| Screening - Procedures/Process | | | | 1 | | 1 | | 1 | | | 1 | | |
| 2024 | 1 | 1 | 7 | 3 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 5 | 3 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 5 | 3 | | | | | | | | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | aged/Missir | g ItemsC | 1 | | | | | | | | | | |
| No Jurisdiction | 1 | | | | | | | | | | | | |
| No Jurisdiction - No Referral | 1 | | | | | | | | | | | | |
| No Subject | | | 1 | | | | | | | | | | |
| No Subject - General | | | 1 | | | | | | | | | | |

| | | | ISA Contac | i center (| CC) Data | TOOL - FOIA | | | | | | | |
|-------------------------------------------|-------------|--------|------------|------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SWO | 2 | | 2 | 2 | | 2 | 1 | 1 | | 2 | 2 | 1 | 15 |
| 2022 | | | | 1 | | | | | | | | 1 | 2 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | 1 | | | | | | | | | 1 |
| 2023 | | | 1 | 1 | | 2 | 1 | 1 | | 2 | 2 | | 10 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 2 | 1 | 1 | | 2 | 1 | | 8 |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | 2 | 1 | 1 | | 2 | 1 | | 8 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2024 | 2 | | 1 | | | | | | | | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |

| ategories | 10-Oct | | A Contact C | | • | | 04 8 | OE Marr | 06 1 | 07 11 | 00 A | 00 86 | Total |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------|-------------------|----|--------|-----------------------|---------|--------|--------|---------|---------|------------------------------------------------------------------------------------------------------------|
| | | | | | | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| SYR | 67 | 53 | 53 | 63 | 45 | 39 | 55 | 39 | 30 | 36 | | | 566 |
| 2022 | 10 | 13 | 11 | 14 | 22 | 14 | 25 | 20 | 19 | 22 | 18 | 24 | 212 |
| Airline Airline - Policy/Regulations/Service | 1 | | | | | | | | | | | | <u>1</u> |
| Business, Suggestions, and Ideas | ı | | | | | | | | | | | 1 | 1 |
| Business, Suggestions, and Ideas - Gener | ral | | | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | | | | 1 | 1 | | | 1 | 1 | | | 5 |
| Civil Rights - Constitutional Rights | | | | | ' | 1 | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | | | | 1 | | | | | - ' | | | 1 |
| Civil Rights - Race | | | | | ' | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | 1 | | | | | | | 2 |
| Customer Service | | | 1 | 1 | 1 | | | 2 | 1 | 1 | | 1 | 8 |
| Customer Service - TSO | | | 1 | 1 | 1 | | | 2 | 1 | 1 | | 1 | 8 |
| Expedited Passenger Screening Program | 6 | 12 | 8 | 11 | 15 | 11 | 19 | 16 | 13 | 17 | | | 165 |
| Expedited Passenger Screening Program | | 12 | 0 | 11 | 10 | - 11 | 13 | 10 | 13 | 1 | | | 103 |
| Expedited Passenger Screening Program | | 1 | 2 | 1 | | | | | | | 1 | 3 | 9 |
| Expedited Passenger Screening Program | 5 | 11 | 6 | 10 | 15 | 11 | 19 | 16 | 13 | 16 | | | 155 |
| Locks | 3 | - 11 | 0 | 10 | 10 | - 11 | 19 | 10 | 13 | 10 | | 10 | 100 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| | | | | | 2 | | | | | 1 | | | 3 |
| Mishandling of Passenger Property | agad/Missing | Itama Cha | okod Doggo | ~ | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | | | | ge | 0 | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed items- | -Carry-on o | г Спескеа | | 2 | 4 | | | | | | | 2 |
| No Subject | | | | | | 1 | | | | | | | 1 |
| No Subject - General | | | | | | 1 | | | | | | | 1 |
| Patdown | | | 1 | | | | 1 | | 2 | | | 1 | 5 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | 1 | | | 1 | 3 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/G | Sarments/Dres | ssings/Masl | (S | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees a | nd Casts | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 2 | 2 | | 1 | | 1 | | | | 6 |
| Property - Special Handling - Damaged Ite | ems - Carry-O | n | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Checke | d | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-On | | | 1 | 2 | | | | 1 | | | | 4 |
| Screening | 1 | 1 | 1 | | 1 | | 3 | 2 | 1 | 1 | 2 | | 13 |
| Screening - Inconsistency | | 1 | 1 | | | | | 2 | | | 1 | | 5 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Military | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | 1 | | 1 | | 1 | | 1 | | 5 |
| Screening - Retrieving Abandoned/Confise | cated Items | | | | | | 1 | | | | | | 1 |
| 2023 | 21 | 22 | 22 | 23 | 23 | 25 | 30 | 19 | 11 | 14 | 23 | 21 | 254 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | | | | | | | 1 | | 1 | 2 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | 2 | | 1 | | | | | 3 | | 6 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | 1 | | | | | 3 | | 5 |
| Expedited Passenger Screening Program | 19 | 19 | 15 | 18 | 21 | 19 | 21 | 15 | 10 | 13 | | | 201 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 2 | | | | | | | 4 |
| Expedited Passenger Screening Program | 17 | 18 | 15 | 18 | 21 | 17 | 21 | 15 | 10 | 13 | 15 | 16 | 196 |
| Locks | 17 | 10 | 2 | 10 | 41 | 17 | 41 | 10 | 10 | 13 | 13 | 10 | 2 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | 1 | 1 | 1 | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | | | | 1 | | 1 | | | | | - 1 | | |
| mishanding or rassellyer Floperty - Dalli | aned/Miccina | Items_ Car | ry-on Lugace | | | - 4 | | | | | | | 1 |
| Mishandling of Passanger Property Dom | | | | ge | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | | | | | 1 | 1 | 4 | | | | 1 | 4 | 3 |
| No Jurisdiction | | | ecked Baç | ge | | 1 | 1 | | | | 1 | 1 | 3 |
| No Jurisdiction No Jurisdiction - Refer to Other | aged/Missing | ItemsChe | | ge | | | 1 | | | | | 1 | 3 4 4 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown | aged/Missing | ItemsChe | ecked Baç | ge | | 1 | 1 | | | | 1 | | 3 4 4 4 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer | aged/Missing | ItemsChe | ecked Baç 1 1 | ge | | | 1 1 | | | | 1 | 1 | 3 4 4 4 4 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | aged/Missing | ItemsChe | ecked Baç | ge | | 1 | 1 | | | | 1 | 1 | 3 4 4 4 4 7 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General | aged/Missing 1 1 | ItemsChe | ecked Baç 1 1 | ge | | 1 | 1 1 1 3 | | | | 1 | 1 | 3 4 4 4 7 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp | aged/Missing 1 1 olants (joint) | 1 1 1 | ecked Baç 1 1 | ge 1 | | 1 | 1 1 1 3 | | | | 1 | 1 | 3 4 4 4 7 1 2 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp | aged/Missing 1 1 olants (joint) Disability (Not | ItemsChe | cked Baç 1 1 1 or Scooter) | ge 1 | | 1 | 1 1 1 3 | | | | 1 1 1 | 1 1 1 | 3 4 4 4 7 1 2 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha | aged/Missing 1 1 olants (joint) Disability (Not | 1 1 1 | ecked Baç 1 1 | ge 1 | | 1 | 1 1 1 3 3 | | | | 1 | 1 1 1 | 3 4 4 4 7 1 2 1 3 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling | aged/Missing 1 1 collants (joint) Disability (Not air/ Scooter) | ItemsChe | cked Baç 1 1 1 or Scooter) | ge 1 | | 1 | 1 1 1 3 3 2 1 1 | | | | 1 1 1 | 1 1 1 | 3 4 4 4 7 1 2 1 3 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item | aged/Missing 1 1 clants (joint) disability (Not air/ Scooter) s - Carry-On | ItemsChe | 1 1 1 or Scooter) | ge 1 | 1 | 1 1 | 1 1 1 3 3 2 1 1 1 1 | | | | 1 1 1 | 1 1 1 | 3 4 4 4 7 1 2 1 3 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ | ItemsChe | cked Baç 1 1 1 or Scooter) | ge 1 | | 1 | 1 1 1 3 3 2 1 1 | 4 | 1 | | 1 1 1 | 1 1 1 | 3 4 4 4 7 1 2 1 3 1 1 1 2 2 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ | ItemsChe | 1 1 1 or Scooter) 1 | ge 1 | 1 | 1 1 | 1 1 1 3 3 2 1 1 1 1 | 4 | 1 | | 1 1 1 | 1 1 1 | 3 4 4 4 7 1 2 1 3 1 1 2 2 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ | ItemsChe | 1 1 1 or Scooter) | ge 1 | 1 | 1 1 | 1 1 1 3 2 1 1 1 1 3 3 | 1 | 1 | | 1 1 1 2 | 1 1 1 2 | 3 4 4 4 7 1 2 1 3 1 1 22 1 22 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines | aged/Missing 1 1 slants (joint) bisability (Not air/ Scooter/ us - Carry-On 1 oyee | ItemsChe | 1 1 1 r or Scooter) 1 3 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 3 1 1 22 1 2 2 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emples Coreening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process | aged/Missing 1 1 1 blants (joint) Disability (Not air/ Scooter/ 1 oyee | ItemsChe | 1 1 1 or Scooter) 1 | ge 1 | 1 | 1 1 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | 1 | | 1 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 3 1 1 22 2 1 2 2 1 2 2 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise | aged/Missing 1 1 1 blants (joint) Disability (Not air/ Scooter/ as - Carry-On 1 oyee 1 cated Items | ItemsChe 1 1 1 1 Wheelchair 1 | cked Bag 1 1 1 1 or Scooter) 1 3 1 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 1 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 4 7 1 2 1 3 1 1 2 2 1 2 2 1 2 1 2 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ as - Carry-On 1 oyee 1 cated Items 36 | ItemsChe 1 1 1 1 Wheelchair 1 | 1 1 1 r or Scooter) 1 3 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 3 1 1 1 22 1 2 6 12 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisce 2024 Civil Rights | aged/Missing 1 1 1 blants (joint) Disability (Not air/ Scooter/ as - Carry-On 1 oyee 1 cated Items | ItemsChe 1 1 1 1 Wheelchair 1 | cked Bag 1 1 1 1 or Scooter) 1 3 1 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 4 7 1 2 1 3 1 1 2 2 1 2 2 1 2 1 2 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ as - Carry-On 1 oyee 1 cated Items 36 | ItemsChe 1 1 1 1 Wheelchair 1 | cked Bag 1 1 1 1 or Scooter) 1 3 1 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 3 1 1 1 22 1 2 6 12 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisce 2024 Civil Rights | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ as - Carry-On 1 oyee 1 cated Items 36 | ItemsChe 1 1 1 1 Wheelchain 1 1 1 18 1 | cked Bag 1 1 1 1 or Scooter) 1 3 1 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 3 1 1 2 2 1 2 6 12 1 1 100 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Constitutional Rights | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ us - Carry-On 1 oyee 1 cated Items 36 1 | ItemsChe 1 1 1 1 Wheelchain 1 1 1 18 1 | cked Bag 1 1 1 1 or Scooter) 1 3 1 | 2 1 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 1 22 1 2 6 12 1 100 2 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ 1 oyee 1 cated Items 36 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 26 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 7 1 2 1 3 1 1 22 1 1 2 6 12 1 100 2 1 |
| No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2024 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Race Customer Service | aged/Missing 1 1 1 blants (joint) bisability (Not air/ Scooter/ 1 oyee 1 cated Items 36 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 2 1 1 26 | 1 | 1 1 2 | 1 1 1 3 2 1 1 1 1 3 3 | 2 | | | 1 1 2 | 1 1 2 2 | 3 4 4 4 4 7 1 2 1 3 1 1 2 2 1 1 2 1 1 00 2 1 1 6 |

| | | | SA Conta | ct Center (| ICC) Data | 1001 - FUIA | ١ | | | | | | |
|--------------------------------------------|--------------|------------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | - 2 |
| Expedited Passenger Screening Program | 26 | 11 | 9 | 22 | | | | | | | | | 68 |
| Expedited Passenger Screening Program | - TSA/DHS | Employees | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missir | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 2 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees | and Casts | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | ns - Carry-O | n | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 4 | 1 | 4 | 1 | | | | | | | | | 10 |
| Screening - Lengthy Lines | 2 | 1 | 1 | | | | | | | | | | 4 |
| Screening - Procedures/Process | 2 | | 2 | 1 | | | | | | | | | 5 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---------------------------------------|------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TBN | 1 | | | | | | | | 1 | | | 1 | 3 |
| 2022 | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | | | | 1 | 1 |
| 2023 | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Pro | gram | | | | | | 1 | | | | 1 |
| 2024 | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |

| | | | | | oo, bata | | - | | | | | | |
|---------------------------------------|------------|--------------|--------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TEX | | | | | | | | 1 | 2 | | | 1 | 4 |
| 2022 | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | gram | | | | | 1 | | | | | 1 |
| 2023 | | | | | | | | | 2 | | | 1 | 3 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Race | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | | | | | 1 | | | | 1 |

| | | T- | SA Contac | t Center (T | CC) Data T | ool - FOIA | | | | | | | |
|---------------------------------------------|---------------|-----------------------------------------|-----------|-------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TLH | 26 | 15 | 14 | 11 | 10 | 4 | 15 | 18 | 12 | 14 | 14 | 12 | 165 |
| 2022 | 5 | 5 | 4 | 2 | 6 | 1 | 9 | 7 | 12 | 11 | 10 | 5 | 77 |
| Customer Service | 1 | 1 | 2 | | 1 | | | | 1 | 1 | | | 7 |
| Customer Service - TSO | 1 | 1 | 2 | | 1 | | | | 1 | 1 | | | 7 |
| Expedited Passenger Screening Program | 4 | 4 | 2 | 2 | 1 | | 6 | 6 | 10 | 8 | 6 | 4 | 53 |
| Expedited Passenger Screening Program | - TSA Appli | cation Progr | am | | | | | | 1 | 1 | | | 2 |
| Expedited Passenger Screening Program | 4 | 4 | 2 | 2 | 1 | | 6 | 6 | 9 | 7 | 6 | 4 | 51 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical I | Devices - Att | ached to the | Body | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Item | ns - Carry-Oi | ı | | | | | | | | | 1 | | |
| Screening | | | | | 3 | 1 | 3 | 1 | 1 | 2 | 2 | 1 | 14 |
| Screening - Inconsistency | | | | | | | 1 | | | 1 | | 1 | |
| Screening - Lengthy Lines | | | | | 2 | | | | | | 1 | | |
| Screening - Procedures/Process | | | | | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | 3 |
| SIDA (Security Identification Display Area) | | | | | | | | | | | 1 | | |
| SIDA (Security Identification Display Area |) - General | | | | | | | | | | 1 | | |
| 2023 | 9 | 6 | 5 | 6 | 4 | 3 | 6 | 11 | | 3 | 4 | 7 | 64 |
| Airline | _ | | • | | • | 1 | • | ••• | | • | | • | |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | |
| Civil Rights | 1 | | | | | • | | | | | | | |
| Civil Rights - Race | 1 | | | | | | | | | | | | |
| Customer Service | | 1 | | | | | | 1 | | | | 1 | |
| Customer Service - Others | | | | | | | | ' | | | | 1 | |
| Customer Service - TSO | | 1 | | | | | | 1 | | | | | |
| Expedited Passenger Screening Program | 6 | 5 | 3 | 5 | 2 | 2 | 6 | | | 3 | 4 | 6 | 5 |
| Expedited Passenger Screening Program | | | | J | | | 0 | 0 | | 3 | 1 | 0 | 31 |
| Expedited Passenger Screening Program | 6 10A Appli | 5 | 3 | 5 | 2 | 2 | 6 | 8 | | 3 | 3 | 6 | 49 |
| Patdown | 1 | 3 | 1 | 3 | | | 0 | 1 | | 3 | 3 | 0 | 4; |
| Patdown - Flyer | 1 | | 1 | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | ' | | 1 | | | | | 1 | | | | | |
| , , | lanta (iaint) | | ı | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | | 4 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ | 4 | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Mobility D | isability (NC | t wheelch | 1 | | 4 | | | | | | | | |
| Property - Special Handling | 01 | 1 | | | 1 | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Cneck | ea | | | 1 | | | | | | | | |
| Screening | 1 | | | 1 | 1 | | | | | | | | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | |
| Screening - Procedures/Process | | | | 1 | 1 | | | | | | | | |
| 2024 | 12 | 4 | 5 | 3 | | | | | | | | | 24 |
| Customer Service | | | 2 | 2 | | | | | | | | | 4 |
| Customer Service - TSO | | | 2 | 2 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 7 | 2 | 3 | 1 | | | | | | | | | 13 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 7 | 2 | 3 | | | | | | | | | | 12 |
| Human Capital | | 1 | | | | | | | | | | | |
| Human Capital - Former Employee | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | : |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | |
| Screening | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 2 | 1 | | | | | | | | | | | 3 |
| | _ | | | | | | | | | | | | |

| | | | I SA CUIILA | ot Genter (| ICC) Dala | IOOI - FOIA | 1 | | | | | | |
|-------------------------------------------|--------------|--------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TOL | | 1 | 2 | 4 | 5 | 1 | | 1 | 1 | | | 1 | 16 |
| 2022 | | 1 | 1 | | 1 | | | 1 | 1 | | | 1 | 6 |
| Expedited Passenger Screening Program | | | 1 | | 1 | | | 1 | | | | 1 | 4 |
| Expedited Passenger Screening Program | - TSA PreCl | heck | 1 | | 1 | | | 1 | | | | 1 | 4 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2023 | | | 1 | 1 | 4 | 1 | | | | | | | 7 |
| Expedited Passenger Screening Program | | | 1 | 1 | 4 | 1 | | | | | | | 7 |
| Expedited Passenger Screening Program | - TSA PreCl | heck | 1 | 1 | 4 | 1 | | | | | | | 7 |
| 2024 | | | | 3 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreCl | heck | | 1 | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | 1 | | | | | | | | | 1 |

| ategories | 10-Oct | | 12-Dec | | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------------------------------------------------|-----------------|--------------|------------|----------|--------|--------|--------|--------|--------|--------|--------|----------|----------|
| TPA | 398 | 396 | 430 | 383 | 276 | 353 | 321 | 355 | 301 | 267 | 277 | 280 | 4,037 |
| 2022 | 77 | 111 | 115 | 101 | 121 | 200 | 154 | 170 | 141 | 125 | 147 | 146 | 1,608 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | /er | | | | | 1 | | | | | | | 1 |
| Airline | | 1 | | | | | 1 | 2 | | | 1 | | 5 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | 1 |
| Airline - Policy/Regulations/Service | | 1 | | | | | 1 | 1 | | | 1 | | 4 |
| Civil Richts | 2 | 3 | 2 | 3 | 1 | 1 | 2 | 6 | | 3 | 2 | | 25 |
| Civil Rights - Age | | | | | | | | 1 | | 4 | | | 1 |
| Civil Rights - Constitutional Rights Civil Rights - National Origin | | | | | | | 1 | | | 1 | | | 1 |
| Civil Rights - National Origin Civil Rights - Profiling | | | | | | | 1 | 1 | | | | | 1 |
| Civil Rights - Race | | | | | | 1 | | 2 | | 2 | 2 | | 7 |
| Civil Rights - Racial Profiling or Discrimin | 1 | 2 | 2 | | 1 | | | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | 1 | | | | 2 | | | | | 5 |
| Civil Rights - Transgender Screening | | | | 2 | | | 1 | | | | | | 3 |
| Customer Service | 4 | 10 | 16 | 10 | 7 | 11 | 10 | 5 | 8 | 7 | 6 | 11 | 105 |
| Customer Service - TSO | 4 | 10 | 16 | 10 | 7 | 11 | 10 | 5 | 8 | 7 | 6 | 11 | 105 |
| Expedited Passenger Screening Program | 56 | 83 | 86 | 75 | 86 | 162 | 122 | 133 | 110 | 96 | 114 | 121 | 1,244 |
| Expedited Passenger Screening Program | | Military | | | | 1 | 2 | | | | | | 3 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | 1 | 1 | 3 |
| Expedited Passenger Screening Program | | 8 | 8 | 1 | 4 | 4 | 3 | 5 | 2 | 5 | 5 | 9 | 59 |
| Expedited Passenger Screening Program | | 75 | 78 | 74 | 82 | 155 | 117 | 127 | 107 | 91 | 106 | 111 | 1,174 |
| Expedited Passenger Screening Program | - TSA/DHS E | mployees - | Opt In | | | 1 | | 1 | 1 | | 2 | | |
| Locks | 1 | | | | 1 | 3 | | 2 | | | | 1 | 8 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | 3 | | 2 | | | | 1 | 7 |
| Lost and Found | | 1 | | | 1 | | | | | | | | 2 |
| Lost and Found - Airport/TSA | _ | 1 | | _ | 1 | | | | _ | | | _ | 2 |
| Mishandling of Passenger Property | 2 | Itoma O- | v on Luer | 3 | 6 | 4 | | 2 | 2 | 1 | 4 | 2 | 26 |
| Mishandling of Passenger Property - Dan | | nemsCarr | y-on Lugga | ige 1 | | 2 | | 2 | 1 | | 2 | 1 | 15 |
| Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | | Items_I Inc | necified I | | 5 1 | 3 | | | | 1 | 2 | 1 | 15 1 |
| Mishandling of Passenger Property - Disa | | | | ggage 2 | - ' | 1 | | | 1 | | | | 4 |
| No Jurisdiction | 1 | Carry-orr or | CHECKE | | 1 | 1 | | 1 | | | 1 | 1 | 6 |
| No Jurisdiction - No Referral | 1 | | | | - 1 | 1 | | 1 | | | 1 | 1 | 1 |
| No Jurisdiction - Refer to CBP | | | | | 1 | 1 | | 1 | | | | | 3 |
| No Jurisdiction - Refer to Other | | | | | | | | | | | 1 | 1 | 2 |
| Patdown | 2 | 2 | 2 | 2 | | 4 | 3 | 1 | 1 | 3 | 3 | 4 | 27 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 2 | 2 | 2 | 2 | | 3 | 3 | 1 | 1 | 3 | 3 | 4 | 26 |
| Persons w/ Disabilities (PWD) | 2 | | 1 | 1 | 4 | 3 | 3 | 2 | 1 | 2 | 2 | | 21 |
| Persons w/ Disabilities (PWD) - Autism S | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/ | | ssings/Mask | S | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing | Impairment | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal I | Medical Device | s | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical | | | | | 1 | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility | | Wheelchair | or Scooter |) | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthes | | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Respirate | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | - 4 | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | air/ Scooter/ S | | | 1 | | | | 1 | 1 | 1 | 1 | | 5 |
| Prohibited & Permitted Items | latabaa | 2 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Lighters/M | | 1 1 | | | | | | | | | | | |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | 2 | 2 | 2 | | 2 | 6 | 6 | 7 | 2 | 4 | 1 |
| Property - Special Handling Property - Special Handling - Damaged It | 3 2 | 3 1 | 3 1 | 2 | 2 | 5 | 3 1 | 6 | 6 | 7 | 2 | 1 | 44 14 |
| Property - Special Handling - Damaged II | | 1 | | 1 | | 3 | 1 | 3 | 2 | 1 | 1 | | 14 |
| Property - Special Handling - Missing Iter | | ı | | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 9 |
| Property - Special Handling - Missing Iter | | 1 | 2 | 1 | | 2 | 1 | 1 | 1 | 1 | | - 1 | 7 |
| Request for Assistance | . 55 | | | | 1 | | | | 1 | - ' | | | 1 |
| Request for Assistance - Other | | | | | 1 | | | | | | | | 1 |
| Screening | 4 | 6 | 5 | 5 | 11 | 5 | 10 | 10 | 12 | 6 | 10 | 5 | 89 |
| Screening - Children | - | | | | | | 1 | | 12 | | 10 | <u> </u> | 1 |
| Screening - Crew Member or Airline Emp | loyee | | | | | | • | | 1 | | | | 1 |
| Screening - Inconsistency | | 2 | 2 | 1 | | | 3 | 2 | | | 1 | 2 | 13 |
| Screening - Lengthy Lines | | | | | | | 1 | 1 | | | | 1 | 3 |
| Screening - Procedures/Process | 4 | 4 | 3 | 3 | 10 | 4 | 3 | 7 | 11 | 6 | 8 | 2 | 65 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | 1 | 1 | 1 | 2 | | | | 1 | | 6 |
| TWIC | | | | | | | | | 1 | | 1 | | 2 |
| TWIC - General | | | | | | | | | | | 1 | | 1 |
| TWIC - Status | | | | | | | | | 1 | | | | 1 |
| 2023 | 132 | 157 | 154 | 172 | 155 | 153 | 167 | 185 | 160 | 142 | 130 | 134 | 1,841 |
| Additional Information Required/Insufficient In | | | | | | | | | | 1 | | 1 | 2 |
| Additional Information Required/Insufficie | nt Information | - EMAIL ON | | | | | | | | 1 | | 1 | 2 |
| Airline | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | | | 1 | _ | | 1 | | 4 |
| Civil Rights National Origin | | 5 | 1 | 2 | 1 | 2 | 1 | 2 | 3 | 2 | 3 | 2 | 24 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Profiling | | | 4 | | 4 | | 4 | 4 | 1 | | | | 1 |
| Civil Rights - Race | Not Trans | 3 | 1 | 2 | 1 | 4 | 1 | 1 | 2 | 2 | | | 11 |
| Civil Rights - Sex/Gender/Gender Identity | | 2 | | 2 | | 1 1 | | 1 | | | | 2 | 8 |
| Civil Rights - Sexual Orientation - Not Tra | insgenaer I | | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 2 | | 2 |

| Customer Service | | | A Contact | Ocinici (100 | C) Data Too | I - FOIA | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------|----------|--------|--------|--------|--------|----------|--------|----------------------------------------------------------|
| | 10-Oct | 11-Nov | 12-Dec | 01-Jan 0 | 2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| 0 1 0 1 01 | 5 | 11 | 9 | 12 | 10 | 8 | 10 | 10 | 9 | 12 | 5 | 5 | 10 |
| Customer Service - Others | | | 1 | | | | | | | 1 | | | |
| Customer Service - TSO | 5 | 11 | 8 | 12 | 10 | 8 | 10 | 10 | 9 | 11 | 5 | 5 | 10 |
| DHS TRIP | | | | 1,2 | 10 | | 10 | 10 | | 1 | | | 10 |
| | | | | | | | | | | | | | |
| DHS TRIP - General | | | | | | | | | | 1 | | | |
| Expedited Passenger Screening Program | 108 | 128 | 121 | 124 | 126 | 122 | 134 | 149 | 124 | 99 | 103 | 110 | 1,44 |
| Expedited Passenger Screening Prog | am - Active Du | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Prog | am - DoD | 1 | 2 | 1 | | | | 1 | | | 1 | | |
| Expedited Passenger Screening Prog | am 6 | 4 | 1 | 2 | 4 | 2 | 5 | 1 | 3 | 2 | 3 | 2 | 3 |
| Expedited Passenger Screening Prog | | 122 | 118 | 121 | 122 | 120 | 129 | 147 | 121 | 97 | 99 | 108 | 1,40 |
| | 102 | | 110 | 121 | 122 | 120 | 123 | 147 | 121 | 31 | - 33 | 100 | 1,40 |
| Hazardous Materials Safety | | 1 | | | | | | | | | | | |
| Hazardous Materials Safety - General | | 1 | | | | | | | | | | | |
| Human Capital | | | | | 1 | | | | | | | | |
| Human Capital - Prospective Employr | ent with TSA | | | | 1 | | | | | | | | |
| Locks | 1 | | | | | 2 | 2 | 1 | 3 | | | | |
| | 1 | | | | | 2 | | | | | | | |
| Locks - Missing or Damaged Lock | | | | | | | 2 | 1 | 3 | | | | |
| Mishandling of Passenger Property | 4 | 1 | | 5 | 2 | 1 | 3 | 2 | 1 | 4 | | 3 | 2 |
| Mishandling of Passenger Property - I | am 2 | | | 1 | | | | 1 | | 1 | | | |
| Mishandling of Passenger Property - I | am 2 | 1 | | 3 | 2 | 1 | 2 | 1 | 1 | 3 | | 3 | 1 |
| Mishandling of Passenger Property - I | | Corry on o | r Chooko | 1 | | | 1 | | | | | | |
| | isarrayeu iterris | Carry-Orr O | | | | 0 | | | | | | | |
| No Jurisdiction | 1 | | 1 | 1 | 1 | 2 | | | 2 | 2 | 1 | | 1 |
| No Jurisdiction - No Referral | | | | | | 1 | | | | | | | |
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| Notice of Violation/Civil Penalties | | | | | | | | 1 | | | 1 | | |
| Notice of Violation/Civil Penalties - Ge | | | | | | | | 1 | | | 1 | | |
| Patdown | 6 | 1 | 6 | 5 | 3 | 3 | 2 | 2 | 4 | 7 | 1 | 5 | 4 |
| Patdown - Children | | | | | | | | 1 | | 2 | | | |
| | | A | | 4 | 0 | 0 | 0 | | 2 | | | - | |
| Patdown - Flyer | 6 | 1 | 6 | 4 | 2 | 3 | 2 | 1 | 3 | 4 | 1 | 5 | ; |
| Patdown - Flyer as Observer | | | | 1 | 1 | | | | 1 | 1 | | | |
| Persons w/ Disabilities (PWD) | | 3 | 4 | 6 | 4 | 4 | 2 | 3 | 3 | 5 | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Breas | t Cancer | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Cogn | | ntal /Mental | Disability | | | 1 | | | | | | | |
| · , , • | | | Disability | | | - 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Diabe | | 1 | | 1 | | | | 1 | | | 1 | | |
| Persons w/ Disabilities (PWD) - Interr | al Medical Devi | ces | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Medi | al Devices - At | 1 | 2 | | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Medi | | Medication a | nd Medical | Supplies | 2 | | 1 | 2 | 1 | 2 | | | |
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| Persons w/ Disabilities (PWD) - Meta | , | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Mobil | ty Disability (No | t Wheelch | 2 | 1 | 1 | 1 | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Ostor | ny/Ostomates | 1 | | | 1 | | | | | | | | |
| Persons w/ Disabilities (PWD) - Prost | | and Casts | | | | | | | | 1 | | | |
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| Persons w/ Disabilities (PWD) - Whee | | | | 3 | | 2 | 1 | | | | | | |
| Property - Special Handling | 3 | 2 | 1 | 7 | | 3 | 4 | 4 | 2 | | 5 | 1 | |
| Property - Special Handling - Damage | d Ite 2 | 1 | | 1 | | | 1 | 1 | | | 1 | | |
| Property - Special Handling - Damage | | ed | | 2 | | 1 | 1 | 2 | 1 | | 2 | | |
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| Property - Special Handling - Missing | | ı | | | | | | | - 1 | | | 1 | |
| Property - Special Handling - Missing | | | 1 | 3 | | | 1 | 1 | | | 2 | | |
| Screening | 4 | 5 | 10 | 9 | 7 | 6 | 9 | 10 | 9 | 9 | 8 | 7 | 9 |
| ocieeriing | | | | 1 | | | | | | | | | |
| <u>~</u> | 1 | | | | | | | | | | | | |
| Screening - Children | 1 mployee | | | | | | | | | | 2 | - 1 | |
| Screening - Children Screening - Crew Member or Airline E | mployee | | | 1 | | | | | | | 2 | 1 | |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency | | | 1 | | 3 | | 1 | 3 | 2 | 1 | 1 | 1 1 | |
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| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military | mployee 1 | | 1 | 1 4 | | 5 | | | | 1 | 1 | | |
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| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Progam Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Mishandling of Passenger Property - Mishandling of Passenger Property - | 1 2 2 2 189 3 3 3 1814 Not Transq 9 159 am - DoD am 4 am 155 am - TSA/DHS | 2 1 128 4 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 2 110 15 76 1 1 74 1 1 3 1 1 | | | | | | 1 | 1 | | 4 |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I | ### 1 ### 1 #### 1 ################### | 2 1 128 4 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 2 110 15 76 1 1 74 1 1 3 1 1 | | | | | | 1 | 1 | | 4 |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Property - Instantional Prog No Jurisdiction - Refer to CBP | 1 2 2 2 189 3 3 3 1814 19 19 19 19 19 19 19 19 19 19 19 19 19 | 2 1 128 4 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 1 2 1 1 1 3 1 1 2 2 1 1 1 2 2 1 1 1 3 1 2 2 1 1 1 1 | | | | | | 1 | 1 | | 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Property Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Mishandling of Passenger Property - Mishandling of Passenger Property - Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I | 1 2 2 2 1899 | 2 1 128 4 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 161 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 2 110 15 76 1 1 74 1 1 3 1 2 2 4 4 | | | | | | 1 | 1 | | 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Race Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Property - Instantional Prog No Jurisdiction - Refer to CBP | 1 2 2 2 189 3 3 3 1814 19 19 19 19 19 19 19 19 19 19 19 19 19 | 2 1 128 4 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 1 2 1 1 1 3 1 1 2 2 1 1 1 2 2 1 1 1 3 1 2 2 1 1 1 1 | | | | | | 1 | 1 | | 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Mishandling of Passenger Property - Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mishandling of Passenger Property - In Mi | 1 2 2 2 2 2 2 2 2 2 2 2 3 3 4 1 1 1 1 1 2 2 2 2 2 1 1 1 1 1 1 1 1 1 | 2 1 128 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 1 2 110 15 76 1 1 1 3 1 2 2 4 4 4 | | | | | | 1 | 1 | | \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ |
| Screening - Children Screening - Crew Member or Airline E Screening - Inconsistency Screening - Lengthy Lines Screening - Military Screening - Procedures/Process Screening - Retrieving Abandoned/Co 2024 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Profiling Civil Rights - Profiling Civil Rights - Sex/Gender/Gender Ide Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Screening Prog Expedited Passenger Property Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Mishandling of Passenger Property - Mishandling of Passenger Property - Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I Mishandling of Passenger Property - I | 1 2 2 2 1 3 3 3 4 1 1 2 2 2 2 3 3 1 1 1 2 2 2 2 3 3 1 1 1 1 | 2 1 128 4 4 3 1 14 1 13 90 3 87 Employees | 1 7 1 161 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 4 1 2 110 15 76 1 1 74 1 1 3 1 2 2 4 4 | | | | | | 1 | 1 | | \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ |

| | | 1 | rSA Contac | t Center (1 | CC) Data | Tool - FOIA | ١ | | | | | | |
|--------------------------------------------|---------------|--------|------------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/C | Stomates | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | air/ Scooter/ | 2 | 1 | 1 | | | | | | | | | 4 |
| Property - Special Handling | 3 | 3 | 4 | 2 | | | | | | | | | 12 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 2 | | | | | | | | | | 4 |
| Property - Special Handling - Damaged Ite | ems - Checl | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | 1 | 2 | 2 | | | | | | | | | 7 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Request for Assistance - Other | | | 1 | | | | | | | | | | 1 |
| Screening | 8 | 10 | 6 | 6 | | | | | | | | | 30 |
| Screening - Crew Member or Airline Empl | 2 | | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 4 | 9 | 5 | 4 | | | | | | | | | 22 |
| Screening - Retrieving Abandoned/Confis | cated Items | | 1 | | | | | | | | | | 1 |
| Screening - Security Breach | | | | 1 | | | | | | | | | 1 |

| | | | | | | Tool - FOIA | | | | | | | |
|--------------------------------------------------|---------------|-------------|--------|--------|--------|-------------|--------|--------|--------|--------|--------|--------|-------|
| tegories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TRI | 6 | 5 | 6 | 9 | 4 | 7 | 5 | 7 | 7 | 9 | 2 | 6 | 73 |
| 2022 | 1 | 1 | 1 | 1 | 1 | 5 | 2 | 4 | 3 | 4 | 1 | 4 | 28 |
| Expedited Passenger Screening Program | | 1 | | 1 | 1 | 4 | 2 | 3 | 2 | 2 | | 4 | 20 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | 1 | 4 | 2 | 3 | 2 | 2 | | 4 | 19 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | 1 | | 2 |
| Property - Special Handling | | | 1 | | | 1 | | 1 | | 1 | | | 4 |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | | | | | | 1 | | | |
| Property - Special Handling - Missing Item | ns - Carry-O | า | 1 | | | | | 1 | | | | | |
| Property - Special Handling - Missing Item | ns - Checked | i | | | | 1 | | | | | | | |
| Screening | | | | | | | | | 1 | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | 1 | | | |
| 2023 | 4 | 3 | 1 | 6 | 3 | 2 | 3 | 3 | 4 | 5 | 1 | 2 | 3 |
| Additional Information Required/Insufficient Inf | ormation | | | | | | | | 1 | | | | |
| Additional Information Required/Insufficier | nt Informatio | n - EMAIL | ONLY | | | | | | 1 | | | | |
| Customer Service | | | | | | | 1 | 1 | | | | 1 | |
| Customer Service - Others | | | | | | | | 1 | | | | | |
| Customer Service - TSO | | | | | | | 1 | | | | | 1 | |
| DHS TRIP | | 1 | | | | | | | | | | | |
| DHS TRIP - General | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | 5 | 3 | 2 | 2 | 2 | 1 | 4 | | 1 | 2 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 2 | 1 | | 4 | 3 | 2 | 2 | 2 | 1 | 4 | | 1 | 22 |
| Locks | | 1 | | | | | | | | | | | |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 1 | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | 1 | | |
| No Jurisdiction | | | | | | | | | | 1 | | | |
| No Jurisdiction - Refer to Other | | | | | | | | | | 1 | | | |
| Property - Special Handling | 1 | | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | ems - Carry- | On | | | | | | | 1 | | | | |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | |
| Screening | | | 1 | 1 | | | | | 1 | | | | |
| Screening - Inconsistency | | | 1 | 1 | | | | | | | | | |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | |
| 2024 | 1 | 1 | 4 | 2 | | | | | | | | | 1 |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | 3 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 3 | 1 | | | | | | | | | |
| Patdown | | | 1 | | | | | | | | | | 4 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |

| | | | SA Contact | | | | | | | | | | |
|------------------------------------------------------------------------------|---------------------|--------------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TTN | 18 | 22 | 19 | 23 | 12 | 12 | 22 | 19 | 10 | 6 | | 4 | 177 |
| 2022 | 1 | 9 | 6 | 4 | 3 | 6 | 16 | 10 | 7 | 2 | 4 | 4 | 72 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | 1 | 1 | | 1 | | | | | | | 1 | 5 |
| Customer Service - TSO | 1 | 1 | 1 | | 1 | | | | | | | 1 | 5 |
| Expedited Passenger Screening Program | | 8 | 5 | 4 | 2 | 6 | 15 | 7 | 7 | 2 | 4 | 2 | 62 |
| Expedited Passenger Screening Program | - DoD | 1 | | | | | | 1 | | | | | 2 |
| Expedited Passenger Screening Program | - TSA Appli | cation Progr | am | | | 1 | | 1 | | | 1 | | 3 |
| Expedited Passenger Screening Program | - TSA PreC | 7 | 5 | 4 | 2 | 5 | 15 | 5 | 7 | 2 | 3 | 2 | 57 |
| No Jurisdiction | | | | | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iten | ı ns - Checked | 1 | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | 1 | 1 | | | | | 2 |
| Screening - Children | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2023 | 7 | 5 | 7 | 11 | 9 | 6 | 6 | 9 | 3 | 4 | 6 | | 73 |
| Customer Service | 2 | | 2 | 2 | • | • | 1 | | | 1 | 1 | | 9 |
| Customer Service - TSO | 2 | | 2 | 2 | | | 1 | | | 1 | | | 9 |
| Expedited Passenger Screening Program | 4 | 5 | 5 | 9 | 9 | 5 | 3 | 7 | 2 | 2 | | | 56 |
| Expedited Passenger Screening Program Expedited Passenger Screening Program | - | 1 | 3 | 9 | 9 | 5 | 3 | - 1 | | | 5 | | 1 |
| | - 13A Appi | 4 | 5 | 9 | 9 | 5 | 3 | 7 | 0 | | 5 | | |
| Expedited Passenger Screening Program | 4 | 4 | 5 | 9 | 9 | 5 | 3 | - / | 2 | 2 | | | 55 |
| Mishandling of Passenger Property | 1/8 41 1 | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/iviissin I | ig itemsCa | rry-on Lugg | age | | | | | | 1 | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical [| | | Body | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | is/Amputees | and Casts | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | _ | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged It | | On | | | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | 1 | | 1 | | | | | 3 |
| Screening - Lengthy Lines | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2024 | 10 | 8 | 6 | 8 | | | | | | | | | 32 |
| Customer Service | 1 | 1 | 2 | 2 | | | | | | | | | 6 |
| Customer Service - TSO | 1 | 1 | 2 | 2 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | 7 | 5 | 1 | 5 | | | | | | | | | 18 |
| Expedited Passenger Screening Program | 7 | 5 | 1 | 5 | | | | | | | | | 18 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening | | | 2 | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | | | 2 | ' | | | | | | | | | 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | ootod Itomo | | | 1 | | | | | | | | | 1 |

| | | 134 | A Contact C | onter (100 | o) Data 100 | I - I OIA | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------|-----------------------------------------|-------------------|-------------|-----------|--------|--------|--------|--------|--------|--------|---------------------------------------------------------------------------------------|
| Categories | 10-Oct 11 | -Nov 1 | 2-Dec 0 | 1-Jan 0 | 2-Feb 0 | 3-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TUL | 59 | 60 | 66 | 54 | 31 | 38 | 25 | 33 | 37 | 46 | 34 | 45 | 528 |
| 2022 | 11 | 10 | 13 | 22 | 11 | 16 | 13 | 14 | 11 | 23 | 13 | 20 | 177 |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | <u>_</u> |
| Civil Rights | | 2 | | | | 1 | | 1 | | 1 | 1 | 1 | 7 |
| • | | | | | | - ' | | - 1 | | - 1 | | | |
| Civil Rights - National Origin | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Perceived Religion | | 1 | | | | | | 1 | | | | | 2 |
| Civil Rights - Race | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights - Racial Profiling or Discriming | ation | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgend | er | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | 4 | 1 | 1 | | 1 | 1 | 3 | | 2 | 17 |
| Customer Service - TSO | 1 | 1 | 2 | 4 | 1 | 1 | | 1 | 1 | 3 | | 2 | 17 |
| Expedited Passenger Screening Program | 8 | 7 | 11 | | | | 4.4 | | | | | | |
| 1 0 0 | | | - 11 | 15 | 4 | 10 | 11 | 9 | 10 | 16 | | 15 | 127 |
| Expedited Passenger Screening Program | | 2 | | | | | | | 3 | | 1 | | 6 |
| Expedited Passenger Screening Program | 8 | 5 | 11 | 15 | 4 | 10 | 11 | 9 | 7 | 16 | 10 | 15 | 121 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domes | tic | | | | 1 | | | | | | | | 1 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| | 1/8 41 1 16 | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dan | naged/iviissing ite | emsCarry | y-on Luggag | ge | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | 1 | | | | 1 | 2 |
| Patdown - Flyer | | | | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medicall | v Necessarv Med | dication an | nd Medical S | Supplies | 1 | | | | | | | | 1 |
| Property - Special Handling | ,, | | 2 | 2 | 1 | 2 | 2 | 1 | | 1 | | | 9 |
| Property - Special Handling - Damaged I | tems - Corns O- | | | | - 1 | | 1 | 1 | | - 1 | | | 2 |
| | | | | | | _ | | 1 | | | | | |
| Property - Special Handling - Missing Iter | | | | 1 | 1 | 2 | 1 | | | | | | 5 |
| Property - Special Handling - Missing Iter | ns - Checked | | | 1 | | | | | | 1 | | | 2 |
| Screening | 1 | | | 1 | 3 | 1 | | 1 | | 2 | . 1 | | 10 |
| Screening - Inconsistency | | | | | 1 | 1 | | | | 1 | | | 3 |
| Screening - Procedures/Process | 1 | | | 1 | 2 | | | 1 | | 1 | | | 7 |
| 2023 | 24 | 19 | 22 | 22 | 20 | 22 | 12 | 19 | 26 | 23 | | 25 | 255 |
| Civil Rights | 1 | 1 | 1 | 22 | 20 | 22 | 1 | 13 | | 20 | | 23 | |
| • | | | | | | | | | 1 | | | | 5 |
| Civil Rights - Race | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | /- Not Transgend | er | | | | | | | 1 | | | | 1 |
| Claims | | | | | | | | | 1 | | | | 1 |
| Claims - General | | | | | | | | | 1 | | | | 1 |
| Customer Service | 2 | | 1 | | | 2 | 2 | | 1 | | 1 | | 9 |
| Customer Service - TSO | 2 | | 1 | | | 2 | 2 | | 1 | | 1 | | 9 |
| | | 47 | | 40 | 47 | | | 45 | | 40 | | 40 | |
| Expedited Passenger Screening Program | 16 | 17 | 16 | 12 | 17 | 18 | 7 | 15 | 18 | 18 | 13 | 18 | 185 |
| Expedited Passenger Screening Program | | | | | | | | 3 | | | | | 4 |
| Expedited Passenger Screening Program | 15 | 17 | 16 | 12 | 17 | 18 | 7 | 12 | 18 | 18 | 13 | 18 | 181 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | | | 1 | | 1 | 1 | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dan | | ome C | 1 | | | | 1 | | 1 | 1 | | | 4 |
| | | 31115C | | | | | 1 | | 1 | - ' | | | |
| Mishandling of Passenger Property - Dan | | | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | | arry-on or | Checked | | | | | | | | 1 | 1 | 2 |
| Patdown | 2 | | | 3 | | | | 2 | | 2 | | 1 | 10 |
| Patdown - Flyer | 2 | | | 2 | | | | 2 | | 2 | | 1 | 9 |
| Patdown - General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | 1 | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - General | ' | - 1 | | | | | | | ' | 1 | | | 1 |
| . , | . NI | | | | | | | | | - 1 | | | |
| Persons w/ Disabilities (PWD) - Medicall | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/ | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirat | ory and Inhaler E | quipment | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelch | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Iter | ns - Carry.On | | | | | | | | 1 | | | | 1 |
| | Janyson | | ^ | - | ^ | _ | 4 | ^ | | | | 4 | |
| Screening | 1 | | 3 | 5 | 3 | 2 | 1 | 2 | 2 | 1 | 5 | 4 | 29 |
| Screening - Crew Member or Airline Emp | ioyee | | 1 | 1 | | | | | | | | | 2 |
| Screening - Inconsistency | | | | | 1 | | | | 1 | | 1 | 1 | 4 |
| | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | | | 2 | - 4 | 0 | 1 | 1 | 4 | 2 | 20 |
| Screening - Lengthy Lines Screening - Procedures/Process | 1 | | 2 | 2 | 2 | | 1 | 2 | | | | | |
| Screening - Procedures/Process | | | 2 | 2 | 2 | | 1 | 2 | | | | | 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | 24 | | 2 | 2 | | 1 | 2 | | | | | 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | | 31 | 31 | | 2 | 2 | 1 | 2 | | | | | 96 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights | cated Items | 31 | 31 | 2 | 2 | | 1 | 2 | | | | | 96 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis | cated Items | | 31 | 2 | 2 | 2 | 1 | 2 | | | | | 96 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights | cated Items | | 31 | 2 | 2 | 2 | 1 | 2 | | | | | 96 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified | cated Items | 1 | 31 | 2 | 2 | 2 | 1 | 2 | | | | | 96 2 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service | cated Items 24 | 1 1 1 | 31 1 1 | 2 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO | cated Items 24 7 7 | 1 1 1 | 31 1 1 8 8 | 10 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program | 7 7 12 | 1 1 1 1 19 | 31 1 1 8 8 8 | 2 10 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 7 7 12 12 | 1 1 1 1 19 19 | 31 1 1 8 8 | 10 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 7 7 12 12 1 | 1 1 1 1 19 19 2 | 31 1 1 8 8 8 | 2 10 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 7 7 12 12 1 | 1 1 1 1 19 19 | 31 1 1 8 8 8 | 2 10 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 7 7 12 1 1 1 1 1 | 1 1 1 1 19 19 2 | 31 1 1 8 8 8 | 2 10 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan | 7 7 12 1 1 1 1 1 | 1 1 1 1 19 19 2 1 | 31 1 1 8 8 8 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc | 7 7 12 1 1 1 1 1 | 1 1 1 1 19 19 2 1 | 31 1 1 8 8 8 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 2 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral | 7 7 12 1 1 1 1 1 | 1 1 1 1 19 19 2 1 | 31 1 1 8 8 8 17 17 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 1 16 16 55 55 3 2 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling | 7 7 12 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 19 19 2 1 1 | 31 1 1 8 8 8 17 17 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 16 16 55 55 3 2 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling Property - Special Handling | 7 7 12 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 19 19 2 1 | 31 1 1 8 8 8 17 17 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 2 1 1 1 3 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling | 7 7 12 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 19 19 2 1 1 | 31 1 1 8 8 8 17 17 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 16 16 55 55 3 2 1 1 1 1 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling Property - Special Handling | 7 7 12 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 19 19 2 1 1 | 31 1 1 8 8 8 17 17 | 2 10 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 2 1 1 1 3 2 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It | 7 7 12 1 12 1 1 1 arrayed Item | 1 1 1 1 19 19 2 1 1 1 | 31 1 1 8 8 8 17 17 | 7 7 7 | 2 | | 1 | 2 | | | | | 96 2 1 1 16 16 55 55 3 2 1 1 1 3 2 1 16 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling Property - Special Handling Property - Special Handling - Damaged In Property - Special Handling - Damaged In Screening Screening - Inconsistency | 7 7 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 1 1 19 19 2 1 1 1 1 | 31 1 1 8 8 8 17 17 | 7 7 7 | 2 | 2 | 1 | 2 | | | | | 96 2 1 1 16 55 55 3 2 1 1 1 3 2 1 1 6 |
| Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2024 Civil Rights Civil Rights - Not Specified Civil Rights - Race Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It | 7 7 12 1 12 1 1 1 arrayed Item | 1 1 1 1 19 19 2 1 1 1 | 31 1 1 8 8 8 17 17 | 7 7 7 | 2 | | | 2 | | | | | 96 2 1 1 16 16 55 55 3 2 1 1 1 3 2 1 16 |

| | | | SA Contact Cente | _ | | | | | | | | | |
|----------------------------------------------------------|-----------------------|------------|------------------|-----|------------|-----|--------|--------|--------|--------|--------|--------|----------|
| Categories | 10-Oct 1 | 1-Nov | 12-Dec 01-Ja | ın | 02-Feb 03- | Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TUS | 64 | 58 | 62 | 58 | 32 | 63 | 61 | 44 | 38 | 37 | 38 | 36 | 591 |
| 2022 | 9 | 13 | 12 | 12 | 16 | 32 | 34 | 21 | 20 | 18 | 19 | 17 | 223 |
| Civil Rights | | | | 1 | | | 2 | | | | | | 3 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | ation | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | | der | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | 2 | 1 | 1 | 3 | 5 | 1 | 1 | | 4 | | | 19 |
| Customer Service - TSO | 1 | 2 | 1 | 1 | 3 | 5 | 1 | 1 | | 4 | | | 19 |
| | | | | | | | | | 47 | | | 4.4 | |
| Expedited Passenger Screening Program | 6 | 9 | 10 | 10 | 12 | 22 | 27 | 14 | 17 | 12 | 14 | 14 | 167 |
| Expedited Passenger Screening Program | | 2 | | | | 2 | | | | | | | 4 |
| Expedited Passenger Screening Program | | tion Prog | 1 | | | 2 | 1 | | 2 | 1 | | 1 | 8 |
| Expedited Passenger Screening Program | 6 | 7 | 9 | 9 | 12 | 18 | 26 | 14 | 15 | 11 | 14 | 13 | 154 |
| Expedited Passenger Screening Program | - TSA/DHS Er | nployees - | - Opt In | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domest | ic | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | 4 | 1 | | 2 | 2 | 10 |
| Mishandling of Passenger Property - Dam | l naned/Missing | temsCai | rry-on Luggage | | | | | 1 | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | | | | | | | | 3 | ' | | 1 | 1 | 5 |
| | | | | | | | | 3 | | | | 1 | |
| Mishandling of Passenger Property - Disa | irrayed itemst | Jarry-on | 1 | | | | | | | | | ı | 2 |
| No Jurisdiction | | 1 | | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | 2 | 1 | | 2 | 2 | | 8 |
| Patdown - Children | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | 2 | | | 2 | 2 | | 7 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| | Vheelchai | r or Scooter) | | | | | | | | | 1 | 1 |
| Property - Special Handling | | Joional | . 5. 2500101) | | | 3 | | | 1 | | | · · · | 4 |
| | eme - Carry Or | 1 | | | | 3 | | | 1 | | | | 4 |
| Property - Special Handling - Damaged It | | ı | | | | | | | 1 | | | | <u>T</u> |
| Property - Special Handling - Missing Iten | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | | | | | 2 | | | | | | | 2 |
| Screening | 2 | | | | | 2 | 1 | 1 | 1 | | 1 | | 8 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | | 1 | 1 | 1 | 1 | | 1 | | 7 |
| 2023 | 26 | 23 | 19 | 21 | 16 | 31 | 27 | 23 | 18 | 19 | 19 | 19 | 261 |
| Additional Information Required/Insufficient Information | formation | | | | | | | | | | | 1 | 1 |
| Additional Information Required/Insufficien | | EMAIL O | NIY | | | | | | | | | 1 | 1 |
| Civil Rights | | 1 | | | | 2 | | 2 | | | | | 5 |
| Civil Rights - Constitutional Rights | | - ' | | | | 1 | | | | | | | |
| | | - 4 | | | | - 1 | | 4 | | | | | |
| Civil Rights - Race | N | . 1 | | | | | | 1 | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transgen | der | | | | 1 | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 2 | 2 | 2 | 1 | 2 | | | 3 | | | 12 |
| Customer Service - TSO | | | 2 | 2 | 2 | 1 | 2 | | | 3 | | | 12 |
| Expedited Passenger Screening Program | 22 | 19 | 16 | 18 | 11 | 23 | 20 | 20 | 13 | 13 | 18 | 15 | 208 |
| Expedited Passenger Screening Program | - Active Duty | /lilitary | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | , | | | | 1 | | | | | | 1 | 4 |
| Expedited Passenger Screening Program | | 19 | 16 | 18 | 11 | 22 | 20 | 20 | 13 | 13 | 17 | 14 | 203 |
| Mishandling of Passenger Property | 1 | 10 | 10 | -10 | | | 1 | 20 | 1 | 10 | | | 3 |
| Mishandling of Passenger Property - Dam | l and/Missing | tomo Co | rm, on Luggogo | | | | ' | | 1 | | | | 1 |
| | | terrisCar | iry-ori Luggage | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | | _ | 01 1 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Disa | irrayed Items0 | Carry-on o | or Checked | | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | | 1 | | | | | | 1 |
| Patdown | 1 | 1 | | | 1 | 2 | | 1 | | | | | 6 |
| Patdown - Flyer | 1 | 1 | | | 1 | 1 | | 1 | | | | | 5 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | 1 | 1 | | | 2 | 1 | | | 7 |
| Property - Special Handling - Damaged It | | | | | 1 | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | 2 | - ' | | | 3 |
| Property - Special Handling - Missing Iten | | - 1 | | | | 1 | | | | | | | 1 |
| | | | | | | - 1 | | | | | | | |
| Property - Special Handling - Missing Iten | | _ | 4 | 4 | | _ | _ | | | _ | | _ | 1 |
| Screening | 1 | 1 | 1 | 1 | 1 | 2 | 3 | | 2 | 2 | | 3 | 18 |
| Screening - Inconsistency | | | | 1 | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | 1 | 1 | | 1 | 2 | 3 | | 2 | 1 | 1 | 3 | 16 |
| 2024 | 29 | 22 | 31 | 25 | | | | | | | | | 107 |
| Civil Rights | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Race | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transc | 1 | | | | | | | | | | | 1 |
| Claims | | • | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| | -1 | - 4 | | 2 | | | | | | | | | |
| Customer Service TSO | 1 | 1 | 4 | 2 | | | | | | | | | 8 |
| Customer Service - TSO | 1 | 1 | 4 | 2 | | | | | | | | | 8 |
| DHS TRIP | | 1 | | | | | | | | | | | 1 |
| DHS TRIP - General | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 28 | 16 | 23 | 18 | | | | | | | | | 85 |
| Expedited Passenger Screening Program | 28 | 16 | 23 | 18 | | | | | | | | | 85 |
| Locks | | 1 | 1 | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | l laged/Missins | tomo Co | rny on Luc | 1 | | | | | | | | | |
| | ıageu/iviiSSI⊓ğ∃ İ | terrisCal | ny-on Lug | -1 | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | 1 | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | L | | 1 | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | al | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| | | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Persons w/ Disabilities (PWD) - Autism S | pectrum | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | ems - Carry | -On | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | ns - Carry-O | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |

| | | | TSA Contac | ct Center (1 | CC) Data 1 | ool - FOIA | | | | | | | |
|--------------------------------------------|----------------|-------------|--------------|--------------|------------|------------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TVC | 18 | 2 | 7 | 21 | 6 | 11 | 10 | 4 | 8 | 9 | 13 | 15 | 124 |
| 2022 | 3 | | 2 | 5 | 4 | 6 | 8 | 4 | 2 | 3 | 7 | 10 | 54 |
| Customer Service | 1 | | | | | | 1 | | | | | | 2 |
| Customer Service - TSO | 1 | | | | | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | 2 | | 2 | 5 | 3 | 5 | 6 | 3 | 1 | 3 | 6 | 8 | 44 |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | gram | 1 | | | | 1 | | | | | |
| Expedited Passenger Screening Program | 2 | | 2 | 4 | 3 | 5 | 6 | 2 | 1 | 3 | 6 | 8 | 4: |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Dam | aged/Missir | ng ItemsC | arry-on Lug | gage | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checked | d | | 1 | | | | | | | |
| No Jurisdiction | | | | | | | | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | |
| Screening | | | | | 1 | | | | 1 | | 1 | 1 | |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | | 1 | 1 | |
| 2023 | 8 | 2 | 2 | 9 | 2 | 5 | 2 | | 6 | 6 | 6 | 5 | 5 |
| Customer Service | | | | | | | 1 | | 1 | | | | |
| Customer Service - TSO | | | | | | | 1 | | 1 | | | | |
| Expedited Passenger Screening Program | 7 | 2 | 2 | 8 | 2 | 5 | 1 | | 5 | 4 | 4 | 5 | 4 |
| Expedited Passenger Screening Program | 7 | 2 | 2 | 8 | 2 | 5 | 1 | | 5 | 4 | 4 | 5 | 4 |
| Patdown | 1 | | | | | | | | | 1 | 1 | | |
| Patdown - Flyer | 1 | | | | | | | | | 1 | 1 | | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | |
| Persons w/ Disabilities (PWD) - Mobility I | Disability (No | ot Wheelch | air or Scoot | er) | | | | | | | 1 | | |
| Screening | | | | | | | | | | 1 | | | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | |
| 2024 | 7 | | 3 | 7 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | | 3 | 7 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 5 | | 3 | 7 | | | | | | | | | 1: |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|------------------------------------------|--------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TVF | 1 | | 1 | 1 | 1 | | | | 1 | | 1 | | 6 |
| 2023 | 1 | | 1 | | 1 | | | | 1 | | 1 | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | 1 | | 3 |
| Expedited Passenger Screening Program | 1 | | | | 1 | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Items | sCarry-or | or Checke | d | | | | | 1 | | | | 1 |
| 2024 | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | 1 |

| | | | SA Contac | , center (| ICC) Data | 1001 - FOIA | • | | | | | | |
|-------------------------------------------|-------------|--------|-----------|------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TWF | 2 | 1 | 1 | 1 | 1 | | | | | | | 1 | |
| 2022 | 1 | 1 | 1 | 1 | | | | | | | | | |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - Others | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | |
| 2023 | | | | | 1 | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | | | | | | | |
| Property - Special Handling - Damaged Ite | ems - Check | ed | | | 1 | | | | | | | | |
| 2024 | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |

| | | | ISA Conta | ct Center (| ICC) Data | 1001 - FUI <i>A</i> | 1 | | | | | | |
|---------------------------------------|------------|--------------|-----------|-------------|-----------|---------------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TXK | 4 | 1 | 1 | 1 | 2 | 3 | 1 | | | 1 | | | 14 |
| 2022 | 1 | | | | 1 | 2 | | | | | | | 4 |
| Expedited Passenger Screening Program | | | | | 1 | 2 | | | | | | | 3 |
| Expedited Passenger Screening Program | - TSA Appl | ication Prog | gram | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | 1 | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| 2023 | | 1 | | 1 | 1 | 1 | 1 | | | 1 | | | 6 |
| Expedited Passenger Screening Program | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 1 | | | | | | | | | 2 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | 1 | | 1 | | | 1 | | | 3 |
| Screening - Procedures/Process | | | | | 1 | | 1 | | | 1 | | | 3 |
| 2024 | 3 | | 1 | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | 2 | | 1 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 2 | | 1 | | | | | | | | | | 3 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

| | | | | | TCC) Data | | | | | | | | |
|-------------------------------------------|--------------|------------|-----------|-------------|-----------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TYR | 2 | 7 | • | _ | - | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 3 |
| 2022 | 1 | 3 | 3 | 1 | 2 | | | 1 | 1 | | | | 1: |
| Customer Service | | 1 | | | | | | | | | | | |
| Customer Service - TSO | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | 1 | 1 | 2 | | | | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | 1 | 1 | 2 | | | | 1 | | | | |
| Patdown | | | 1 | | | | | | | | | | |
| Patdown - Flyer | | | 1 | | | | | | | | | | |
| Screening | 1 | 1 | 1 | | | | | 1 | | | | | |
| Screening - Crew Member or Airline Emp | loyee | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | 1 | | | | | | 1 | | | | | |
| 2023 | | 2 | 2 | | 3 | 2 | 2 | 1 | | 2 | 2 | 2 | 1 |
| Civil Rights | | | 1 | | | | | | | | | | |
| Civil Rights - Race | | | 1 | | | | | | | | | | |
| Customer Service | | 1 | | | 1 | | | | | | | | |
| Customer Service - TSO | | 1 | | | 1 | | | | | | | | |
| Expedited Passenger Screening Program | | | 1 | | 1 | | 1 | | | 2 | 1 | 1 | |
| Expedited Passenger Screening Program | - DoD | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | Check | | | 1 | | 1 | | | 2 | 1 | 1 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missi | ng ItemsC | hecked Ba | ggage | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | |
| Persons w/ Disabilities (PWD) - Medically | Necessary | Medication | and Medic | al Supplies | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) - Touch Av | ersion (pair | n/trauma) | | | | | | | | | | 1 | |
| Screening | | 1 | | | 1 | 1 | | | | | 1 | | |
| Screening - Procedures/Process | | 1 | | | 1 | 1 | | | | | 1 | | |
| 2024 | 1 | 2 | 1 | 1 | | | | | | | | | |
| Customer Service | | | 1 | 1 | | | | | | | | | |
| Customer Service - TSO | | | 1 | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Screening | | 1 | | | | | | | | | | | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | |

| Categories | 10-Oct | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------------------------------------------------------|-------------------|-----------------|-----------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| TYS | 59 | 51 | 46 | 37 | 22 | 43 | 24 | 36 | 39 | 47 | 34 | | 459 |
| 2022 | 12 | 11 | 10 | 7 | 5 | 22 | 15 | 20 | 24 | 20 | 19 | 13 | 178 |
| Airline | | | | | | | | 1 | | | | | 1 |
| Airline - Lost Baggage | | | | | | | | 1 | | | | | 1 |
| Civil Rights Civil Rights - Race | | | | 1 | | | 1 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | l ation | | | 1 | | | | | | | | | 1 |
| Customer Service | 3 | 2 | | | | 1 | | | 2 | | 2 | | 10 |
| Customer Service - TSO | 3 | 2 | | | | 1 | | | 2 | | 2 | | 10 |
| Expedited Passenger Screening Program | 6 | 5 | 9 | 6 | 4 | 17 | 10 | 18 | 21 | 17 | 15 | 10 | 138 |
| Expedited Passenger Screening Program | | cation Progra | | | | 1 | | | 1 | | | 1 | 3 |
| Expedited Passenger Screening Program | 6 | 5 | 9 | 6 | 4 | | 10 | 18 | 20 | 17 | 15 | 9 | 135 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domest Mishandling of Passenger Property | IC | 1 | | | | 1 | | 1 | | 1 | | 1 | 1 |
| Mishandling of Passenger Property - Dam | l naged/Missin | g ItemsCarr | v-on Luga: | age | | | | ı | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | | 1 | y on Luggi | ago | | | | | | ' | | | |
| Mishandling of Passenger Property - Disa | | Carry-on or | Checked | | | | | 1 | | | | 1 | 2 |
| No Jurisdiction | | | | | | | | | | | 1 | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | | | | | 1 | | 1 |
| Patdown | | 1 | | | | 1 | | | | | | | 2 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Patdown - General | | 1 | 4 | | | | 0 | | | 4 | | | 1 |
| Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive | /Dovolopmo | ental /Mantal I | Disobility | | | | 2 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive | | | Disability 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | | Wicaloation | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | | Segway | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged Ite | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | | ed | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | 1 |
| Screening Crow Member or Airline Empl | 1 | 2 | | | 1 | 2 | 1 | | 1 | 1 | 1 | 1 | 12 |
| Screening - Crew Member or Airline Empl Screening - Inconsistency | loyee | | | | | 1 | 1 | | 1 | 1 | | | 2 |
| Screening - Lengthy Lines | | | | | | ' | | | | | | 1 | 1 |
| Screening - Procedures/Process | 1 | 2 | | | 1 | 1 | 1 | | | | | | 6 |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | | | | | | | 1 | | 1 |
| 2023 | 22 | 20 | 17 | 12 | 17 | | 9 | 16 | 15 | 27 | 15 | 8 | 199 |
| Civil Rights | | | | | | 2 | | | 1 | | | | 3 |
| Civil Rights - Race | Ni A Torres | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening | - Not Transg | ender | | | | 1 | | | 1 | | | | 1 |
| Customer Service | | 1 | 2 | | 1 | 1 | | 2 | 2 | 5 | 1 | 1 | 16 |
| Customer Service - TSO | | 1 | 2 | | 1 | 1 | | 2 | 2 | 5 | 1 | 1 | 16 |
| Expedited Passenger Screening Program | 21 | 15 | 12 | 10 | 13 | 16 | 9 | 12 | 12 | 16 | 14 | 6 | 156 |
| Expedited Passenger Screening Program | - Active Duty | y Military | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | | | | 1 | 3 |
| Expedited Passenger Screening Program | 21 | 14 | 12 | 10 | 13 | 15 | 9 | 10 | 12 | 16 | 14 | 5 | 151 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock Mishandling of Passenger Property | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | | | | | | | | | | 1 | | | 2 |
| Patdown | ' | | | | 1 | 1 | | | | 1 | | | 3 |
| Patdown - Flyer | | | | | 1 | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | | 1 | | 2 | | | 5 |
| Persons w/ Disabilities (PWD) - Breast Ca | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/0 | | | | 1 | | | | | | 0 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Property - Special Handling | Necessary I | iviedication ar | na Medicai 1 | Supplies 1 | | | | | | 2 | | | 2 |
| Property - Special Handling - Damaged It | l ems - Checki | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | | 2 | 1 | | 1 | | 2 | | 1 | 9 |
| Screening - Inconsistency | | | 1 | | | 1 | | | | 1 | | | 3 |
| Screening - Procedures/Process | | 1 | | | 2 | | | 1 | | 1 | | 1 | 6 |
| 2024 | 25 | 20 | 19 | 18 | | | | | | | | | 82 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | er | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra Customer Service | nsgender 2 | 2 | 3 | 4 | | | | | | | | | 11 |
| Customer Service - CSM | | | 3 | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 2 | 3 | 3 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | 23 | 14 | 16 | 11 | | | | | | | | | 64 |
| Expedited Passenger Screening Program | | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 14 | 16 | 11 | | | | | | | | | 63 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | olants (joint) | | | 1 | | | | | | | | | 1 |
| Screening | | 3 | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------------|--------------|-----------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| UIN | | | | 1 | | | | | | | | | 1 |
| 2023 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | iaged/Missii | ng ItemsC | hecked Bag | 1 | | | | | | | | | 1 |

| | | | ISA Conta | ct Center (| icc) Data | 1001 - FUIA | 1 | | | | | | |
|-------------------------------------------|--------------|-----------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| UNV | 4 | 5 | 4 | 3 | 9 | 3 | 3 | 6 | 2 | 3 | 2 | 5 | 49 |
| 2022 | 2 | 3 | | 2 | 1 | 1 | | 3 | 1 | | 2 | 2 | 17 |
| Customer Service | 1 | 1 | | | | | | | | | 1 | | 3 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | 1 | | 3 |
| Expedited Passenger Screening Program | 1 | 2 | | 2 | 1 | 1 | | 3 | 1 | | 1 | 2 | 14 |
| Expedited Passenger Screening Program | - TSA Appl | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 1 | | 2 | 1 | 1 | | 3 | 1 | | 1 | 2 | 13 |
| 2023 | 1 | | 2 | | 8 | 2 | 3 | 3 | 1 | 3 | | 3 | 26 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | | 1 | | 6 | 2 | 3 | 3 | 1 | 2 | | 3 | 22 |
| Expedited Passenger Screening Program | 1 | | 1 | | 6 | 2 | 3 | 3 | 1 | 2 | | 3 | 22 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | 1 | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2024 | 1 | 2 | 2 | 1 | | | | | | | | | 6 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transo | gender | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 2 | 2 | | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 1 | 2 | 2 | | | | | | | | | | 5 |
| | | | | | | | | | | | | | |

| Catagorias | 40.0-4 | | | ct Center (| | | | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | T - 4 - 1 |
|--------------------------------------------|-------------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| VCT | 2 | 1 | | 1 | | 2 | 1 | | | | 2 | 1 | 1 |
| 2022 | 1 | | | | | 1 | 1 | | | | 2 | 1 | |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | ram | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | 1 | | | | | | | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | |
| Mishandling of Passenger Property - Disa | rrayed Item | sCarry-on | or Checke | d | | | 1 | | | | | | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Property - Special Handling | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Item | s - Checke | d | | | | | | | | | | 1 | |
| TWIC | 1 | | | | | | | | | | | | |
| TWIC - General | 1 | | | | | | | | | | | | |
| 2023 | 1 | | | 1 | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | | 1 | | | | | | | |
| Expedited Passenger Screening Program | 1 | | | 1 | | 1 | | | | | | | |
| 2024 | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |

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|--------------|--------------|---------------|----------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------|-------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| | | 1 | 1 | | 1 | | 1 | | | | | 4 |
| | | 1 | | | | | 1 | | | | | 2 |
| | | | | | | | 1 | | | | | 1 |
| | | | | | | | 1 | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | 1 | | | | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| | | | | | 1 | | | | | | | 1 |
| ms - Carry-0 | On | | | | 1 | | | | | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| | | | 1 | | | | | | | | | 1 |
| aged/Missin | g ItemsC | hecked Baç | 1 | | | | | | | | | 1 |
| | ms - Carry-t | ms - Carry-On | 10-Oct 11-Nov 12-Dec 1 1 1 1 1 ms - Carry-On | 10-Oct 11-Nov 12-Dec 01-Jan 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1 1 1 ms - Carry-On 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 ms - Carry-On 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |

| | | 7 | rsa Contac | ct Center (* | ΓCC) Data ¹ | Tool - FOIA | | | | | | | |
|--------------------------------------------|--------------|----------|------------|--------------|-------------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| VLD | 1 | 2 | 2 | 1 | 6 | 1 | | | 2 | 2 | 3 | 1 | 2 |
| 2022 | 1 | 1 | 1 | | 4 | | | | 1 | 2 | 2 | | 1: |
| Civil Rights | | | | | 1 | | | | | | | | |
| Civil Rights - Sex/Gender/Gender Identity | - Not Transg | ender | | | 1 | | | | | | | | |
| Customer Service | | | 1 | | | | | | | | | | |
| Customer Service - TSO | | | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | 2 | | | | | 1 | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | 2 | | | | | 1 | 1 | | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missin | g ItemsC | hecked Bag | gage | 1 | | | | | | | | |
| Patdown | | | | | | | | | 1 | | | | |
| Patdown - Flyer | | | | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 1 | | | |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | |
| Property - Special Handling | | | | | | | | | | | 1 | | |
| Property - Special Handling - Missing Iten | ns - Checked | i | | | | | | | | | 1 | | |
| 2023 | | | 1 | | 2 | 1 | | | 1 | | 1 | 1 | |
| Expedited Passenger Screening Program | | | | | 1 | 1 | | | 1 | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | 1 | 1 | | | 1 | | 1 | | |
| HAZMAT Endorsement | | | | | | | | | | | | 1 | |
| HAZMAT Endorsement - Status | | | | | | | | | | | | 1 | |
| Patdown | | | 1 | | 1 | | | | | | | | |
| Patdown - Flyer | | | 1 | | 1 | | | | | | | | |
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| Mehandring of Passenge Property 1 1 1 1 1 1 1 1 1 | Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
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| Properly - Special Harding - Damaged N 2 | | | 3 , | | | | | 2 | | | | | 1 | 5 |
| Properly - Special Handling - Missing Items - Carry-On | 1 7 1 | | | | | | | | | | | | | 3 |
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| Screening - Inconsistency 1 | | is - Garry-Off | | 4 | _ | | 4 | | _ | | | | | |
| Screening - Lengthy Lines | ŭ | | | 1 | 3 | 2 | 1 | 1 | 2 | 4 | | 4 | 1 | 21 |
| Screening - Procedured Process | | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confisionated Items | | | | | | | | | | | | 1 | | 1 |
| 2023 | Screening - Procedures/Process | | 1 | | 3 | 1 | 1 | 1 | 2 | 4 | | 3 | 1 | 17 |
| 2023 | Screening - Retrieving Abandoned/Confisc | cated Items | | 1 | | 1 | | | | | | | | 2 |
| Civil Egights - Constitutional Rights 1 1 1 1 1 1 1 1 1 | | | 14 | 6 | 5 | 6 | 13 | 14 | 21 | 11 | 12 | 14 | 17 | 148 |
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| Civil Rights - SeviConsender Content (Paghts - SeviConsender Sevice) 3 | | | | | | | | | | 1 | | | | 1 |
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| Customer Service - Cothers 1 | | _ | | | | | | | | | | | 1 | 1 |
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| Customer Service - TSO | | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program 9 | Customer Service - Others | | | | | | 1 | | | | | | | 1 |
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| Locks Missing or Damaged Lock Locks Missing or Damaged Lock | | | 6 | 5 | 3 | 3 | 8 | 9 | 15 | 5 | 6 | 11 | 12 | 92 |
| Locks - Missing or Damaged Lock 1 | | _ | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missis | | | | | | | | | | | | | | |
| Mishandling of Passenger Property - Damaged/Missis | ŭ | | 4 | | | | | | 4 | | | | | <u></u> |
| Patdown - Children | | 1/2 4: . | | | | | | | | | | | | 4 |
| Patdown - Children | | | | | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | 1 | 1 | | 1 | 1 | | | 1 | 9 |
| Persons w/ Disabilities (PWD) - Medically Necessary 1 | Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | Patdown - Flyer | 1 | 1 | | | 1 | 1 | | 1 | 1 | | 1 | 1 | 8 |
| Persons w Disabilities (PWD) - Wheelchair Scooter Segway 1 | Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | | | 1 | | | 3 |
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| Property - Special Handling | | | | . 000010.) | 1 | | | | | | | | | <u>.</u> |
| Property - Special Handling - Damaged Items - Check | | | - | | ı | | | | | | | | | 1 |
| Screening | | 01 | | | | | | | | | | | | |
| Screening - Crew Member or Airline Employee | | | | | | | | | | | | | | 1 |
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| Civil Rights - Race | Civil Diabte | 13 | | | | | | | | | | | | 1 |
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| Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baq 1 Patdown 1 Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program | 1 1 1 1 1 | 1 1 6 6 | 5 | 1 | | | | | | | | | 1 13 13 25 |
| Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baq 1 Patdown 1 Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 1 1 7 | 1 1 6 6 | 5 | 1 3 | | | | | | | | | 1 13 13 25 1 |
| Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 1 Patdown 1 Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 1 1 7 | 1 1 6 6 9 | 5 6 | 1 3 | | | | | | | | | 1 13 13 25 |
| Patdown 1 Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 Screening - Procedures/Process 2 2 Transfer to Security Specialist 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program | 1 1 1 1 7 | 1 1 6 6 9 | 5 6 | 3 | | | | | | | | | 1 13 13 25 1 |
| Patdown - Flyer 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Ital 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property | 1 1 1 1 7 1 6 | 1 1 6 6 9 | 5 6 | 3 1 | | | | | | | | | 1 13 13 25 1 |
| Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Wheelchs 1 Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam | 1 1 1 1 7 1 6 | 1 1 6 6 9 | 5 6 | 3 1 1 | | | | | | | | | 1 13 13 25 1 |
| Persons w/ Disabilities (PWD) - Wheelcha 1 Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown | 1 1 1 1 7 1 6 | 1 1 6 6 9 | 5 6 | 1 3 3 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 |
| Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 Screening - Procedures/Process 2 2 Transfer to Security Specialist 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer | 1 1 1 1 7 1 6 | 1 1 6 6 9 | 5 6 | 1 3 3 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 1 1 |
| Property - Special Handling - Damaged It Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) | 1 1 1 1 7 1 6 aged/Missing | 1 1 6 6 9 | 5 6 | 1 3 3 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 |
| Property - Special Handling - Missing Items - Carry-On 1 Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Wheelcha | 1 1 1 7 1 6 aged/Missing 1 1 | 1 1 6 6 9 | 5 6 | 3 1 1 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 1 1 1 1 |
| Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha | 1 1 1 7 1 6 aged/Missing 1 1 1 1 | 1 1 6 6 9 | 5 6 | 3 1 1 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 1 1 |
| Screening 2 2 1 Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha | 1 1 1 7 1 6 aged/Missing 1 1 1 1 | 1 1 6 6 9 | 5 6 | 3 1 1 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 1 1 1 1 |
| Screening - Procedures/Process 2 2 1 Transfer to Security Specialist 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling | 1 1 1 7 1 6 saged/Missing 1 1 1 1 1 1 1 | 1 1 6 6 9 | 5 6 | 3 3 1 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 1 1 1 1 1 |
| Transfer to Security Specialist 1 | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item | 1 1 1 7 1 6 saged/Missing 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 6 6 9 9 9 | 5 6 6 sed Bag | 3 3 1 1 1 1 | | | | | | | | | 1 13 13 25 1 24 1 1 1 1 1 1 |
| | Civil Rights - Race Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening | 1 1 1 7 1 6 aged/Missing 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 6 6 9 9 9 ItemsCheck | 5 6 6 sed Ba(| 3 3 1 1 1 1 | | | | | | | | | 1 13 25 1 24 1 1 1 1 1 1 1 2 1 1 1 5 |
| Transfer to Security Specialist - Reportable Commun 1 | Civil Rights - Race Claims Claims - Status Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process | 1 1 1 7 1 6 aged/Missing 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 1 6 6 9 9 ItemsCheck | 5 6 6 sed Ba(| 3 3 1 1 1 1 | | | | | | | | | 1 13 13 25 1 24 4 1 1 1 1 1 1 1 2 2 |

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|------------------------------------------|------------|--------|-------------|-------------|----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| VRB | 1 | 2 | | 1 | | | | | 1 | 1 | 2 | 1 | 9 |
| 2022 | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | 1 | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | 1 | | | 1 |
| 2023 | | | | | | | | | 1 | | 2 | 1 | 4 |
| Airline | | | | | | | | | | | 1 | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | | | | | | | | | 1 | | 1 | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | 1 | | 1 | | 2 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| 2024 | 1 | 2 | | 1 | | | | | | | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |

| | | | | | , | | | | | | | | |
|--------------------------------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| WRG | 1 | 1 | | | | 1 | | | | | | 1 | 4 |
| 2022 | 1 | 1 | | | | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program | | 1 | | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| 2023 | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | | | | | | | | | | | | 1 | 1 |
| Expedited Passenger Screening Program | - TSA PreC | heck | | | | | | | | | | 1 | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| WYS | | | | | | | | | 1 | | | | 1 |
| 2022 | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |

| Categories | 10 Oct 1 | | | | | ool - FOIA | | OE Mass | 06 1 | 07 11 | 00 4 | 00 600 | Total |
|----------------------------------------------|----------------------|--------------|----------|--------|--------|------------|--------|---------|--------|--------|--------|--------|-------|
| | | | | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| XNA | 44 | 36 | 30 | 22 | 23 | 37 | 32 | 25 | 19 | 23 | 30 | 20 | 34 |
| 2022 | 10 | 10 | 7 | 7 | 9 | 13 | 16 | 13 | 9 | 14 | 16 | 8 | 132 |
| Airline | | | | | | | 1 | | | | 1 | | |
| Airline - Lost Baggage | | | | | | | 4 | | | | 1 | | |
| Airline - Policy/Regulations/Service | | | | 4 | | 0 | 1 | | | | | | |
| Civil Rights | | | | 1 | | 2 | | | | | | | |
| Civil Rights - Age | | | | 1 | | | | | | | | | |
| Civil Rights - Race | | | | | | 2 | | | | | | | |
| Customer Service | 2 | 1 | 1 | 1 | | 1 | 2 | | 1 | 1 | | | 10 |
| Customer Service - TSO | 2 | 1 | 1 | 1 | | 1 | 2 | | 1 | 1 | | | 10 |
| Expedited Passenger Screening Program | 7 | 9 | 5 | 5 | 6 | 10 | 10 | 12 | 6 | 12 | 14 | 7 | 103 |
| Expedited Passenger Screening Program | | | | | | 1 | | 1 | | | 2 | 1 | |
| Expedited Passenger Screening Program | | 9 | 5 | 5 | 6 | 8 | 10 | 11 | 6 | 12 | 12 | 6 | 9 |
| Expedited Passenger Screening Program | - TSA/DHS Er | nployees - (| Opt In | | | 1 | | | | | | | |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | |
| Identification (ID) Requirements - Domest | ic | | | | 1 | | | | | | | | |
| Locks | | | | | | | | | | | | 1 | |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | temsC | 1 | | | | | | | | | | |
| Patdown | 1 | | | | | | | 1 | | | | | |
| Patdown - Flyer | 1 | | | | | | | 1 | | | | | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Diapers/0 | Garments/Dres | sings/Masks | 3 | | | | | | 1 | | | | |
| Persons w/ Disabilities (PWD) - Ostomy/0 | | | | | 1 | | | | | | | | |
| Property - Special Handling | | | | | 1 | | | | | 1 | | | |
| Property - Special Handling - Missing Iten | ns - Carry-On | | | | 1 | | | | | 1 | | | |
| | lis - Carry-Ori | | | | 1 | | 3 | | 1 | - ' | 1 | | |
| Screening Screening - Children | | | | | | | 3 | | - 1 | | 1 | | |
| <u>~</u> | | | | | | | | | 4 | | 1 | | |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | |
| Screening - Procedures/Process | | | | | | | 3 | | | | | | |
| 2023 | 20 | 17 | 13 | 8 | 14 | 24 | 16 | 12 | 10 | 9 | 14 | 12 | 169 |
| Civil Rights | | | 2 | | | | | 1 | | | | | |
| Civil Rights - Civil Rights Violation (TSA E | ≟mpioyee) I | | | | | | | 1 | | | | | |
| Civil Rights - Race | | | 2 | | | | | | | | | | 2 |
| Customer Service | | | | | 3 | | 1 | | | | 2 | | (|
| Customer Service - TSO | | | | | 3 | | 1 | | | | 2 | | (|
| Expedited Passenger Screening Program | 19 | 15 | 11 | 7 | 9 | 23 | 12 | 11 | 10 | 6 | 12 | 12 | 147 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 2 | | | | 1 | | | 1 | 1 | 1 | 1 | |
| Expedited Passenger Screening Program | 19 | 12 | 11 | 7 | 9 | 22 | 12 | 11 | 9 | 5 | 11 | 11 | 139 |
| Locks | | | | | | | | | | 1 | | | |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | temsChec | ked Bagg | age | | | | | | 1 | | | |
| Mishandling of Passenger Property - Disa | rrayed Items | Carry-on or | Checked | | | | | | | 1 | | | |
| No Jurisdiction | | 1 | | | | | | | | | | | |
| No Jurisdiction - No Referral | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | |
| Persons w/ Disabilities (PWD) - Cancer (| ı general) Not Bı | east Cance | r | | | | 1 | | | | | | |
| Property - Special Handling | 1 1 | 0401 041100 | | | | | | | | | | | |
| Property - Special Handling - Missing Iten | | | | | | | | | | | | | |
| Screening | | 1 | | 1 | 2 | 1 | 2 | | | | | | - |
| Screening - Inconsistency | | ' | | - 1 | | | 1 | | | | | | |
| | | 4 | | 4 | 2 | 4 | 1 | | | | | | |
| Screening - Procedures/Process 2024 | 44 | 1 | 40 | 1 | | 1 | ı | | | | | | |
| | 14 | 9 | 10 | 7 | | | | | | | | | 40 |
| Customer Service TSO | 1 | | | 1 | | | | | | | | | |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | |
| Expedited Passenger Screening Program | 12 | 8 | 9 | 5 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 12 | 8 | 9 | 5 | | | | | | | | | 3 |
| Mishandling of Passenger Property | L., | | | 1 | | | | | | | | | |
| Mishandling of Passenger Property - Dam | naged/Missing | temsCarry | /-on Lug | 1 | | | | | | | | | |
| Patdown | | 1 | | | | | | | | | | | |
| Patdown - Flyer | | 1 | | | | | | | | | | | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | |
| | 1 | | | | | | | | | | | | 2 |

| | | | rsa Contac | | | | | | | | | | |
|--------------------------------------------|-------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| ategories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| XWA | 4 | 2 | 2 | 2 | 1 | 3 | 1 | 3 | 2 | 1 | 5 | 3 | 2 |
| 2022 | 1 | | 1 | | | 2 | | 2 | | 1 | 1 | 2 | 1 |
| Expedited Passenger Screening Program | | | 1 | | | 2 | | 1 | | 1 | 1 | 1 | |
| Expedited Passenger Screening Program | - TSA PreC | heck | 1 | | | 2 | | 1 | | 1 | 1 | 1 | |
| No Jurisdiction | | | | | | | | 1 | | | | | |
| No Jurisdiction - No Referral | | | | | | | | 1 | | | | | |
| Patdown | | | | | | | | | | | | 1 | |
| Patdown - Flyer | | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| 2023 | 1 | 1 | | 2 | 1 | 1 | 1 | 1 | 2 | | 4 | 1 | |
| Customer Service | 1 | | | | | | | | | | | | |
| Customer Service - TSO | 1 | | | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | 2 | | 1 | | 1 | 2 | | 3 | 1 | |
| Expedited Passenger Screening Program | - TSA Appli | cation Prog | Jram | | | | | | | | 1 | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | 2 | | 1 | | 1 | 2 | | 2 | 1 | |
| Patdown | | | | | | | | | | | 1 | | |
| Patdown - Flyer | | | | | | | | | | | 1 | | |
| Screening | | | | | 1 | | 1 | | | | | | |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | |
| Screening - Retrieving Abandoned/Confis | cated Items | | | | 1 | | | | | | | | |
| 2024 | 2 | 1 | 1 | | | | | | | | | | |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | |
| Property - Special Handling | 1 | | | | | | | | | | | | |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | |
| Screening | 1 | | 1 | | | | | | | | | | |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | |

| | | | 107 00110 | act Center (| oo, bata | 1001 - 1 017 | • | | | | | | |
|-----------------------------------------|--------------|-----------|------------|--------------|----------|--------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| YAK | 2 | 1 | | 1 | | | 1 | - 2 | 2 1 | | | | 8 |
| 2022 | 2 | | | 1 | | | 1 | 2 | 2 | | | | 6 |
| Expedited Passenger Screening Program | 2 | | | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | 2 | | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | - TSA PreC | Check | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | arry-on Lu | iggage | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | naged/Missir | ng ItemsC | hecked Ba | aggage | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | | 1 |
| 2023 | | 1 | | | | | | | 1 | | | | 2 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | - TSA PreC | 1 | | | | | | | | | | | 1 |

| | | | SA Contac | ct Center (| icc) Data | 1001 - FUIA | ١ | | | | | | |
|-----------------------------------------------|-------------|--------|-----------|-------------|-----------|-------------|--------|--------|--------|--------|--------|--------|-------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| YKM | 2 | 4 | 1 | 5 | 2 | 2 | 1 | 2 | 1 | | 2 | | 22 |
| 2022 | 1 | 3 | 1 | 1 | 2 | 1 | 1 | 1 | | | 2 | | 13 |
| Expedited Passenger Screening Program | 1 | 3 | 1 | 1 | 1 | | 1 | 1 | | | 1 | | 10 |
| Expedited Passenger Screening Program | 1 | 3 | 1 | 1 | 1 | | 1 | 1 | | | 1 | | 10 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | 1 | | |
| Notice of Violation/Civil Penalties - General | al | | | | | | | | | | 1 | | |
| Patdown | | | | | 1 | | | | | | | | |
| Patdown - Flyer | | | | | 1 | | | | | | | | |
| Property - Special Handling | | | | | | 1 | | | | | | | |
| Property - Special Handling - Missing Item | s - Checked | d | | | | 1 | | | | | | | |
| 2023 | | | | 1 | | 1 | | 1 | 1 | | | | - |
| Expedited Passenger Screening Program | | | | 1 | | 1 | | 1 | 1 | | | | |
| Expedited Passenger Screening Program | - TSA PreC | heck | | 1 | | 1 | | 1 | 1 | | | | 4 |
| 2024 | 1 | 1 | | 3 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 1 | 1 | | 3 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 1 | 1 | | 3 | | | | | | | | | Ę |

| | | TS | SA Contact | Center (TC | C) Data To | ol - FOIA | | | | | | | |
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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 |
| z None z | 13,136 | 12,802 | 12,041 | 9,571 | 6,670 | 9,231 | 7,506 | 7,886 | 7,378 | 7,282 | 8,540 | 8,203 | 110,246 |
| 2022 | 5,741 | 6,368 | 5,132 | 2,756 | 3,382 | 5,380 | 4,207 | 4,217 | 3,384 | 3,248 | 4,078 | 4,053 | 51,946 |
| Additional Information Required/Insufficient Information | 8 | 12 | 3 | | 2 | 7 | 1 | 2 | 2 | 6 | 2 | 15 | 60 |
| Additional Information Required/Insufficien | | 12 | 3 | | 2 | 7 | 1 | 2 | 2 | 6 | 2 | 15 | 60 |
| Advanced Imaging Technology (AIT) | _ | | | | | | | | _ | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - Ge | neral | | | | | | | | | | 1 | | 1 |
| Airline | 17 | 9 | 20 | 13 | 15 | 17 | 15 | 13 | 20 | 6 | 12 | 16 | 173 |
| Airline - Baggage Requirements | ., | 0 | 20 | 10 | 2 | | 10 | 1 | 20 | | 12 | 10 | 3 |
| | 2 | | 2 | 2 | | 4 | 2 | | 6 | 2 | 2 | - 1 | |
| Airline - Lost Baggage | 2 | | 2 | 2 | 5 | 4 | 2 | 2 | 6 | 3 | 2 | 1 | 31 |
| Airline - Policy/Regulations/Service | 14 | 8 | 17 | 10 | 8 | 10 | 11 | 9 | 13 | 3 | 9 | 13 | 125 |
| Airline - Wheelchair Assistance | 1 | 1 | 1 | 1 | | 3 | 2 | 1 | 1 | | 1 | 2 | 14 |
| Animals | | | 1 | | | | | | 1 | | | | 2 |
| Animals - Carry-On | | | 1 | | | | | | 1 | | | | 2 |
| Business, Suggestions, and Ideas | 1 | 1 | 1 | | | | | | | | | 1 | 4 |
| Business, Suggestions, and Ideas - Gene | 1 | 1 | 1 | | | | | | | | | 1 | 4 |
| Call Disconnect/Dropped/Wrong Number | | 2 | 1 | | | | | | | | | | 3 |
| Call Disconnect/Dropped/Wrong Number | - General | 2 | 1 | | | | | | | | | | 3 |
| Cargo | 1 | | | | 2 | 2 | 2 | | | | | 3 | 10 |
| Cargo - Indirect Air Carrier (IAC) | 1 | | | | 2 | 1 | 1 | | | | | 2 | 7 |
| Cargo - Known Shipper | | | | | | 1 | 1 | | | | | 1 | 3 |
| The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s | 2 | 2 | 5 | 1 | 4 | 4 | 1 | 4 | | | | 1 | 24 |
| Civil Rights | | | 1 | ' | 4 | 4 | <u>'</u> | | | | | ' | |
| Civil Rights - Civil Rights Violation (TSA E | mpioyee) | 1 | - 1 | | | | | 1 | | | | | 3 |
| Civil Rights - Constitutional Rights | | | | | 2 | 2 | | | | | | | 4 |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Race | | | | | | | | 3 | | | | 1 | 4 |
| Civil Rights - Racial Profiling or Discrimina | 2 | | 2 | | 2 | | | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | | ender | | | | | 1 | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | _ | 1 | | | | 2 | | | | | | | 3 |
| Claims | 6 | 13 | 4 | 13 | 7 | 14 | 5 | 6 | 7 | 4 | 8 | 11 | 98 |
| Claims - General | 4 | 6 | 2 | 9 | 2 | 9 | 2 | 3 | 3 | 1 | 2 | 2 | 45 |
| Claims - Status | 2 | 7 | 2 | 4 | 5 | 5 | 3 | 3 | 4 | 3 | 6 | 9 | 53 |
| | | 1 | | | 5 | | 3 | 3 | 4 | 3 | 0 | | |
| Current Topic | | | | 1 | | 1 | | | | | | 2 | 5 |
| Current Topic - Current Topic | | 1 | | 1 | | 1 | | | | | | 2 | 5 |
| Customer Service | 17 | 38 | 35 | 12 | 21 | 20 | 9 | 12 | 15 | 11 | 14 | 10 | 214 |
| Customer Service - CSM | | | | 1 | | 1 | | | | | | | 2 |
| Customer Service - Others | 2 | 3 | 2 | 6 | 5 | 2 | 4 | 1 | 8 | 7 | 4 | 1 | 45 |
| Customer Service - TCC | 4 | 1 | 1 | 2 | 5 | 1 | | 4 | 1 | 1 | 5 | 2 | 27 |
| Customer Service - TSO | 11 | 34 | 32 | 3 | 11 | 16 | 5 | 7 | 6 | 3 | 5 | 7 | 140 |
| DHS TRIP | 5 | 6 | 3 | 5 | 8 | 10 | 2 | 3 | 8 | 4 | 6 | 9 | 69 |
| DHS TRIP - General | 5 | 5 | 2 | 3 | 5 | 7 | 1 | 2 | 5 | 1 | 3 | 7 | 46 |
| DHS TRIP - Status | | 1 | 1 | 2 | 3 | 3 | 1 | 1 | 3 | 3 | 3 | 2 | 23 |
| Duplicate E-mail | 4 | 5 | 6 | | | | · · | | | | | | 15 |
| Duplicate E-mail - General | 4 | 5 | 6 | | | | | | | | | | 15 |
| | 5,467 | 5,953 | 4,697 | 2,502 | 3,104 | 4,939 | 3,988 | 3,987 | 3,118 | 3,025 | 3,805 | 3,842 | 48,427 |
| Expedited Passenger Screening Program | - | | | | | | | | 3,110 | | | | |
| Expedited Passenger Screening Program | | 5 | 7 | 1 | 4 | 2 | 1 | 2 | | 3 | 1 | 3 | 30 |
| Expedited Passenger Screening Program | | 1 | 1 | | | | | | | | | 1 | 3 |
| Expedited Passenger Screening Program | | 54 | 62 | 22 | 38 | 45 | 28 | 31 | 28 | 28 | 32 | 40 | 450 |
| Expedited Passenger Screening Program | | 2 | | 2 | | 1 | | 1 | 1 | 1 | 1 | | 11 |
| Expedited Passenger Screening Program | 1 | | | 1 | | 2 | | | 1 | | | | 5 |
| Expedited Passenger Screening Program | 2,604 | 2,553 | 1,708 | 720 | 582 | 504 | 371 | 497 | 679 | 944 | 1,298 | 1,130 | 13,590 |
| Expedited Passenger Screening Program | 2,800 | 3,306 | 2,894 | 1,736 | 2,463 | 4,371 | 3,569 | 3,442 | 2,391 | 2,035 | 2,447 | 2,656 | 34,110 |
| Expedited Passenger Screening Program | 17 | 32 | 25 | 20 | 17 | 14 | 19 | 14 | 18 | 14 | 26 | 12 | 228 |
| Federal Flight Deck Officer (FFDO) Program | 1 | | | | | | | | | | | | 1 |
| Federal Flight Deck Officer (FFDO) Progr | | | | | | | | | | | | | 1 |
| Freedom of Information Act (FOIA) | 2 | 1 | | 1 | 2 | | | | | 1 | 1 | | 8 |
| Freedom of Information Act (FOIA) - Gene | | 1 | | 1 | 2 | | | | | 1 | 1 | | 8 |
| General Aviation | | - ' | 4 | ' | | | | | | - 1 | ' | | |
| | [| TOD) | 1 | | | | | | | | | | 1 |
| General Aviation - Flight Training Security | | | 1 7 | _ | _ | _ | _ | _ | _ | _ | _ | | 1 |
| Hazardous Materials Safety | 5 | 4 | 7 | 7 | 8 | 5 | 5 | 9 | 5 | 6 | 9 | 4 | 74 |
| Hazardous Materials Safety - General | 5 | 4 | 7 | 7 | 8 | 5 | 5 | 9 | 5 | 6 | 9 | 4 | 74 |
| HAZMAT Endorsement | 5 | 3 | 11 | 11 | 14 | 16 | 10 | 13 | 19 | 25 | 34 | 12 | 173 |
| HAZMAT Endorsement - General | | 2 | 1 | 3 | 7 | 6 | 4 | 2 | 2 | 2 | 1 | | 30 |
| HAZMAT Endorsement - Status | 5 | 1 | 10 | 8 | 7 | 10 | 6 | 11 | 17 | 23 | 33 | 12 | 143 |
| Human Capital | 16 | 15 | 13 | 14 | 20 | 15 | 13 | 2 | 4 | 12 | 9 | 2 | 135 |
| Human Capital - Current Employee | | | 2 | 2 | | | 1 | | | | | | 5 |
| Human Capital - Employment Verification | | | 1 | | | | 2 | | | | | | 3 |
| Human Capital - Former Employee | 2 | | 2 | 1 | 4 | 3 | | 1 | | | 1 | | 14 |
| Human Capital - Prospective Employment | 12 | 15 | 8 | 11 | 16 | 12 | 10 | 1 | 3 | 11 | 8 | 2 | 109 |
| Human Capital - TSA Background Check | 2 | 10 | | | 10 | | 10 | | 1 | 1 | | | 4 |
| Identification (ID) Requirements | 12 | 25 | 28 | 25 | 23 | 50 | 10 | | 1 | - ' | | | 173 |
| | | | | | | | | | | | | | |
| Identification (ID) Requirements - Domest | | 16 | 19 | 19 | 17 | 34 | 9 | | | | | | 123 |
| Identification (ID) Requirements - ID Matc | | 4 | 6 | 1 | 4 | 4 | 4 | | | | | | 20 |
| Identification (ID) Requirements - Internat | | 4 | 2 | 4 | 1 | 8 | 1 | | | | | | 20 |
| Identification (ID) Requirements - Minors I | | | 1 | | 1 | 2 | | | | | | | 4 |
| Identification (ID) Requirements - Real ID | 2 | 1 | | 1 | | 2 | | | | | | | 6 |
| Intranet/Internet Inquiries | | | | | | | | 2 | 1 | 2 | | | 5 |
| Intranet/Internet Inquiries - General | | | | | | | | 2 | 1 | 2 | | | 5 |
| Locks | 1 | 4 | 4 | 2 | 6 | 4 | 4 | 1 | 2 | 3 | 2 | 1 | 34 |
| Locks - General | | 1 | | | | | 1 | | | | 1 | 1 | 4 |
| Locks - Missing or Damaged Lock | 1 | 3 | 4 | 2 | 6 | 4 | 3 | 1 | 2 | 3 | 1 | | 30 |
| Lost and Found | 11 | 17 | 17 | 7 | 9 | 19 | 15 | 14 | 9 | 3 | 16 | 10 | 147 |
| Lost and Found - Airport/TSA | 11 | 17 | 17 | 7 | 9 | 19 | 15 | 14 | 9 | 3 | 16 | 10 | 147 |
| Mishandling of Passenger Property | 9 | | | | | 31 | 24 | | | | 14 | | |
| | | 31 | 40 | 29 | 25 | | | 27 | 14 | 13 | | 13 | 270 |
| Mishandling of Passenger Property - Dam | 3 | 11 | 23 | 11 | 5 | 6 | 6 | 12 | 4 | 5 | 6 | 4 | 96 |

| Categories | 40.0-4 | | | | (TCC) Data | | | 05.14 | 00 1 | 07 1.1 | 00 4 | 00.0 | Tatal |
|---------------------------------------------|--------------|------------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|-------|
| <u> </u> | 10-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 | | 20 | 15 | 16 | | 22 | 18 | 12 | 9 | 7 | 8 | 8 | 157 |
| Mishandling of Passenger Property - Dam | | ng ItemsU | 1 | 1 | | | | 1 | | 1 | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | 1 | 1 3 | 3 | | 2 | 1 | | | 1 | 13 |
| No Jurisdiction | 71 | 79 | 71 | 49 | 9 46 | 81 | 28 | 39 | 38 | 39 | 48 | 18 | 607 |
| No Jurisdiction - No Referral | 6 | 5 | 6 | 5 | 5 6 | 18 | 13 | 12 | 9 | 5 | 11 | 5 | 101 |
| No Jurisdiction - Refer to CBP | 33 | 23 | 12 | ç | 11 | 24 | 6 | 12 | 18 | 25 | 22 | 7 | 202 |
| No Jurisdiction - Refer to Department of S | 1 | 1 | 1 | 2 | 2 | 1 | | 2 | 2 | 1 | 2 | 1 | 14 |
| No Jurisdiction - Refer to FAA | 2 | | 1 | | 1 | 1 | 1 | | | 1 | 2 | | 9 |
| No Jurisdiction - Refer to Other | 29 | 50 | 51 | 33 | 3 28 | 37 | 8 | 13 | 9 | 7 | 11 | 5 | 281 |
| No Subject | 6 | 1 | 9 | 3 | | | 1 | 2 | 1 | | 1 | | 24 |
| No Subject - General | 6 | 1 | 9 | 3 | | | 1 | 2 | 1 | | 1 | | 24 |
| Notice of Violation/Civil Penalties | 4 | 8 | 7 | 9 | | 22 | 1 | 6 | 6 | | 8 | 2 | 88 |
| Notice of Violation/Civil Penalties - Gener | 4 | 8 | 7 | 9 | | | 1 | 6 | 6 | | 8 | 2 | 88 |
| Ombudsman | | 1 | - 1 | - | 13 | | 1 | 1 | 0 | 1 | 0 | | 4 |
| Ombudsman - General | | 1 | | | | | 1 | 1 | | 1 | | | 4 |
| | | | | | 4 | 4 | | | 4 | | 4 | 4 | |
| Patdown | | 7 | 6 | | 4 | 1 | 2 | 3 | 4 | 1 | 4 | 1 | 33 |
| Patdown - Children | | | | | | | | | 2 | | | | 2 |
| Patdown - Flyer | | 5 | | | 3 | | 2 | 3 | 2 | 1 | 3 | 1 | 26 |
| Patdown - General | | 2 | | | 1 | 1 | | | | | 1 | | 5 |
| Persons w/ Disabilities (PWD) | 7 | 10 | 9 | 3 | 3 4 | | 11 | 8 | 4 | 6 | 3 | 2 | 78 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | 1 | | | 1 | 1 | 1 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Cancer (g | general) Not | Breast Car | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developm | 1 | | | | | | | 1 | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | | | 1 | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/0 | Sarments/D | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | 2 | 1 | 1 | 1 | 2 | 2 | | | 1 | | 1 | 12 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | | | 1 | | | 1 | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Medically | | Medication | | 2 |) | 1 | 2 | 1 | 1 | | | | 8 |
| Persons w/ Disabilities (PWD) - Metal Imp | | 3 | | | 1 | 1 | 2 | | | | | | 10 |
| Persons w/ Disabilities (PWD) - Mobility E | | | | | | | 1 | 1 | | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Prosthesi | | | | | | | 1 | 1 | | 1 | - ' | - ' | 2 |
| Persons w/ Disabilities (PWD) - Respirato | | and Casis | | | | 1 | | ' | 1 | - 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Respirato | | 1 | | | | ı | | | | | | | |
| | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | | Segway | | | 2 | 1 | 2 | 1 | | 1 | | | 7 |
| Persons w/ Disabilities (PWD) - Wounded | | | | | | | | 1 | | | | | 1 |
| Prohibited & Permitted Items | 11 | 12 | 11 | 7 | 7 | | | | | | | | 41 |
| Prohibited & Permitted Items - Alcohol and | 1 | 2 | 2 | | | | | | | | | | 5 |
| Prohibited & Permitted Items - Beauty & G | | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Breast Milk | 1 | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Chemical/h | lousehold F | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Electronic | Devices | 1 | 3 | | | | | | | | | | 4 |
| Prohibited & Permitted Items - Firearm/Ar | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beve | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Prohibited & Permitted Items - General | 2 | 2 | | | | | | | | | | | 6 |
| Prohibited & Permitted Items - Knives/Too | | | 1 | 1 | | | | | | | | | 3 |
| Prohibited & Permitted Items - Lighters/Mi | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Medication | | 1 | | 2 | | | | | | | | | 4 |
| Prohibited & Permitted Items - Remains | 1 | ' | | | - | | | | | | | | 1 |
| | | 4 | 4 | | | | | | | | | | |
| Prohibited & Permitted Items - Sporting G | | 1 | | 2 | | 40 | | 4.4 | | 40 | | | 5 |
| Property - Special Handling | 9 | 21 | 33 | 10 | | | 9 | 11 | 9 | 10 | 6 | 8 | 151 |
| Property - Special Handling - Damaged Ite | 2 | 7 | | 4 | | | 3 | 6 | 2 | 8 | 2 | 2 | 72 |
| Property - Special Handling - Damaged Ite | 1 | 2 | | 2 | | | 1 | 5 | | | | | 17 |
| Property - Special Handling - Missing Item | | 7 | | 2 | | 1 | 3 | | 2 | 1 | 2 | 2 | 24 |
| Property - Special Handling - Missing Item | 4 | 5 | | 2 | 2 3 | 6 | 2 | | 5 | 1 | 2 | 4 | 38 |
| Request for Assistance | | | 2 | | | 1 | | 1 | | | | | 4 |
| Request for Assistance - Non-Persons w/ | Disabilities | (PWD) | 2 | | | | | | | | | | 2 |
| Request for Assistance - Other | | | | | | 1 | | 1 | | | | | 2 |
| Screening | 33 | 64 | 73 | 22 | 2 18 | 79 | 34 | 22 | 33 | 24 | 23 | 23 | 448 |
| Screening - Children | | 1 | | 1 | | | | | 1 | | | | 3 |
| Screening - Crew Member or Airline Empl | oyee | | 1 | | | | | | | | | | 1 |
| Screening - Cruise Ships | | | | | | | | | 1 | | | 1 | 2 |
| Screening - Gate Pass | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | 3 | 15 | 7 | 2 | 2 1 | 3 | 1 | 3 | 3 | 2 | | 1 | 41 |
| Screening - International Screening | | 1 | 2 | 1 | | | | 5 | | 1 | | 1 | 19 |
| Screening - Lengthy Lines | 1 | 5 | | | | 3 | 1 | | 1 | 2 | | | 22 |
| Screening - Military | · | 1 | | | | | | | | | | | 1 |
| Screening - Opposite Gender | | 1 | | | | 1 | | | 1 | | | | 3 |
| - · · · · · · · · · · · · · · · · · · · | 26 | | 52 | 15 | 12 | | 32 | 12 | | 1/ | 15 | 15 | |
| Screening - Procedures/Process | 26 | 35 | 52 | 15 | | 00 | 32 | 13 | 22 | 14 | 15 | 15 | 318 |
| Screening - Rail | _ | | | | 1 | - | | | ^ | | _ | | 2 |
| Screening - Retrieving Abandoned/Confis | 3 | 4 | 1 | 1 | | 5 | | 1 | 3 | 4 | 2 | 3 | 27 |
| Screening - Security Breach | | | | | | 1 | | | | | | | 1 |
| Screening - Shoe Screening | | | 1 | | | | | | | 1 | | 1 | 3 |
| Screening - Traveling with Cash | | | 1 | 1 | | | | | 1 | | | 1 | 4 |
| SIDA (Security Identification Display Area) | | | | | | 1 | | | | | 1 | | 2 |
| SIDA (Security Identification Display Area |) - General | | | | | 1 | | | | | 1 | | 2 |
| SPAM | | | | 1 | | | | | | | | | 1 |
| SPAM - General | | | | 1 | | | | | | | | | 1 |
| System Administrator | | | | 1 | | | | | | | | | 1 |
| System Administrator - General | | | | 1 | | | | | | | | | 1 |
| Transportation Security Operations Center | | | 1 | 1 | | | | | | | | | 2 |
| Transportation Security Operations Cente | r - Refer to | Airport | 1 | 1 | | | | | | | | | 2 |
| TSA Contact Information | 1 | - | 1 | 1 | | | 1 | | | | | | 7 |
| | · · · · · | | | | | | | | | | | | · |

| | | TS | SA Contac | ct Center (TO | CC) Data To | ool - FOIA | | | | | | | |
|--------------------------------------------------|-------------------|--------------|------------|---------------|-------------|------------|--------|--------|--------|--------|--------|--------|--------|
| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
| TSA Contact Information - General | 1 | | 1 | 1 | 3 | | 1 | | | | | | 7 |
| TWIC | 9 | 23 | 12 | 6 | 13 | 14 | 15 | 29 | 64 | 46 | 51 | 47 | 329 |
| TWIC - General | 4 | 5 | 5 | 4 | 6 | 7 | 6 | 9 | 10 | 3 | 9 | 4 | 72 |
| TWIC - Status | 5 | 18 | 7 | 2 | 7 | 7 | 9 | 20 | 54 | 43 | 42 | 43 | 257 |
| 2023 | 3,590 | 3,775 | 3,251 | 3,499 | 3,288 | 3,851 | 3,299 | 3,669 | 3,994 | 4,034 | 4,462 | 4,150 | 44,862 |
| Additional Information Required/Insufficient Inf | 16 | 10 | 13 | 5 | 5 | 9 | 2 | 8 | 4 | 13 | 5 | 10 | 100 |
| Additional Information Required/Insufficier | | 10 | 13 | 5 | 5 | 9 | 2 | 8 | 4 | 13 | 5 | 10 | 100 |
| Advanced Imaging Technology (AIT) | 10 | 10 | 10 | <u> </u> | | | | | | 10 | 1 | 10 | 1 |
| Advanced Imaging Technology (AIT) - Ge | noral | | | | | | | | | | 1 | | 1 |
| Airline Advanced imaging reciniology (Airl) - Ge | 7 | 13 | 16 | 11 | 12 | 7 | 8 | 20 | 12 | 10 | 14 | 7 | |
| Airline - Baggage Requirements | / | 13 | 16 1 | 11 | 12 | 1 | | 20 | 13 | 19 | 14 | 7 | 147 |
| | 4 | | | | 4 | | 1 | 1 | 1 | | | | 6 |
| Airline - Lost Baggage | 1 | 2 | 6 | 2 | 1 | 1 | | 1 | 2 | 4 | 1 | | 21 |
| Airline - Policy/Regulations/Service | 6 | 9 | 8 | 8 | 11 | 5 | 5 | 15 | 9 | 10 | 7 | 6 | 99 |
| Airline - Wheelchair Assistance | | 2 | 1 | 1 | | | 2 | 3 | 1 | 5 | 5 | 1 | 21 |
| Business, Suggestions, and Ideas | | | | | | | | | 1 | | | | 1 |
| Business, Suggestions, and Ideas - General | ral | | | | | | | | 1 | | | | 1 |
| Cargo | | 1 | | | | 4 | | 2 | | | 1 | | 8 |
| Cargo - Indirect Air Carrier (IAC) | | 1 | | | | | | 1 | | | | | 2 |
| Cargo - Known Shipper | | | | | | 4 | | 1 | | | 1 | | 6 |
| Civil Rights | 2 | 1 | 1 | 5 | | | 1 | 5 | | 4 | 4 | 1 | 24 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA E | mployee) | | | | | | 1 | 1 | | 1 | | | 3 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Not Specified | | 1 | | 2 | | | | 1 | | | 1 | | 5 |
| Civil Rights - Race | 1 | | 1 | | | | | 2 | | 1 | 2 | 1 | 8 |
| Civil Rights - Sex/Gender/Gender Identity | | ondor | ' | 1 | | | | 1 | | 1 | 1 | ' | 4 |
| | - NOUTTAINSY I | ender | | 1 | | | | - 1 | | | - 1 | | |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | 1 | | | 2 |
| Claims | 12 | 4 | 8 | | 3 | 12 | 2 | 5 | 8 | 4 | 6 | 4 | 68 |
| Claims - General | 1 | 2 | 1 | | 1 | 5 | 1 | 3 | 2 | | 1 | 1 | 18 |
| Claims - Status | 11 | 2 | 7 | | 2 | 7 | 1 | 2 | 6 | 4 | 5 | 3 | 50 |
| Current Topic | | | | | | | | | | | 1 | | 1 |
| Current Topic - Current Topic | | | | | | | | | | | 1 | | 1 |
| Customer Service | 10 | 13 | 13 | 10 | 9 | 13 | 13 | 17 | 9 | 10 | 13 | 10 | 140 |
| Customer Service - CSM | | | | | | | 1 | | | | | 1 | 2 |
| Customer Service - Others | 3 | 5 | 8 | 4 | 4 | 3 | 3 | 9 | 2 | 6 | 4 | 2 | 53 |
| Customer Service - TCC | 3 | 1 | | 1 | 2 | 3 | 2 | | 2 | 2 | 1 | 2 | 19 |
| Customer Service - TSO | 4 | 7 | | 5 | 3 | 7 | 7 | 0 | 5 | 2 | 8 | 5 | |
| | | | 5 | | | | | 8 | | | | | 66 |
| DHS TRIP | 7 | 7 | 4 | 4 | 5 | 2 | 6 | 16 | 3 | 3 | 4 | 3 | 64 |
| DHS TRIP - General | 2 | 7 | 3 | 3 | 4 | 1 | 3 | 11 | 2 | 3 | 3 | 2 | 44 |
| DHS TRIP - Status | 5 | | 1 | 1 | 1 | 1 | 3 | 5 | 1 | | 1 | 1 | 20 |
| Expedited Passenger Screening Program | 3,385 | 3,577 | 3,057 | 3,315 | 3,119 | 3,639 | 3,101 | 3,411 | 3,775 | 3,802 | 4,191 | 3,945 | 42,317 |
| Expedited Passenger Screening Program | 1 | 2 | 2 | 2 | 1 | 2 | | 2 | | | | | 12 |
| Expedited Passenger Screening Program | - Children U | Inder 12 | | 2 | | | 1 | 1 | | 2 | | 2 | 8 |
| Expedited Passenger Screening Program | 21 | 37 | 31 | 22 | 30 | 45 | 33 | 27 | 39 | 27 | 33 | 19 | 364 |
| Expedited Passenger Screening Program | - Over 75 | | | | | | | | 1 | | | 1 | 2 |
| Expedited Passenger Screening Program | 916 | 945 | 686 | 435 | 430 | 432 | 326 | 413 | 512 | 460 | 558 | 633 | 6,746 |
| Expedited Passenger Screening Program | 2,436 | 2,587 | 2,331 | 2,849 | 2,648 | 3,146 | 2,733 | 2,954 | 3,209 | 3,296 | 3,588 | 3,281 | 35,058 |
| Expedited Passenger Screening Program | 11 | 6 | 7 | 5 | 10 | 14 | 8 | 14 | 14 | 17 | 12 | 9 | 127 |
| Federal Air Marshall Service (FAMS) | 1 | 1 | | | | | 1 | | | | | | 3 |
| Federal Air Marshall Service (FAMS) - Ge | - | 1 | | | | | 1 | | | | | | 3 |
| Flying Armed | · ' | | | | | | ' | 1 | | | | | 1 |
| Flying Armed - General | | | | | | | | 1 | | | | | 1 |
| | | | | | | | | | | | | | |
| Freedom of Information Act (FOIA) | | 2 | | | | 1 | | 1 | | | | | 4 |
| Freedom of Information Act (FOIA) - Gene | | 2 | | | | 1 | | 1 | | | | | 4 |
| Hazardous Materials Safety | 5 | 3 | 5 | 5 | 7 | 5 | 4 | 3 | 3 | 4 | 6 | 5 | 55 |
| Hazardous Materials Safety - General | 5 | 3 | 5 | 5 | 7 | 5 | 4 | 3 | 3 | 4 | 6 | 5 | 55 |
| HAZMAT Endorsement | 10 | 8 | 14 | 7 | 8 | 10 | 5 | 7 | 9 | 12 | 12 | 10 | 112 |
| HAZMAT Endorsement - General | | | 1 | 1 | 3 | 2 | 2 | | 1 | 1 | 3 | 1 | 15 |
| HAZMAT Endorsement - Status | 10 | 8 | 13 | 6 | 5 | 8 | 3 | 7 | 8 | 11 | 9 | 9 | 97 |
| Human Capital | 8 | 2 | 5 | 4 | 8 | 2 | 9 | 11 | 6 | 6 | 11 | 6 | 78 |
| Human Capital - Employment Verification | | | | | | 1 | | | | | | | 1 |
| Human Capital - Former Employee | 1 | | | 1 | | | | | | | | | 2 |
| Human Capital - Prospective Employment | 7 | 2 | 5 | 3 | 7 | 1 | 9 | 11 | 6 | 6 | 11 | 6 | 74 |
| Human Capital - TSA Background Check | | | | | 1 | | | | | | | | 1 |
| Intranet/Internet Inquiries | 1 | | | 2 | - ' | | | | | | | | 3 |
| Intranet/Internet Inquiries - General | 1 | | | 2 | | | | | | | | | 3 |
| · | | | | | | | | | | 0 | 4 | 4 | |
| Locks | 3 | 3 | | 3 | 2 | 4 | 2 | 2 | 2 | 3 | 1 | 1 | 26 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 2 | 3 | | 3 | 2 | 4 | 2 | 2 | 2 | 3 | 1 | 1 | 25 |
| Lost and Found | 5 | 6 | 6 | 1 | 4 | 1 | 2 | 7 | 6 | 5 | | 3 | 51 |
| Lost and Found - Airport/TSA | 5 | 6 | 6 | 1 | 4 | 1 | 2 | 7 | 6 | 5 | 5 | 3 | 51 |
| Mishandling of Passenger Property | 12 | 10 | 12 | 11 | 5 | 12 | 12 | 8 | 19 | 14 | 25 | 6 | 146 |
| Mishandling of Passenger Property - Dam | aged/Missin | g Items Priv | ate Screer | ning Contract | tor | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | - | 1 | 2 | - | | 6 | 4 | 4 | 6 | 5 | 2 | 1 | 31 |
| Mishandling of Passenger Property - Dam | | 8 | 9 | 9 | 4 | 6 | 7 | 4 | 13 | 9 | | 3 | 103 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Disa | | | 1 | | 1 | | 1 | | | | 2 | 1 | 7 |
| No Jurisdiction | - | - | | 31 | 50 | 0.4 | 72 | 70 | 70 | 00 | | 82 | |
| | 24 | 37 | 35 | | | 64 | | 72 | 78 | 82 | | | 725 |
| No Jurisdiction - No Referral | 8 | 5 | 12 | 8 | 9 | 3 | 8 | 8 | 22 | 19 | 20 | 12 | 134 |
| No Jurisdiction - Refer to CBP | 8 | 16 | 19 | 16 | 34 | 50 | 50 | 51 | 42 | 51 | 60 | 62 | 459 |
| No Jurisdiction - Refer to Department of S | | 2 | | | | 1 | 2 | 2 | 2 | 1 | | 1 | 13 |
| No Jurisdiction - Refer to FAA | 1 | | | | 1 | | 1 | 2 | 1 | | 1 | | 7 |
| No Jurisdiction - Refer to Other | 7 | 14 | 4 | 7 | 6 | 10 | 11 | 9 | 11 | 11 | 15 | 7 | 112 |
| No Subject | | | | | | 1 | 3 | 1 | | 1 | | 1 | 7 |
| No Subject - General | | | | | | 1 | 3 | 1 | | 1 | | 1 | 7 |
| Notice of Violation/Civil Penalties | 11 | 3 | 4 | 8 | 5 | 9 | 6 | 11 | 2 | 3 | 8 | 6 | 76 |
| I ondition | - '' | | 7 | U | | J | | - 11 | | | 0 | | 70 |

| Patdo | | | | | | | - FOIA | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------|---------|---------|---------|-------|--------|--------|--------|----|
| Patdo | | 10-Oct | 11-Nov | 12-Dec | 01-Jan 0: | 2-Feb 0 | 3-Mar 0 | 4-Apr 0 | 5-May 0 | 3-Jun | 07-Jul | 08-Aug | 09-Sep | To |
| | Notice of Violation/Civil Penalties - Gener | 11 | 3 | 4 | 8 | 5 | 9 | 6 | 11 | 2 | 3 | 8 | 6 | |
| | own | 1 | 3 | 1 | 1 | 2 | | | 1 | 2 | | 1 | 1 | |
| Р | Patdown - Flyer | 1 | 3 | 1 | 1 | 2 | | | | 2 | | 1 | 1 | |
| Р | Patdown - General | | | | | | | | 1 | | | | | |
| Perso | ons w/ Disabilities (PWD) | 1 | 3 | 3 | 9 | 4 | 4 | 2 | 6 | 8 | 8 | 6 | 3 | |
| Р | Persons w/ Disabilities (PWD) - Autism Sp | pectrum | | | | | | 1 | | 1 | | 1 | | |
| Р | Persons w/ Disabilities (PWD) - Breast Ca | ancer | | | 1 | | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Cognitive | /Developm | 1 | | | | | | 1 | | 1 | | | |
| Р | Persons w/ Disabilities (PWD) - Diabetes | · | | | 1 | | 1 | | | | | 1 | | |
| | Persons w/ Disabilities (PWD) - General | | | | 1 | 1 | | | 3 | 3 | | | 1 | |
| | Persons w/ Disabilities (PWD) - Internal M | l ledical Device | 20 | 1 | 1 | | | | | | | | | |
| | Persons w/ Disabilities (PWD) - Medical E | | 1 | 1 | ' | | 1 | | | | 1 | | | |
| | Persons w/ Disabilities (PWD) - Medically | | | 4 | 4 | 4 | 1 | | 4 | 0 | | 4 | 4 | |
| | . , , , | , | | 1 | 1 | 1 | | | 1 | 2 | 1 | 1 | 1 | |
| | Persons w/ Disabilities (PWD) - Metal Imp | | 1 | | | | | | 1 | | | | | |
| | Persons w/ Disabilities (PWD) - Mobility D | | Wheelchair | or Scooter |) | | | | | | 1 | | | |
| P | Persons w/ Disabilities (PWD) - Ostomy/C | Stomates | | | | 1 | | | | | | | | |
| Р | Persons w/ Disabilities (PWD) - Prosthesi | s/Amputees a | and Casts | | 3 | | | | | | | 1 | | |
| Р | Persons w/ Disabilities (PWD) - Respirato | ry and Inhale | r Equipment | t | | | 1 | | | | 1 | | | |
| Р | Persons w/ Disabilities (PWD) - Service A | nimals | | 1 | | 1 | | | | | | 1 | | |
| | Persons w/ Disabilities (PWD) - Touch Av | | rauma) | | | | | | | | 1 | | | |
| | Persons w/ Disabilities (PWD) - Wheelcha | - " | | | 1 | | 1 | 1 | | 2 | 2 | 1 | 1 | |
| | erty - Special Handling | 9 | 8 | 3 | 5 | 6 | 4 | 5 | 8 | 7 | 1 | 8 | 7 | |
| | | | | 3 | 5 | | | 5 | | | - 1 | 0 | | |
| | Property - Special Handling - Damaged Ite | | 1 | | | 1 | 2 | | 1 | 2 | | | 2 | |
| | Property - Special Handling - Damaged Ite | | 1 | | | | 1 | 4 | 1 | 1 | | 2 | | |
| Р | Property - Special Handling - Missing Item | 2 | 1 | 1 | 3 | 1 | | | 1 | 2 | 1 | 3 | 2 | |
| Р | Property - Special Handling - Missing Item | 1 | 5 | 2 | 2 | 4 | 1 | 1 | 5 | 2 | | 3 | 3 | |
| | est for Assistance | | | 1 | | | 1 | 1 | | 1 | 5 | 1 | | |
| | Request for Assistance - Other | | | 1 | | | 1 | 1 | | 1 | 5 | 1 | | |
| Scree | • | 25 | 32 | 31 | 35 | 20 | 28 | 21 | 33 | 31 | 21 | 30 | 28 | |
| | | 25 | 32 | 31 | 35 | 20 | 20 | 21 | | 31 | 21 | 30 | 20 | |
| | Screening - Children | | | | | | | | 2 | | | | | |
| | Screening - Crew Member or Airline Empl | oyee | 1 | 4 | | | | | | | 1 | 1 | 2 | |
| | Screening - Cruise Ships | | | | | 1 | 1 | | | | 1 | | 1 | |
| S | Screening - Gate Pass | | | | | | 1 | 1 | | 1 | 1 | | | |
| S | Screening - Inconsistency | 5 | 4 | 1 | 10 | 2 | 10 | | 3 | 3 | 1 | 2 | 2 | |
| S | Screening - International Screening | 6 | 4 | 5 | 8 | 3 | 5 | 4 | 3 | 8 | 5 | 4 | 3 | |
| | Screening - Lengthy Lines | 1 | 1 | 2 | 1 | | | 3 | 3 | 3 | 2 | 2 | 1 | |
| | Screening - Military | | | | | | | | | | | 1 | | |
| | Screening - Opposite Gender | | | | | | | | 4 | | | - ' | | |
| | • | - 10 | - 10 | | | 10 | | 40 | 1 | | 4.0 | | - 10 | |
| | Screening - Procedures/Process | 13 | 19 | 17 | 15 | 13 | 11 | 13 | 21 | 14 | 10 | 20 | 19 | |
| | Screening - Retrieving Abandoned/Confis | cated Items | 2 | 1 | 1 | 1 | | | | 2 | | | | |
| | Screening - Security Breach | | 1 | 1 | | | | | | | | | | |
| SIDA | (Security Identification Display Area) | 1 | | | | | | | 1 | | | | | |
| | SIDA (Security Identification Display Area | 1 | | | | | | | 1 | | | | | |
| | Contact Information | | 1 | | | | | | | | | | | |
| | SA Contact Information - General | | 1 | | | | | | | | | | | |
| TWIC | | 34 | 27 | 19 | 27 | 14 | 19 | 21 | 12 | 7 | 14 | 10 | 11 | |
| | | 5 | 2 | 3 | 9 | | | | 2 | | 7 | 10 | 7 | |
| | WIC - General | | | | | 4 | 12 | 6 | | 1 | | 40 | | |
| | WIC - Status | 29 | 25 | 16 | 18 | 10 | 7 | 15 | 10 | 6 | 7 | 10 | 4 | |
| Т | | | | | | | | | | | | | | |
| ⊤ 024 | | 3,805 | 2,659 | 3,658 | 3,316 | | | | | | | | | |
| ⊤ 024 | ional Information Required/Insufficient Inf | 3,805 16 | 2,659 16 | 3,658 9 | 3,316 7 | | | | | | | | | |
| T 024 Additi | ional Information Required/Insufficient Int Additional Information Required/Insufficier | 16 | | | | | | | | | | | | |
| T 024 Additi A | Additional Information Required/Insufficien | 16 | 16 | 9 | 7 | | | | | | | | | |
| T 024 Additi A Advar | Additional Information Required/Insufficient nced Imaging Technology (AIT) | 16 16 | 16 16 1 | 9 | 7 | | | | | | | | | |
| T 024 Additi A Advar | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge | 16 16 neral | 16 16 1 | 9 | 7 | | | | | | | | | |
| T 024 Additi A Advar A Airline | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e | 16 16 neral | 16 16 1 1 7 | 9 9 | 7 7 | | | | | | | | | |
| T 024 Additi A Advar A Airline | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage | 16 16 neral 8 | 16 16 1 1 7 | 9 9 | 7 7 14 2 | | | | | | | | | |
| T 024 Additi A Advar A Airline A | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service | 16 16 neral 8 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 14 2 11 | | | | | | | | | |
| T 024 Additi A Advar A Airline A | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e hirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | 16 16 neral 8 | 16 16 1 1 7 | 9 9 | 7 7 14 2 11 | | | | | | | | | |
| T 024 Additi A Advar A Airline A | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e hirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | 16 16 neral 8 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 14 2 11 | | | | | | | | | |
| T D24 Additi A Advar A Airline A A Anima | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e hirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance | 16 16 neral 8 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 14 2 11 | | | | | | | | | |
| T 024 Additi A Advar A Airline A A Anima | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On | 16 16 neral 8 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 7 14 2 11 1 | | | | | | | | | |
| T O24 Additi A Advar A Airline A A Anima A Busin | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-Onness, Suggestions, and Ideas | 16 16 neral 8 1 6 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 7 14 2 11 1 | | | | | | | | | |
| T D024 Additi A Advar A Airline A A Anima A Busin B | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-Onness, Suggestions, and Ideas - General Registranse and Ideas - General Registranse Animals - Suggestions, and Ideas - General Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registranse Registrans | 16 16 neral 8 1 6 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 7 14 2 11 1 | | | | | | | | | |
| T 024 Additi A Advan Airline A A Anima A Busin B Cargo | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Suggestions, and Ideas - General Control of the Airline - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - General Control of the Airline - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas - Carry-On ness, Suggestions, and Ideas | 16 16 neral 8 1 6 1 | 16 16 1 1 7 | 9 9 12 2 9 1 | 7 7 7 14 2 11 1 | | | | | | | | | |
| Additi Advar Advar Adrline A Airline A Anima A Busin B Cargo | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge existine - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On neess, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) | 16 16 neral 8 1 6 1 | 16 16 1 1 7 | 9 9 12 2 9 | 7 7 7 14 2 11 1 | | | | | | | | | |
| T D24 Additi A Advar Adriline A Airline A A Anima A Busin B Cargo | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper | 16 16 neral 8 1 6 1 | 16 16 1 1 7 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 | | | | | | | | | |
| T D24 Additi A Advar A Airline A A Anima A Busin B Cargo C Civil F | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights | 16 16 neral 8 1 6 1 | 16 16 1 1 7 | 9 9 12 2 9 1 | 7 7 7 14 2 11 1 | | | | | | | | | |
| T D24 Additi A Advar A Airline A A Anima A Busin B Cargo C Civil F | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper | 16 16 neral 8 1 6 1 | 16 16 1 1 7 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 | | | | | | | | | |
| Additi Advar Advar AAirline AA Anima ABusin B Cargo C Civil F | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights | 16 16 neral 8 1 6 1 | 16 16 1 1 7 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 | | | | | | | | | |
| Additi A Advan Airline A Airline A A Anima A A Busin B Cargo C Civil F C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin | 16 16 neral 8 1 6 1 | 16 16 1 1 7 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 1 | | | | | | | | | |
| T D24 Additi A Advan Airline A A Airline A A Busin B Cargo C Civil F | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Race | 16 16 16 neral 8 1 6 1 1 1 2 2 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 1 | | | | | | | | | |
| T D24 Additi A Advar A Airline A A Airline A A Busin B Cargo C C Civil F | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exiding - Lost Baggage Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On Bess, Suggestions, and Ideas Business, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Race Civil Rights - Screening of Religious Cultured | 16 16 16 neral 8 1 6 1 1 1 1 2 2 5 5 2 2 2 2 1 and Cer | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 1 1 9 | | | | | | | | | |
| T 024 Additi A Advar A Airline A A Anima A Busin B Cargo C Civil F C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exidine - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Screening of Religious Cultucivil Rights - Sex/Gender/Gender Identity. | 16 16 neral 8 1 6 1 1 1 2 2 5 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 1 1 1 1 4 | | | | | | | | | |
| T D24 Additi A Advail A Airline A A Airline A A Anima A Busin B Cargo Civil F CO Civil F CO CO CO CO CO CO CO CO CO CO CO CO CO | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sexual Orientation - Not Tra | 16 16 neral 8 1 6 1 1 2 2 5 5 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 | 7 7 14 2 11 1 1 1 1 9 | | | | | | | | | |
| T D24 Additi A Advan Airline A A Airline A A Anima A Busin B Cargo C Civil F C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas Gargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Livil Rights - Constitutional Rights Livil Rights - National Origin Livil Rights - Race Livil Rights - Sex/Gender/Gender Identity- Livil Rights - Sex/Gender/Gender Identity- Livil Rights - Sexual Orientation - Not Tra Livil Rights - Transgender Screening | 16 16 16 16 17 11 11 12 25 5 2 ral and Cer Not Transgensgender 3 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 | 7 7 7 14 2 11 1 1 1 1 1 1 4 | | | | | | | | | |
| T D24 Additi A Advan Airline A A Airline A A Anima A A Busin B Cargo C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On Bess, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening | 16 16 neral 8 1 6 1 1 2 2 5 5 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 1 | 7 7 7 14 2 11 1 1 1 1 1 9 1 4 | | | | | | | | | |
| T D24 Additi A Advan Aninina A A Aninina A A Aninina B Cargo C Civil F C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On the sess, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Is Claims - General | 16 16 neral 8 1 6 1 1 1 2 2 5 varial and Cer Not Transgender 3 2 | 16 16 1 1 1 7 1 6 | 9 9 12 2 9 1 1 1 1 2 1 | 7 7 7 14 2 11 1 1 1 1 1 1 4 3 1 7 3 | | | | | | | | | |
| T D24 Additi A Advan Aninina A A Aninina A A Aninina B Cargo C Civil F C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficient need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On Bess, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening | 16 16 16 16 17 11 11 12 25 5 2 ral and Cer Not Transgensgender 3 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 1 | 7 7 7 14 2 11 1 1 1 1 1 9 1 4 | | | | | | | | | |
| T D24 Additi A Advar A Airline A A Airline A A Anima A Busin B Cargo C Civil F C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On the sess, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Is Claims - General | 16 16 16 neral 8 1 6 1 1 1 2 2 5 5 2 2 1 2 1 2 1 2 1 2 1 2 5 1 2 1 2 | 16 16 1 1 1 7 1 6 | 9 9 12 2 9 1 1 1 1 2 1 | 7 7 7 14 2 11 1 1 1 1 1 1 4 3 1 7 3 | | | | | | | | | |
| T 024 Additi A Advarian A Airline A A Airline A A Anima A Anima Busin B Cargo C Civil F C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Screening of Religious Cultuctivil Rights - Sex/Gender/Gender Identity-Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Incident Status Claims - General Claims - Status //Stakeholder Follow-up | 16 16 16 neral 8 1 6 1 1 1 2 2 5 5 2 2 1 2 1 2 1 2 1 2 1 2 5 1 2 1 2 | 16 16 1 1 1 7 1 6 | 9 9 9 12 2 9 1 1 1 1 2 1 | 7 7 7 14 2 11 1 1 1 1 1 1 4 3 1 7 3 | | | | | | | | | |
| T 024 Additi A Advain A A Airline A A Airline A A Airline B B Cargo C Civil F C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier nced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On less, Suggestions, and Ideas Business, Suggestions, and Ideas - Genero Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Eivil Rights - Constitutional Rights Eivil Rights - National Origin Eivil Rights - Screening of Religious Culture Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sexual Orientation - Not Tracivil Rights - Transgender Screening Islaims - General Claims - Status (Stakeholder Follow-up - General | 16 16 16 16 17 16 17 17 17 17 17 17 17 17 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 1 1 1 1 5 4 1 1 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 | | | | | | | | | |
| T 024 Additi A Advan Anima A Anima Busin B Cargo C Civil F C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Airline - Carry-On Airline - Carry-On Airline - Rogestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tracivil Rights - Sexual Orientation - Not Tracivil Rights - Transgender Screening Claims - General Claims - General Claims - Status //Stakeholder Follow-up CSM/Stakeholder Follow-up - General Communication - Service Airline - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - Valle - V | 16 16 16 neral 8 1 6 1 1 1 2 2 5 5 2 2 1 2 1 2 1 2 1 2 1 2 5 1 2 1 2 | 16 16 1 1 1 7 1 6 | 9 9 9 12 2 9 1 1 1 1 2 1 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 7 3 4 | | | | | | | | | |
| T 024 Additi A Advan A Airline A A Airline B B Cargo C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Airline - Wheelchair Assistance Als Animals - Carry-On Also, Suggestions, and Ideas Business, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Sexel Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Also Claims - General Claims - Status //Stakeholder Follow-up CSM/Stakeholder Follow-up - General Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Contr | 16 16 16 16 17 16 17 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | 16 16 1 1 7 1 6 | 9 9 9 12 2 9 1 1 1 1 5 4 1 1 77 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 7 3 4 | | | | | | | | | |
| T 024 Additi A Advan Anima A Anima Busin B Cargo C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ess, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Issue Claims - General Claims - Status Stakeholder Follow-up - General Comer Service - CSM Customer Service - CSM Customer Service - Others | 16 16 16 16 17 16 17 17 17 17 17 17 17 17 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | 16 16 1 1 7 1 6 | 9 9 12 2 9 1 1 1 1 1 5 4 1 1 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 7 3 4 | | | | | | | | | |
| T 024 Additi A Advan Anima A Anima Busin B Cargo C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge e Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Airline - Wheelchair Assistance Als Animals - Carry-On Also, Suggestions, and Ideas Business, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Sexel Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Also Claims - General Claims - Status //Stakeholder Follow-up CSM/Stakeholder Follow-up - General Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Contr | 16 16 16 16 17 16 17 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | 16 16 1 1 7 1 6 | 9 9 9 12 2 9 1 1 1 1 5 4 1 1 77 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 7 3 4 | | | | | | | | | |
| T 024 Additi A Advan A Airline A A Airline B B Cargo C C C C C C C C C C C C C C C C C C C | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ess, Suggestions, and Ideas - General Cargo - Indirect Air Carrier (IAC) Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Issue Claims - General Claims - Status Stakeholder Follow-up - General Comer Service - CSM Customer Service - CSM Customer Service - Others | 16 16 16 16 17 16 17 17 17 17 17 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | 16 16 1 1 7 7 1 6 | 9 9 9 12 2 9 1 1 1 1 2 1 1 5 4 1 1 1 7 7 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 4 | | | | | | | | | |
| T 024 Additi A Advan A Airline A A Airline B B B B B B B B B B B B B B B B B B B | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Generological Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sexeening of Religious Cultucivil Rights - Sexual Orientation - Not Tracivil Rights - Sexual Orientation - Not Tracivil Rights - Transgender Screening and Status - Status - Status - Status - Status - Status - Status - Status - Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TCC | 16 16 16 16 16 17 11 11 2 2 5 2 11 11 3 2 6 | 16 16 11 1 7 1 6 6 2 2 1 1 1 1 1 1 2 4 1 7 | 9 9 11 2 9 11 11 11 11 11 11 11 11 11 11 11 11 1 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 7 3 4 | | | | | | | | | |
| T 024 Additi A Advan Advan Anima Busin B Cargo Co Civil F CO CO CO CO CO CO CO CO CO CO CO CO CO | Additional Information Required/Insufficier need Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge exirline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance als Animals - Carry-On ness, Suggestions, and Ideas Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Generological Cargo - Indirect Air Carrier (IAC) Cargo - Known Shipper Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sexeening of Religious Cultucivil Rights - Sexual Orientation - Not Tracivil Rights - Sexual Orientation - Not Tracivil Rights - Transgender Screening and Status - Status - Status - Status - Status - Status - Status - Status - Customer Service - CSM Customer Service - CSM Customer Service - TCC Customer Service - TCC Customer Service - TCC Customer Service - TCC | 16 16 16 16 16 17 16 17 17 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | 16 16 11 1 7 1 6 6 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 9 9 12 2 9 1 1 1 1 2 1 1 5 4 1 1 1 7 7 | 7 7 7 14 2 11 1 1 1 1 1 1 1 7 3 1 4 58 2 11 5 40 | | | | | | | | | |

| Outronic | | | | Center (TCC) Data Tool | | | | | |
|---------------------------------------------|---------------------|--------------|------------|------------------------|-------------------|-----------|--------------|----------|--------|
| Categories | | 11-Nov | 12-Dec | 01-Jan 02-Feb 03 | -Mar 04-Apr 05-Ma | ay 06-Jun | 07-Jul 08-Au | g 09-Sep | Total |
| Expedited Passenger Screening Program | | 0.4 | ٥٢ | 40 | | | | | 1 |
| Expedited Passenger Screening Program | | 24 | 25 | 19 | | | | | 88 |
| Expedited Passenger Screening Program | | v Membe | 1 | 1 | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | | 412 | 407 | 306 | | | | | 1,618 |
| Expedited Passenger Screening Program | | 2,001 | 2,780 | 2,570 | | | | | 10,445 |
| Expedited Passenger Screening Program | 6 | 14 | 10 | 13 | | | | | 43 |
| Federal Air Marshall Service (FAMS) | | | 1 | | | | | | 1 |
| Federal Air Marshall Service (FAMS) - Ge | neral | | 1 | | | | | | 1 |
| Freedom of Information Act (FOIA) | | 2 | | | | | | | 2 |
| Freedom of Information Act (FOIA) - Gene | eral | 2 | | | | | | | 2 |
| General Aviation | 1 | | 1 | | | | | | 2 |
| General Aviation - Flight Training Security | 1 | | 1 | | | | | | 2 |
| Hazardous Materials Safety | 2 | 1 | 4 | 4 | | | | | 11 |
| Hazardous Materials Safety - General | 2 | 1 | 4 | 4 | | | | | 11 |
| HAZMAT Endorsement | 7 | 8 | 13 | 7 | | | | | 35 |
| HAZMAT Endorsement - General | 4 | 1 | 4 | 2 | | | | | 11 |
| HAZMAT Endorsement - Status | 3 | 7 | 9 | 5 | | | | | 24 |
| Human Capital | 13 | 7 | 1 | 4 | | | | | 25 |
| · · · · · · · · · · · · · · · · · · · | 13 | - 1 | - 1 | | | | | | 20 |
| Human Capital - Current Employee | | | | 1 | | | | | |
| Human Capital - Former Employee | 1 | | | | | | | | 1 |
| Human Capital - Prospective Employment | 12 | 6 | 1 | 3 | | | | | 22 |
| Human Capital - TSA Background Check | | 1 | | | | | | | |
| Intranet/Internet Inquiries | 2 | 2 | 1 | 1 | | | | | 6 |
| Intranet/Internet Inquiries - General | 2 | 2 | 1 | 1 | | | | | 6 |
| Locks | 1 | 2 | 5 | 5 | | | | | 13 |
| Locks - General | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | 1 | 5 | 5 | | | | | 12 |
| Lost and Found | 4 | 5 | 15 | 15 | | | | | 39 |
| Lost and Found - Airport/TSA | 4 | 5 | 15 | 15 | | | | | 39 |
| Mishandling of Passenger Property | 3 | 8 | 46 | 42 | | | | | 99 |
| Mishandling of Passenger Property - Dam | | 4 | 29 | 21 | | | | | 57 |
| Mishandling of Passenger Property - Dam | | 3 | 8 | 15 | | | | | 26 |
| Mishandling of Passenger Property - Dam | | 1 | 4 | 4 | | | | | 20 |
| | | | | | | | | | |
| Mishandling of Passenger Property - Disa | | | 5 | 2 | | | | | 7 |
| No Jurisdiction | 66 | 64 | 73 | 80 | | | | | 283 |
| No Jurisdiction - No Referral | 11 | 18 | 27 | 24 | | | | | 80 |
| No Jurisdiction - Refer to CBP | 44 | 35 | 37 | 29 | | | | | 145 |
| No Jurisdiction - Refer to Department of S | tate | 1 | 1 | 5 | | | | | 7 |
| No Jurisdiction - Refer to FAA | | | | 1 | | | | | 1 |
| No Jurisdiction - Refer to Other | 11 | 10 | 8 | 21 | | | | | 50 |
| No Subject | | | 11 | 3 | | | | | 14 |
| No Subject - General | | | 11 | 3 | | | | | 14 |
| Notice of Violation/Civil Penalties | 6 | 2 | 4 | 5 | | | | | 17 |
| Notice of Violation/Civil Penalties - Gener | | 2 | 4 | 5 | | | | | 17 |
| Ombudsman | | | 2 | 1 | | | | | 3 |
| Ombudsman - General | | | 2 | 1 | | | | | 3 |
| Patdown | - | 2 | | 3 | | | | | |
| | 2 | 2 | 18 | 3 | | | | | 25 |
| Patdown - Children | | 1 | 1 | | | | | | 2 |
| Patdown - Flyer | 2 | 1 | 15 | 3 | | | | | 21 |
| Patdown - Flyer as Observer | | | 1 | | | | | | 1 |
| Patdown - General | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 4 | 4 | 10 | | | | | 23 |
| Persons w/ Disabilities (PWD) - Cognitive | /Developmer | ntal /Mental | Disability | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 3 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | ر Medical Device | es | 1 | - | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | | 1 | 1 | 2 | | | | | 6 |
| Persons w/ Disabilities (PWD) - Metal Imp | | ' | ' | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal IIIIp | | 4 | | 1 | | | | | |
| | | 1 | | I | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | | 1 | | 4 | | | | | |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | 1 | 1 | 1 | | | | | |
| Prohibited & Permitted Items | | 2 | | | | | | | 2 |
| Prohibited & Permitted Items - Food/Beve | rages | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - General | | 1 | | | | | | | 1 |
| Property - Special Handling | 6 | 16 | 29 | 35 | | | | | 86 |
| Property - Special Handling - Damaged Ite | | 4 | 10 | 14 | | | | | 30 |
| Property - Special Handling - Damaged Ite | | 1 | 4 | 2 | | | | | 8 |
| Property - Special Handling - Missing Item | | 6 | 7 | 7 | | | | | 22 |
| Property - Special Handling - Missing Item | | 5 | 8 | 12 | | | | | 26 |
| Request for Assistance | ' | J | O | 1 | | | | | 20 |
| · | or (MSLISOC) | | | | | | | | |
| Request for Assistance - Wounded Warrio | | | 70 | 1 | | | | | 400 |
| Screening | 22 | 29 | 73 | 66 | | | | | 190 |
| Screening - Children | <u> </u> | | 1 | 1 | | | | | - 2 |
| Screening - Crew Member or Airline Empl | oyee | 1 | 1 | 1 | | | | | 3 |
| Screening - Cruise Ships | | 1 | 2 | | | | | | |
| Screening - Gate Pass | | | 1 | | | | | | |
| Screening - Inconsistency | 3 | 5 | 7 | 6 | | | | | 2 |
| Screening - International Screening | 3 | 6 | 10 | 8 | | | | | 27 |
| Screening - Lengthy Lines | 1 | 1 | 8 | 7 | | | | | 17 |
| Screening - Procedures/Process | 13 | 14 | 40 | 41 | | | | | |
| | | | | | | | | | 108 |
| Screening - Retrieving Abandoned/Confis | | 1 | 1 | 2 | | | | | 5 |
| 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 |
| | | | | | | | | | |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| TSA Contact Information - General | | | | 1 | | | | | | | | | 1 |
| TWIC | 4 | 7 | 7 | 13 | | | | | | | | | 31 |
| TWIC - General | 2 | 3 | 5 | 7 | | | | | | | | | 17 |
| TWIC - Status | 2 | 4 | 2 | 6 | | | | | | | | | 14 |
| Total | 42,405 | 40,384 | 40,191 | 34,053 | 23,205 | 31,726 | 29,674 | 30,323 | 28,552 | 27,407 | 29,340 | 29,832 | 387,092 |