

Since its formation, Transportation Security Administration (TSA) has maintained a strong focus on customer experience (CX) and voluntarily began collecting CX data to improve security operations. TSA values customer feedback and encourages passengers to contact us if their screening experience does not meet their expectations <sup>a</sup>

In April 2025, TSA screened approximately 72.2 million passengers at screening checkpoints (+0.2% YoY) and 39.2 million checked bags at baggage screening locations (-2.6% YoY). TSA received 19,512 complaints from the public (or 27.1 complaints per 100,000 passengers b) (+26.0% YoY by volume; +26.0% YoY by rate).

In April 2025, TSA screened approximately 25.7 million passengers in TSA PreCheck lanes (+7.8% YoY). Of the 14,771 TSA PreCheck complaints received, 80.2% (11,853) were related to not receiving TSA PreCheck on their boarding pass. TSA was able to research and resolve 32.5% of these complaints (3,854) for the passengers.

Of note, TSA found that 69.3% of these PreCheck complaints were caused by customer-driven errors during the airline reservation process (i.e., name or date of birth was wrong; known traveler number was wrong or omitted).

#### Below is a more detailed breakdown:

TSA Pr	reCheck	Screening o	f Passengers	Courtesy / Pr	rofessionalism
Number of	Complaints per <sup>b</sup>	Number of	Complaints per <sup>b</sup>	Number of	Complaints per <sup>b</sup>
Complaints	100,00 Passengers	Complaints	100,00 Passengers	Complaints	100,00 Passengers
14,771	20.5	1,091	1.6	924	1.3
+26.8% YoY	+26.5% YoY	+44.1% YoY	+45.5% YoY	-25.7% YoY	-27.8% YoY

Screening of Pe	ersonal Property	Civil Rights	& Liberties	Other TS	A-related
Number of	Complaints per <sup>b</sup>	Number of	Complaints per <sup>b</sup>	Number of	Complaints per <sup>b</sup>
Complaints	100,00 Passengers	Complaints	100,00 Passengers	Complaints	100,00 Passengers
<b>728</b>	1.1	720	1.0	<b>702</b>	1.0
+4.4% YoY	+10.0% YoY	+44.6% YoY	+42.9% YoY	+190.1% YoY	+150.0% YoY

Non-TSA rela	ted, All Others	Wait Times	(Checkpoint)	Non-TSA re	lated, Airline
Number of	Complaints per <sup>b</sup>	Number of	Complaints per <sup>b</sup>	Number of	Complaints per <sup>b</sup>
Complaints	100,00 Passengers	Complaints	100,00 Passengers	Complaints	100,00 Passengers
261	0.4	179	0.3	136	0.2
+54.4% YoY	+33.3% YoY	-3.8% YoY	+0.0% YoY	+189.4% YoY	+100.0% YoY

#### **REFERENCES**

<sup>&</sup>lt;sup>a</sup> The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at <a href="https://www.tsa.gov/contact/contact-forms">https://www.tsa.gov/contact/contact-forms</a>). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

<sup>&</sup>lt;sup>b</sup> The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g., 300 complaints / 20,000,000 passengers \* 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

				Center Tra									
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
ABE		4	3	3	3	2	7	2	3	1			:
2024		4	2	3	3	1	3	2	3	1			
Customer Service		1	2	1	2	1							
Customer Service - TSO		1	2	1	2	1							
Mishandling of Passenger Property							1		1				
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	gage					1				
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Bag	ggage			1						
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Patdown				2									
Patdown - Flyer				2									
Persons w/ Disabilities (PWD)		1			1		1			1			
Persons w/ Disabilities (PWD) - Diabete	s									1			
Persons w/ Disabilities (PWD) - Medical	Devices - At	tached to th	e Body		1								
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	and Medic	al Supplies			1						
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1											
Property - Special Handling								1					
Property - Special Handling - Missing Ite	ms - Checke	d						1					
Screening		2					1		2				
Screening - Crew Member or Airline Em	ployee								1				
Screening - Lengthy Lines									1				
Screening - Procedures/Process		2					1						
2025			1			1	4						
Mishandling of Passenger Property						1	1						
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Bag	ggage		1	1						
Persons w/ Disabilities (PWD)							2						
Persons w/ Disabilities (PWD) - Autism	Spectrum						2						
Screening			1				1						
Screening - Lengthy Lines			1										
Screening - Procedures/Process							1						

		13	A Contact	Center may	reiei comp	nanns nep	OΓL						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABI		4		2	1	1		3		2		1	14
2024		3		2	1	1		3		2		1	13
Civil Rights										2			2
Civil Rights - Sex										2			2
Customer Service		2		2		1		3					8
Customer Service - TSO		2		2		1		3					8
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Da	maged/Missi	ing ItemsC	hecked Ba	ggage	1								1
Patdown		1											1
Patdown - Flyer		1											1
Screening												1	1
Screening - Procedures/Process												1	1
2025		1											1
Screening		1											1
Screening - Procedures/Process		1											1

Categories	10-Oct		2-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABQ	38	29	47	25	36	32	33	11	23	17	25	15	331
2024	22	17	25	14	23	13	15	11	23	17	25	15	220
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	/er							1					1
Civil Rights			2	2	1	2			1		1	1	10
Civil Rights - Age Civil Rights - Not Specified			1									1	1
Civil Rights - Not Specified  Civil Rights - Other			1		1								1
Civil Rights - Order  Civil Rights - Profiling					ı	1							1
Civil Rights - Race				2		1			1		1		5
Civil Rights - Sex			1										1
Customer Service	7	5	12	6	10	6	4	2	5	4	5	3	69
Customer Service - TSO	7	5	12	6	10	6	4	2	5	4	5	3	69
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	6	2	2	2	1	3		1	2	2	1	1	23
Mishandling of Passenger Property - Dam				2	1	2		1		2		1	12
Mishandling of Passenger Property - Dam		2	2			1			1		1		10
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked						1				1
No Jurisdiction			2								1		3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1								1		2
Ombudsman Ombudsman - General											1		1
Patdown		1			2		1	1	3	2	3		13
Patdown - Flyer		1			2			1	3	2	3		12
Patdown - Flyer as Observer							1			_			1
Persons w/ Disabilities (PWD)	1	1			3		2	1		2	2	1	13
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			1
Persons w/ Disabilities (PWD) - General	1									1			2
Persons w/ Disabilities (PWD) - Internal M			ladu		-						1		1
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically		ched to the B	ouay		1			1					2
Persons w/ Disabilities (PWD) - Metal Im		ı			1						1		2
Persons w/ Disabilities (PWD) - Mobility [		Wheelchair o	or Scooter)		- '		1				'	1	2
Persons w/ Disabilities (PWD) - Wheelch			,		1		1						2
Property - Special Handling	1	4	1	3	2				2	1	1	4	19
Property - Special Handling - Damaged It		3	1	1	1				1		1	1	9
Property - Special Handling - Missing Iten				1					1	1			3
Property - Special Handling - Missing Iten	1	1		1	1							3	7
Request for Assistance									1				1
Request for Assistance - Other Screening	6	4	6	1	4	2	8	5	9	6	9	5	65
Screening - Crew Member or Airline Empl		7	J		7	1	U	3	3	U	3	3	1
Screening - Inconsistency	1	1			2	•		1		1			6
Screening - Lengthy Lines	1		2		2	1	4	1	2		1	1	15
Screening - Opposite Sex											2		2
Screening - Procedures/Process	4	2	4	1			4	3	7	5	6	4	40
Screening - Retrieving Abandoned/Confis		1	22	44	40	40	40						1
2025 Airline	16	12	22	11	13	19	18						111
Airline - Policy/Regulations/Service						1							1
Civil Rights	2	1	2		1	2							8
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin						1							1
Civil Rights - Other			1										1
Civil Rights - Race	1		1		1	1							4
Civil Rights - Screening of Religious or Cu													1
Customer Service - Others	3	1	1	1	2		4						13
Customer Service - Others  Customer Service - TSO	3	1	1	1	2		4						12
Locks	,	1	1	1	1		7						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	2	7	2		4	2						18
Mishandling of Passenger Property - Dam		1	5	2		4	1						13
Mishandling of Passenger Property - Dam		1	2				1						4
Mishandling of Passenger Property - Disa  No Jurisdiction	1				1		1						1
No Jurisdiction - No Referral					I		1						
No Jurisdiction - Refer to CBP					1								1
Notice of Violation/Civil Penalties			1		•								1
Notice of Violation/Civil Penalties - Gener	al		1										1
Patdown	1			1	2	1	1						6
Patdown - Flyer	1			1	1	1	1						5
Patdown - Non-Flyer	_				1								1
Persons w/ Disabilities (PWD)	5 /Dovolonmon	2 stal /Montal F	3 Nicobility	2	1	4	2						19
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically		ital /Mental L 1	Disability 1			3	1						7
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp		I	1	1		3	1						3
Persons w/ Disabilities (PWD) - Mobility I		1	1	1									4
Persons w/ Disabilities (PWD) - Prosthes			*				1						1
Persons w/ Disabilities (PWD) - Wheelch			1		1								3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1	2	3	2	1	4	3						16
Property - Special Handling - Damaged Ite	1	1	1	1	1	1	2						8
Property - Special Handling - Damaged Ite	ems - Check	red	1			1							2
Property - Special Handling - Missing Iten	Property - Special Handling - Missing Items - Carry-On		1			1							2
Property - Special Handling - Missing Iten	ns - Checke	1		1		1	1						4
Screening	2	2	4	3	4	3	5						23
Screening - Inconsistency	1												1
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process	1	2	3	2	4	3	5						20

		15	A Contact	Senter ira	veier Com	piaints Repo	ort						
Categories	10-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	1	1	3			2	2	1		2	3		19
2024	1		1			2	2	1		2	3		12
Customer Service						2		1			2		5
Customer Service - CSM						1							
Customer Service - TSO						1		1			2		4
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
No Subject			1										1
No Subject - General			1										•
Patdown	1						2						
Patdown - Flyer	1						2						3
Screening										2			2
Screening - Inconsistency										1			•
Screening - Lengthy Lines										1			1
2025		1	2										3
Customer Service		1											1
Customer Service - TSO		1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	1										1
Screening			1										1
Screening - Procedures/Process			1										1

			A Contact	ociitei iia	veier Comp	idilito itopi	011						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY			1		1	3	2		1				;
2024			1			2			1				
Mishandling of Passenger Property						2							
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage		2							
No Jurisdiction									1				
No Jurisdiction - Refer to Other									1				
Screening			1										
Screening - Procedures/Process			1										
2025					1	1	2						
Civil Rights							1						
Civil Rights - Not Specified							1						
Human Capital					1								
Human Capital - Prospective Employmen	t with TSA				1								
Locks							1						
Locks - General							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
ACK	1										1		2
2024	1										1		2
Customer Service	1										1		2
Customer Service - TSO	1										1		2

			A Contact C										
Categories 1	0-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			3	1	1	2						1	
2024			1	1	1							1	
Customer Service				1	1								
Customer Service - TSO				1	1								
Patdown												1	
Patdown - Flyer												1	
Screening			1										
Screening - Inconsistency			1										
2025			2			2							
Civil Rights						1							
Civil Rights - Constitutional Rights						1							
No Jurisdiction			1										
No Jurisdiction - No Referral			1										
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Visual Impair	rment					1							
Property - Special Handling			1										
Property - Special Handling - Damaged Items	s - Carry-0	On	1										

		10	A Contact	Center Tra	veier Com	piainis Rep	ort						
Categories	10-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	1	2	1			1		1				7
2024			1						1				2
Customer Service			1										4
Customer Service - TSO			1										4
Patdown									1				
Patdown - Children									1				
2025	1	1	1	1			1						
Civil Rights			1	1									
Civil Rights - Other			1	1									
Customer Service		1											
Customer Service - TSO		1											
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Screening							1						
Screening - Procedures/Process							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
ACY	3	5		5 5		1	2	1	3	4	3		3
2024	2	1		4 2		1	1	1	3	4	3		2
Civil Rights										1			
Civil Rights - Sex										1			
Customer Service	1	1		1 1			1	1	1	2	1		1
Customer Service - TSO	1	1		1 1			1	1	1	2	1		1
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property				1					1				
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lu	ig 1									
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsU	nspecified	Luggage					1				
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)				2						1	1		
Persons w/ Disabilities (PWD) - Autism S	pectrum			1									
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	ental /Ment	al Disabili	ty							1		
Persons w/ Disabilities (PWD) - Medical I	Devices - At	tached to th	ne Body							1			
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication		1									
Screening	1			1					1				
Screening - Inconsistency	1												
Screening - Procedures/Process				1					1				
2025	1	4		1 3			1						1
Airline		2											
Airline - Lost Baggage		1											
Airline - Policy/Regulations/Service		1											
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property		1					1						
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lu	iggage			1						
Mishandling of Passenger Property - Dan	naged/Missi	1											
No Jurisdiction				1									
No Jurisdiction - No Referral				1									
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Cognitive	Developm	ental /Ment	al Disabili	ty 1									
Property - Special Handling				1									
Property - Special Handling - Missing Iter	ns - Checke	d		1									
Screening	1	1											
Screening - Inconsistency	1												
Screening - Retrieving Abandoned/Confis	cated Items	1											

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1		1									2
	1											1
	1											1
naged/Missi	1											1
			1									1
			1									1
Medical Dev	ices		1									1
	naged/Missi	10-Oct   11-Nov   1   1   1   1   1   1   1   1   1	1 1 1 naged/Missiı 1	1 1 1 1 1 1 naged/Missiı 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 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
ADQ	1					1		1			1		4
2024								1			1		2
Customer Service								1					1
Customer Service - TSO								1					1
Screening											1		1
Screening - Procedures/Process											1		1
2025	1					1							2
Screening	1					1							2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confis	1												1

		13	A Contact	Center ma	veier com	Jiaiiita itepi	011						
Categories	10-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	1	3		1		1	2					2	10
2024		2										2	4
Customer Service												2	2
Customer Service - TSO												2	2
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2025	1	1		1		1	2						6
Customer Service							1						1
Customer Service - TSO							1						1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Property - Special Handling							1						1
Property - Special Handling - Damaged	d Items - Chec	ked					1						1
Screening	1			1		1							3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1		1							2

categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	olaints Repo	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
					UZ-FED							· · · · · · · · · · · · · · · · · · ·	
AGS	3	3	1	4		2		2		2		1	2
2024		1	1	2		2	2	2	1	2	1	1	1
Civil Rights			1										
Civil Rights - Race			1										
Customer Service				2		1	1		1				
Customer Service - CSM				1									
Customer Service - Others						1							
Customer Service - TSO				1			1		1				
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Luເ	ggage				1					
Patdown						1				1	1		
Patdown - Flyer						1				1	1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Visual Im	pairment											1	
Property - Special Handling		1											
Property - Special Handling - Damaged It	ems - Chec	1											
Screening								1		1			
Screening - Procedures/Process								1		1			
SIDA (Security Identification Display Area)							1						
SIDA (Security Identification Display Area	a) - General						1						
2025	3	2		2			3						1
Civil Rights		1											
Civil Rights - Race		1											
Customer Service	2			1			1						
Customer Service - TSO	2			1			1						
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Disa	1												
No Jurisdiction							1						
No Jurisdiction - Refer to CBP							1						
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medically	Necessarv	Medication	and Medic	1									
Screening	,,	1					1						
Screening - Inconsistency							1						
Screening - Procedures/Process		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
AKN						1			1	1	1		4
2024						1			1	1	1		4
Customer Service									1				1
Customer Service - TSO									1				1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	)									1		1
Screening						1							1
Screening - Inconsistency						1							1

ALB 14 12 13 12 13 16 3 12 7 10 1	atamarian.	40.0 1				r Complair				0.1		00.4	00.0	
Cult Rights - Perceived Religion													09-Sep	Total
Civil Rigids - Perceived Religion 1													11	136
Civil Rights - Parconard Religion		2	6	5		7	5	6		12			11	78
Civil Rights - Race	<u> </u>								1		1	1		4
Causimer Service - Sex					1				4			4		1
Coustomer Service - CSM4  Customer Service - TSOD									ı		4	1		2
Custome Service - CSM			1	2	1	2	2	2		2		2	1	19
Customer Service - TSO			1	3	- 1			3		3	ı		1	19
Lost and Found			1	3	1	2	2	3		2	1	2		18
Lost and Found - Amport TSA			ı	3	ı			3						1
Meishandling of Passenger Property - Dami   No Jurisdiction - No Referral   2														1
Mishandling of Passenger Property - Dam   No Jurisdiction No Referral 1		1	1					2		'	2			6
Michanding of Passenger Property - Damaged-Missing Items-Checked Baggage		1												3
No Jurisdiction No Referral No Jurisdiction - No Referral 2				ked Baggag	ie			2						3
No_Jurisdiction - No Referral					) -					2		1		3
No Justisdicion - Refer to CBP														2
Patdown Flyer a Observer												1		1
Persons w Disabilities (PWD)   1	Patdown		1	1	1	1					1	2	2	9
Persons w Disabilities (PWD) - General   1	Patdown - Flyer		1	1	1	1						2	2	8
Persons w Disabilities (PWD) - General Medical Devices											1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices	•	1		1			2	1	1	1		2	1	10
Persons w Disabilities (PWD) - Internal Medical Devices													1	2
Persons w Disabilities (PWD) - Motall Implants (joint)   1		Medical Devices								1				1
Persons w Disabilities (PWD) - Motall Implants (joint)   1			dicatior	1								1		2
Persons w Oisabilities (PWD) - Mobility Disability (Not Wheelchair or Scooler)   1   1   1   1   1   1   1   1   1									1					1
Persons w Oisabilities (PWD) - Prosthess   1			heelchair c	r Scooter)								1		1
Property - Special Handling - Damaged Items - Carry-On Property - Special Handling - Damaged Items - Checked							1							2
Property - Special Handling - Damaged Items - Cercked   1	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Seg	gway					1						1
Property - Special Handling - Damaged Items - Checked   1													2	2
Request for Assistance   1													1	1
Request for Assistance - Other   1		tems - Checked											1	1
Screening   3	· · · · · · · · · · · · · · · · · · ·													2
Screening - Inconsistency					1				1					2
Screening - Lengthy Lines   2			3			4	1				2	2	5	22
Screening - Procedures/Process			_											1
Screening - Retrieving Abandoned/Confiscated Items											2			9
Airline		1.	1				1			2		1	5	11
Airline								44						1
Airline - Policy/Regulations/Service   1 1 1   1   1   1   1   1   1   1		12	ь	ď			ď	10						58
Civil Rights       2       1       1       1         Civil Rights - Not Specified       1       1       1         Civil Rights - Sace       1       1       1         Civil Rights - Sex       1       1       1         Customer Service       4       1       2       1         Customer Service - TSO       4       1       2       1         DHS TRIP       1       2       1         DHS TRIP - General       1       1       1         Locks       1       1       1         Mishandling of Passenger Property       2       1       2         Mishandling of Passenger Property - Dam       1       1       1         No Jurisdiction       1       1       2         No Jurisdiction - Refer to FAA       1       1       1         Patdown       1       1       1       1         Persons w/ Disabilities (PWD) - Autism States of the persons w/ Disabilities (PWD) - Juipers/Garments/Dressings/Masks       1       1         Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic       2       1       1         Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic       2       1       1														2
Civil Rights - Not Specified		2		1	- 1			1						5
Civil Rights - Race						ı		ı						1
Civil Rights - Screening of Religious or Cultural Garments		1		1		1								2
Civil Rights - Sex       1         Customer Service       4       1       2       1         Customer Service - TSO       4       1       2       1         DHS TRIP       1       1       1         DHS TRIP - General       1       1       1         Locks       1       1       1         Locks - Missing or Damaged Lock       1       1       2         Mishandling of Passenger Property - Dam       1       1       2       1       2         Mishandling of Passenger Property - Dam       1       1       1       2       1       2         Mishandling of Passenger Property - Dam       1       1       1       2       1       2       4       1       2       4       1       2       4       1       2       4       1       2       4       1       2       4       1       1       1       2       4       1       1       2       4       1       1       1       2       4       1       1       1       2       4       2       1       1       1       1       2       4       2       1       1       1       2       4 <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td>						1		1						1
Customer Service         4         1         2         1           Customer Service - TSO         4         1         2         1           DHS TRIP         1           DHS TRIP - General         1         1         1           Locks         1         1         1           Locks - Missing or Damaged Lock         1         1         1           Mishandling of Passenger Property         2         1         2         1         2           Mishandling of Passenger Property - Dam         1         1         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         2         1         1         1         1         1         1         1         1         1         1         1         1         1         2         1         1         1         1         1         1         1         1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>!</td>								1						!
Customer Service - TSO       4       1       2       1         DHS TRIP       1       1       1         Locks       1       1       1         Locks - Missing or Damaged Lock       1       1       2         Mishandling of Passenger Property       2       1       2       1       2         Mishandling of Passenger Property - Dam       1       1       2       1       2         Mishandling of Passenger Property - Dam       1       1       2       4       2       1       2       4       2       4       1       2       4       2       4       1       2       4       2       4       2       1       1       4       4       1       1       4       4       1       4       4       1       4       4       4       1       4       4       4       1       4       4       4       1       4       4       4       1       4       4       4       1       4       4       1       4       4       1       4       4       2       1       1       4       4       2       1       1       4       2       1       <		<u> </u>	4	1			2	1						8
DHS TRIP														8
DHS TRIP - General		1	-				-							1
Locks - Missing or Damaged Lock														1
Locks - Missing or Damaged Lock		<u> </u>					1							1
Mishandling of Passenger Property       2       1       2       1       2         Mishandling of Passenger Property - Dam       1       1       1       2         Mishandling of Passenger Property - Dam       1       1       1         No Jurisdiction       1       1       1         No Jurisdiction - Refer to FAA       1       1       1         Patdown       1       1       1       1         Persons w/ Disabilities (PWD)       1       1       2       4       2       1       1         Persons w/ Disabilities (PWD) - Autism S       1							1							1
Mishandling of Passenger Property - Dam       1       1       2         Mishandling of Passenger Property - Dam       1       1         No Jurisdiction       1       1         No Jurisdiction - Refer to FAA       1       1         Patdown       1       1       1         Patdown - Flyer       1       1       1         Persons W/ Disabilities (PWD)       1       1       2       4       2       1       1         Persons w/ Disabilities (PWD) - Autism S       1		2	1	2			1	2						
Mishandling of Passenger Property - Dam       1       1         No Jurisdiction       1       1         No Jurisdiction - Refer to FAA       1       1         Patdown       1       1       1         Patdown - Flyer       1       1       1         Persons w/ Disabilities (PWD)       1       1       2       4       2       1       1         Persons w/ Disabilities (PWD) - Autism Si       1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>5</td></t<>														5
No Jurisdiction			1											3
Patdown         1         1         1           Patdown - Flyer         1         1         1           Persons w/ Disabilities (PWD)         1         1         2         4         2         1         1           Persons w/ Disabilities (PWD) - Autism S         1         1         1         1           Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks         1         1           Persons w/ Disabilities (PWD) - General         1         1           Persons w/ Disabilities (PWD) - Internal Medical Devices         1         1           Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic         2         2           Persons w/ Disabilities (PWD) - Metal Implants (joint)         1         1					1									1
Patdown         1         1         1           Patdown - Flyer         1         1         1           Persons w/ Disabilities (PWD)         1         1         2         4         2         1         1           Persons w/ Disabilities (PWD) - Autism S         1         1         1         1           Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks         1         1           Persons w/ Disabilities (PWD) - General         1         1           Persons w/ Disabilities (PWD) - Internal Medical Devices         1         1           Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic         2         2           Persons w/ Disabilities (PWD) - Metal Implants (joint)         1         1					1									1
Persons w/ Disabilities (PWD) 1 1 2 4 2 1 1 Persons w/ Disabilities (PWD) - Autism S 1 1 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - General 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1		1			1		1							3
Persons w/ Disabilities (PWD) 1 1 2 4 2 1 1 Persons w/ Disabilities (PWD) - Autism S 1 1 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - General 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1					1									3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks  1 Persons w/ Disabilities (PWD) - General 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1	•	1	1	2	4	2	1	1						12
Persons w/ Disabilities (PWD) - General 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1	Persons w/ Disabilities (PWD) - Autism S	1		1	1									3
Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1	Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dressi	ngs/Masks					1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic 2 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1							1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint) 1	,													1
	. , ,	, ,	dication and	d Medic	2									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 2	, ,	,	1											1
				r Scooter)		2								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1		version (pain/trau	ıma)											1
Property - Special Handling 1 1 1 1 1 1		1		1		1		1						6
Property - Special Handling - Damaged Items - Carry-On 1 1					1		1							2
Property - Special Handling - Damaged Items - Checked 1						1								1
Property - Special Handling - Missing Items - Carry-On 1				1										1
Property - Special Handling - Missing Iten 1 1														2
Screening 4 1 1 1 4	<del>-</del>			1		1	1							11
Screening - Crew Member or Airline Employee 1	•	loyee						1						1
Screening - Inconsistency 1							1							1
Screening - Lengthy Lines 2 1	Screening - Lengthy Lines	2		1										3
Screening - Procedures/Process 2 1 3														6

		. •				p							
Categories	10-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		1					3
2024			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Procedures/Process			1										1
2025						1							1
Screening						1							1
Screening - Procedures/Process						1							1

			A Contact	Octilier 114	veier com	παιτιέσ ττο μ	Oit						
Categories	10-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						3	5		1		11
2024								3	5		1		9
Customer Service											1		1
Customer Service - TSO											1		1
DHS TRIP									2				2
DHS TRIP - General									2				2
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property								1	2				3
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage				1	1				2
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d					1				1
Patdown								1					1
Patdown - Flyer								1					1
2025		2											2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing Ite	ms - Checke	1											1

		15	4 Contact	Center Trav	eier Comp	iaints Rep	ort						
Categories	10-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	1	2		2	2	1			1		1	2	12
2024	1			1	2				1		1	2	8
Civil Rights									1				1
Civil Rights - Race									1				1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Patdown												1	1
Patdown - Children												1	1
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Metal	lmplants (joint)			1									1
Persons w/ Disabilities (PWD) - Wheel	chair/ Scooter/	Segway										1	1
Property - Special Handling											1		1
Property - Special Handling - Missing I	tems - Checke	d									1		1
Screening	1				1								2
Screening - Crew Member or Airline Er	nployee				1								1
Screening - Procedures/Process	1												1
2025		2		1		1							4
Customer Service				1									1
Customer Service - Others				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	hecked Ba	ggage		1							1
Screening		2											2
Screening - Procedures/Process		2											2

			A Contact C										
Categories		11-Nov	12-Dec	01-Jan		03-Mar	04-Ap	<u> </u>	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	6	5	4	4	4	4		3			1	1	32
2024	4	4	2	4	3	2	!	2			1	1	23
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	2		1			1		1					5
Customer Service - TSO	2		1			1		1					5
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												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	1			1									2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											
Property - Special Handling	1	2		1	1								5
Property - Special Handling - Damaged Ite		2			1								(
Property - Special Handling - Missing Item	1			1									
Screening			1	1	1	1							4
Screening - Lengthy Lines				1									
Screening - Procedures/Process			1		1	1							
2025	2	1	2		1	2		1					9
Civil Rights		1	1		1								3
Civil Rights - Race		1	1										2
Civil Rights - Sex					1								
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	necked Bag	gage				1					
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)	1												-
Persons w/ Disabilities (PWD) - General	1												
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Checke	t	1										
Screening	1												1
Screening - Procedures/Process	1												

March   Marc	Categories	10.004		Contact Cer					OS Mari	06 1	07 11	08 4~	00 800	Total
Page					1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Administration of the property														
Arthre - Policy integralization score (		6	2	3	7	4		3	8	11	19	22		
Colin Regis														
Coli Rights - Age							1						1	
Cell Register - Characterison Rights  Chil Register - Materian Chipital  Chil Register - Materian Chipital  Customer Service - CSM  APACAMET Exhausterian - Service - CSM  MAZAMET Exhausterian - Service - CSM  Logical Control Contr				1					1	1	2			6
Carl Rights - National Origin												1		1
Cause for Carlos  Cause for Carlos  Cause for Carlos  Captere Service - 100  Captere Servic	Civil Rights - Constitutional Rights			1										1
Cautemer Seniorita  Cautemer Services - CRAS  Cautemer Services - CRAS	Civil Rights - National Origin								1					1
Custome Service COM  Clasters Favores COM  Clasters Favores COM  Clasters Favores COM  ACADAT Endowershol  I 2 1 1 2 1 5 5 0 2 20  RAZANT Endowershol  I 1 1 3 1 1 3 1 1 5 5 0 2 20  I 1 1 1 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1	Civil Rights - Other									1	2			3
Customer Bondes. Officer  Customer Bondes. Coffee    1	Customer Service			1	2	1	1	2	1	5	6	8	4	31
Customer Bervine : TSO	Customer Service - CSM										1		1	2
### ARZANE Professionated ### ARZANE Professionated ### ARZANE Activation of Status	Customer Service - Others												1	1
MAZANT Endosement	Customer Service - TSO			1	2	1	1	2	1	5	5	8	2	28
Locks - Centernal   1	HAZMAT Endorsement								1					
Locks - Centeral   1   3   1	HAZMAT Endorsement - Status								1					1
Locks - General		1				1	3							
Locks - Missing or Damaged Lock														1
Loci and Found  Michandrilly of Passenger Property  Description  Passenger  Passenger  Description  Passenger  Pass		1				1			1					5
Lost and Found - Approx   Search												1		
Micharding of Passenger Property - Duranged Managing Famering Perpetty - Duranged Managing Famering Famer														
Michanding of Peacempt Competent Summer Control of Seasonger Property - Damaged Interna. Carry - Or or Orectord   1   2   3   3   3   3   3   3   3   3   3	· · · · · · · · · · · · · · · · · · ·	2	1	1			1		1	2	2		1	
Mishandring of Peasenger Procety: - Demangeo/Missing Interne-Carry-on or Checked   1   1   3   3   3   3   3   3   3   3														
Maisbanding of Passenger Procestly - Disarrayed Items—Carry-on or Checked   1   1   3   3   3   4   5   3   5   5   5   5   5   5   5   5									- 1	4		- 1	1	
Paticon - Fyer					ge						2			
Particion - Figure   1		rrayed Items	Carry-on or	Checked										
Persona W Disabilities (PWD) - Cognitive (Pwelogenetial Mental Disability		1												
Persons w/ Disabilities (PWD) - Outperson/Grametal Monato Disability   1		1												
Persons w Disabilities (PWD) - Dispersion (PwD) - Mackelly (PwD) - Mackelly (PwD) - Mackelly (PwD) - Mackelly (PwD) - Washelly (PwD) - Washe		1			1				1	1		1	3	
Persons w/Dashillase (PWD) - Modal Impacts (pint)   1   1   1   3   3   1   1   1   1   1											1			1
Persons w/ Disabilities (PWD) - Nestal Implants (pint)														
Persons w Diabilities (PWD) - Trouch Aversion (pairwinuma)	Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edication a	nd Medical S	Supplies					1		1	1	3
Proporty - Special Handling - Damaged Items - Crary-On	Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)											1	1
Property - Special Handling - Damaged Items - Clarry-On	Persons w/ Disabilities (PWD) - Prosthesi	i 1											1	2
Property - Special Hamiling - Damaged Hems - Carry-On	Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)						1					1
Property-Special Handling- Missing Items - Chroked	Property - Special Handling				2		1	1	1		2	2	1	10
Property-Special Handling- Missing Items - Chroked	Property - Special Handling - Damaged It	ems - Carry-O	n		1						1			2
Property - Special Handling - Missing Items - Carry-On					1				1			1		
Property - Special Handling - Missing Items - Checked   1							1	1						
Screening - Children											1	1		
Screening - Children			1		2	2	3		1	1			2	
Screening - Lengthy Lines   1			'				0				- 0	0		
Screening - Lengthy Lines					- 1					- 1	4	- 1		
Screening - Military					- 1				1		1			
Screening - Procedures/Process									- 1					
Airline														
Airline - Lost Bagagae											4	5	2	
Airline - Lost Baggage Airline - PolicyRegulations/Service  Civil Rights Civil Rights Civil Rights - Preceived Religion Civil Rights - Race 1 1 1 2 2 2 2 3 3 1 1 3 3 6 1 1 1 3 6 1 1 1 1 1 1 1 1		14	8	10		8		9						
Airline - Policy/Regulations/Service 2 Civil Rights - Not Specified 1 3 1 5 5 Civil Rights - Not Specified 1 1 3 1 5 5 Civil Rights - Not Specified 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							2							
Civil Rights					1									
Civil Rights - Not Specified   1														
Civil Rights - Perceived Religion   1			1					1						
Civil Rights - Sex	· · · · · · · · · · · · · · · · · · ·						1							1
Civil Rights - Sex								1						1
Customer Service			1				1							
Customer Service - TSO							1							
Lost and Found		3	1		1	3	6	1						15
Lost and Found - Airport/TSA	Customer Service - TSO	3	1		1	3	6	1						15
Mishandling of Passenger Property	Lost and Found		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items-C	Lost and Found - Airport/TSA		1	1										2
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property	1	1	2		2	1							7
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1		1	1							3
Patdown - Children	Mishandling of Passenger Property - Dam	1	1	1		1								
Patdown - Children						2		2						
Patdown - Flyer as Observer	Patdown - Children					1								
Patdown - Flyer as Observer   1						1		2						3
Persons w/ Disabilities (PWD)   2 2 1 3 1 2 2 2   1 3 1 2 2 2   1 3 3 1 2 2 2   1 3 3 1 2 2 2 3   1 3 3 1 2 2 2 3   1 3 3 1 2 2 2 3   1 3 3 1 2 2 2 3   1 3 3 1 2 2 2 3   1 3 3 1 2 2 2 3   1 3 3 1 2 2 2 3   1 3 3 3 3 3   1 3 2 3 3   1 3 2 3 2 3 3   1 3 3 3 3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3 3 3   3		1												
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability			2	1	3	1	2	2						
Persons w/ Disabilities (PWD) - Diabetes					- 0									
Persons w/ Disabilities (PWD) - Medically Necessary         1         2         1         1         5           Persons w/ Disabilities (PWD) - Mobility □         2         1         3           Persons w/ Disabilities (PWD) - Ostomy/Ostomates         1         1           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         2         2           Property - Special Handling         3         2         2           Property - Special Handling - Damaged Items - Carry-On         1         1           Property - Special Handling - Missing Items - Carry-On         2         1         1           Property - Special Handling - Missing Items - Carry-On         2         1         1         2           Property - Special Handling - Missing Items - Carry-On         2         1         1         3         3           Property - Special Handling - Missing Items - Carry-On         2         1         1         4           Request for Assistance         1         1         1         1         4           Request for Assistance - Other         1         3         3         3         16           Screening - Children         1         3         3         3         16           Screening - Crew Member or Airline Employee         <			tai /iviciitai					- '						
Persons w/ Disabilities (PWD) - Mobility □       1       3         Persons w/ Disabilities (PWD) - Ostomy/Ostomates       1       1         Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway       2       2         Property - Special Handling       3       2       2       3       10         Property - Special Handling - Damaged Items - Carry-On       1       1       1       1       1       1       1       2       2       1       3       3       3       3       3       3       3       3       3       3       3       3       3       3       4       1       1       1       1       1       4       1       3       3 </td <td>, ,</td> <td>1</td> <td>4</td> <td></td> <td>0</td> <td></td> <td></td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	, ,	1	4		0			4						
Persons w/ Disabilities (PWD) - Ostomy/Ostomates         1         1           Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         2         2           Property - Special Handling         3         2         2         3         10           Property - Special Handling - Damaged Item - Carry-On         1         1         2         1         2           Property - Special Handling - Damaged Item - Carry-On         2         1         2         3         4         3         3         3         3						ı		ı						
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         2         2           Property - Special Handling         3         2         2         3         10           Property - Special Handling - Damaged Items - Carry-On         1         1         1           Property - Special Handling - Missing Items - Carry-On         2         1         3           Property - Special Handling - Missing Item - Carry-On         2         1         3         3           Property - Special Handling - Missing Item - Carry-On         2         1         1         4           Request for Assistance         1         1         4           Request for Assistance - Other         1         1         1           Screening - Children         3         2         4         1         3         3         3         16           Screening - Crew Member or Airline Employee         1         1         1         2         1         1         2         1         1         2         1         1         2         1         2         1         1         2         1         1         2         1         1         1         3         3 <td< td=""><td></td><td></td><td>ı</td><td></td><td>4</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>			ı		4									
Property - Special Handling         3         2         2         3         10           Property - Special Handling - Damaged Items - Carry-On         1         1         1           Property - Special Handling - Damaged Items - Carry-On         2         1         3           Property - Special Handling - Missing Items - Carry-On         2         1         3           Property - Special Handling - Missing Items - Carry-On         2         1         4           Request for Assistance         1         1         4           Request for Assistance - Other         1         1         1           Screening         3         2         4         1         3         3         3           Screening - Children         1         1         3         3         16         3         1					1									
Property - Special Handling - Damaged Items - Carry-On       1       1         Property - Special Handling - Damaged Items - Carry-On       2       1       3         Property - Special Handling - Missing Items - Carry-On       2       1       3         Property - Special Handling - Missing Item       2       1       1       4         Request for Assistance       1       1       1       1         Request for Assistance - Other       1       1       1       1         Screening       3       2       4       1       3       3       3       16         Screening - Children       1			egway											
Property - Special Handling - Damaged It         1         2           Property - Special Handling - Missing Items - Carry-On         2         1         3           Property - Special Handling - Missing Item         2         1         1         4           Request for Assistance         1					2		3							
Property - Special Handling - Missing Item s - Carry-On         2         1         3           Property - Special Handling - Missing Item         2         1         1         4           Request for Assistance         1         1         1           Request for Assistance - Other         1         1         1           Screening         3         2         4         1         3         3         16           Screening - Children         1         1         1         1         1         1         1         1         1         1         1         1         2         1         2         1         1         1         2         1         1         1         1         2         1         1         2         1         2         1         1         2         1         2         1         1         2         1         2         1         2         1         2         1         2         1         2         1         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3			n	1										
Property - Special Handling - Missing Item         2         1         1         4           Request for Assistance         1         1         1           Request for Assistance - Other         1         1         1           Screening         3         2         4         1         3         3         16           Screening - Children         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         1         1         1         2         1         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         2         1         2         1         2         1         2         2         1         2         2         1         2         2         1         2         2         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3         3 </td <td></td>														
Request for Assistance       1       1         Request for Assistance - Other       1       1         Screening       3       2       4       1       3       3       16         Screening - Children       1       1       1       1         Screening - Crew Member or Airline Employee       1       1       1         Screening - Inconsistency       1       1       2	Property - Special Handling - Missing Iten	ns - Carry-On			2		1							3
Request for Assistance       1       1         Request for Assistance - Other       1       1         Screening       3       2       4       1       3       3       16         Screening - Children       1       1       1       1         Screening - Crew Member or Airline Employee       1       1       1         Screening - Inconsistency       1       1       2	Property - Special Handling - Missing Iten	2		1			1							4
Request for Assistance - Other       1       1         Screening       3       2       4       1       3       3       16         Screening - Children       1       1       1       1         Screening - Crew Member or Airline Employee       1       1       1         Screening - Inconsistency       1       1       2														1
Screening         3         2         4         1         3         3         16           Screening - Children         1         1         1         1           Screening - Crew Member or Airline Employee         1         1         1           Screening - Inconsistency         1         1         2	· · · · · · · · · · · · · · · · · · ·	1												1
Screening - Children         1         1           Screening - Crew Member or Airline Employee         1         1           Screening - Inconsistency         1         1         2	· · · · · · · · · · · · · · · · · · ·		2	4	1		3	3						
Screening - Crew Member or Airline Employee         1         1           Screening - Inconsistency         1         1         2		Ĭ												
Screening - Inconsistency 1 1 2		lovee			1									
	-	,	1					1						
50.00.mg - 1 1000du1001 100000		2		2			•							
	Octobring - Frocedules/Frocess		ı	3			3							12

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
A00								1					1
2024								1					1
Customer Service								1					1
Customer Service - TCC								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
APN				1			1				1		3
2024				1							1		2
Civil Rights											1		1
Civil Rights - Race											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checl	ked		1									1
2025							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
ART	1				1								2
2024	1				1								2
Patdown	1												1
Patdown - Flyer	1												1
Screening					1								1
Screening - Procedures/Process					1								1

					eler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	3	2	1	11	10	3	2	1	2	2	1	3	4
2024	3	2		8	8		1	1	2	2	1	3	3
Civil Rights		1								1			
Civil Rights - Constitutional Rights										1			
Civil Rights - Race		1											
Customer Service				2	3		1		1				
Customer Service - TSO				2	3		1		1				
Mishandling of Passenger Property				1	1								
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	1	1								
Persons w/ Disabilities (PWD)	1	1										1	
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	1											
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)										1	
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Carry	-On										1	
Screening	2			5	4			1	1	1	1	1	1
Screening - Lengthy Lines				5	2				1	1	1	1	
Screening - Procedures/Process	2				2			1					
2025			1	3	2	3	1						1
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights					1								
Civil Rights - Race					1								
Customer Service			1	1	1	1							
Customer Service - TSO			1	1	1	1							
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage			1						
Screening	_	-		2		1							
Screening - Lengthy Lines				1		1							
Screening - Procedures/Process				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
ATL	411	307	377	360	343	363	398	192	228	231	218	249	3,677
2024	155	107	116	164	172	159	168	192	228	231	218	249	2,159
Additional Information Required/Insufficient In	formation			1			1	2					4
Additional Information Required/Insufficie	nt Information	- EMAIL O	NLY	1			1	2					4
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Fly	1	4	4		1	0		0				0	1
Airline Airline - Lost Baggage	1	1	1		1	2		3	6	5 1	2	2	24
Airline - Policy/Regulations/Service	1	1	1			1		3	5	2	2	1	17
Airline - Positive Bag Match Program										1			1
Airline - Wheelchair Assistance					1	1				1		1	4
Civil Rights	2	5	2	6	5	7	7	7	12	6	8	7	74
Civil Rights - Age				1				2	1	1		1	6
Civil Rights - Civil Rights Violation (TSA E	mployee)	1											1
Civil Rights - National Origin			1		1				1		2	1	6
Civil Rights - Not Specified			1	1	3		2	1			1		9
Civil Rights - Other	1	1		1							1		4
Civil Rights - Perceived Religion						4	1						1
Civil Rights - Profiling Civil Rights - Race	1	2		3		1 4	4	3	8	3	4	3	35
Civil Rights - Sex	'	1		3	1	2	4	1	2	1	4	2	10
Civil Rights - Sexual Orientation		!			'			'		1			10
Claims							1	3		'			4
Claims - General							1	3					4
CLEAR											1		1
CLEAR - Registered Traveler											1		1
Customer Service	56	52	59	77	84	63	80	62	81	95	78	83	870
Customer Service - CSM						1	1						2
Customer Service - Others				1	1	1	2		2		1		8
Customer Service - TCC	1	1		3	1		1			1		2	10
Customer Service - TSO	55	51	59	73	82	61	76	62	79	94	77	81	850
DHS TRIP			2		2			1		1	1		7
DHS TRIP - General			1		2			1		1	1		6
DHS TRIP - Status			1										1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General			4	4		0	4	1		0		4	1
Locks Conord	1		1	1		2	1	1		2	3	1	13
Locks - General Locks - Missing or Damaged Lock	1		1	1		2	1	1		2		1	1
Lost and Found	3		1	7		2 1	ı	1	4	3		6	12 27
Lost and Found - Airport/TSA	3		1	7		1		1	4	3	1	6	27
Mishandling of Passenger Property	7	7	10	18	29	35	27	34	33	40	25	31	296
Mishandling of Passenger Property - Dam			1										1
Mishandling of Passenger Property - Dam		3	3	12	21	23	19	23	19	29	23	18	195
Mishandling of Passenger Property - Dam	5	4	6	5	6	12	6	10	10	10	2	11	87
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsUns	specified I	1	2		2	1	3				9
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on o	r Checked						1	1		2	4
No Jurisdiction	3	2	1	4	5	1		4	10	4	10	4	48
No Jurisdiction - No Referral	1		1	1	1			2	2	4	2	1	15
No Jurisdiction - Refer to CBP	2	2		2	4	1		2	3		5	2	23
No Jurisdiction - Refer to Other			4	1	4				5		3	1	10
No Subject No Subject - General			1 1		1 1								2
Patdown			1	3	3	4	4	3	1	2	2	6	29
Patdown - Flyer			1	3	3	4	4	3	1	2			29
Persons w/ Disabilities (PWD)	2	9	8	6	6	10	8	13	9	17	22	25	135
Persons w/ Disabilities (PWD) - Autism S			2			1	1	1	3	2		1	11
Persons w/ Disabilities (PWD) - Cancer (		Breast Cano						1					1
Persons w/ Disabilities (PWD) - Cognitive	,							1		2	1	2	6
Persons w/ Disabilities (PWD) - Diabetes		1	1	1			1			2			9
Persons w/ Disabilities (PWD) - General				1	2	1	1		1	1	2	5	14
Persons w/ Disabilities (PWD) - Hearing I			1	1	1	1			2	2	1	1	11
Persons w/ Disabilities (PWD) - Internal N		1						1					2
Persons w/ Disabilities (PWD) - Medical I			-					2					2
Persons w/ Disabilities (PWD) - Medically		/ledicatior	1		1	2	2	1	1		2	9	19
Persons w/ Disabilities (PWD) - Metal Im	,								1		1		2
Persons w/ Disabilities (PWD) - Mobility [		1	2	2	2	2	1	1		1	5	1	18
Persons w/ Disabilities (PWD) - Ostomy/0							1	4		1		0	1
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av		rouma)					I	1		1	3	2	5
Persons w/ Disabilities (PWD) - Visual Im		1				1				1	3	· ·	3
Persons w/ Disabilities (PWD) - Wheelch	-	5	1	1		2	1	4	1	4	4	3	27
Property - Special Handling	15	7	13	18	10	11	18	19	23	20	21	22	197
Property - Special Handling - Damaged It		1	2	11	4	4	10	8	9	10		11	83
Property - Special Handling - Damaged It		2	2	1		2	1	1	1		3	1	15
Property - Special Handling - Missing Iter		1	5	5	2	3	7	8	11	6		8	70
Property - Special Handling - Missing Iter		3	4	1	4	2		2	2	4	1	2	29
Request for Assistance			1					1		1			3
Request for Assistance - Other			1					1		1			3
Screening	65	24	15	23	25	23	20	37	49	35	44	62	422
Screening - Children		1											1
Screening - Crew Member or Airline Emp												1	1
Screening - Inconsistency	7		1		2	2	4	2	2	3	2	6	31
Screening - International Screening				_			_			1			1
Screening - Lengthy Lines	33	6	5	6	12	12	6	17	13	10	17	27	164
Screening - Procedures/Process	25	17	7	13	8	7	8	17	29	21	22	26	200

Surveys   Servers   Serv	Catagories	40.0=4			Center Trav				OF Mass	00 1	07 1	00 4	00 0	Total
Security Standard Program   1	Categories	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
Structure   Chan Grant   Change   Cha		cated Items			4	3	2	2	1	4				20
STATE   Security Selections Display Associated   Security Security Selections Display Associated   Security S				1								1	. 1	3
STICK, (Search y Manifestation Delay About)										1				1
Additional Information Pergunare Information	SIDA (Security Identification Display Area)							1						1
Additional information Recurrent information of the control of the	SIDA (Security Identification Display Area	a) - General						1						1
Additional Information Research Research Information C. PANL, ONCY  APPLICATION CONTROL 1	2025	256	200	261	196	171	204	230						1,518
Aviline — Degree Regardements  Author — Polysiphe polysiphers	Additional Information Required/Insufficient In	formation				2								2
Aviline — Degree Regardements  Author — Polysiphe polysiphers	Additional Information Required/Insufficie	nt Information	- EMAIL ONLY			2								2
Artine - Lea Degagage	Airline	1	4		6	1	5	7						24
Artine - Lea Degagage	Airline - Baggage Requirements							1						1
Affire - PolicyPerplayations/Derived Over Rights - Policy - Policy - PolicyPerplayations/Derived Over Rights - Policy - Poli					1		3							4
Antimes - Winestelland Anaelistence 1			4			1		5						16
Annata Carry On		1												3
Armale - Carry-On Civil Rights - Andrew 1		· '			'		1	'						1
Cut Rights - Age							1							1
Cold Rights - Age   Cold Rights - Controlloring Rights   1			6	0	4	0	11	10						
Civil rigida - Constational Rigida  Civil Rights - Habored Crighting  Civil Rights - Habored Crighting  Civil Rights - Habored Crighting  Civil Rights - Hose Regular Crighting  Civil Righting  Civil Rights - Hose Regular Crighting  Civil Righting  Civ		0				0								57
Colf Rigids - Not Specified 1					1		3							9
Civil Tiglids - Not Specified			1	_										1
Civil Tignits - Order of Resignor   1		1												8
Coli Tigglis - Proteings						2	1	3						7
Civil Engins - Foreign		1		1										2
Chill Rights - Robert of Petiglous or Cultural Garments Chill Rights - Sorgering of Religious or Cultural Garments Chill Rights - Garment of Child R							2	1						3
Civil Rights - Sex or Sevening of Religious or Cultural Carments   1	Civil Rights - Profiling													1
Column   C	Civil Rights - Race	3	3	1	2	4	5	3						21
Claims - General	Civil Rights - Screening of Religious or Co	ultural Garme	ents	1										1
CLEAR - Registered Traveler	Civil Rights - Sex	2	1			1								4
CLEAR Registered Tevelor 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Claims					1								1
CLEAR   CLEAR   Content Service   CLEAR   CL						1								1
CLEAR. Regulared Traveler		1						1						2
Customer Service														2
Customer Service - Cibbra			68	74	57	59	63							489
Customer Service - Others		- 00						10						2
Customer Service - TCC		1		2		2	1							9
Customer Service - ISO														2
DHS TRIP  DHS TRIP - Ceneral  Freedom of Information Act (FOIA)  Human Capital  Human Capital  Human Capital  Human Capital  Freedom of Information Act (FOIA)  Human Capital  Human Capital  Freedom of Information Act (FOIA)  Human Capital  Losi and Found  A 2 2 2 2 1  Losi and Found  Losi and Found  A 2 6 1 5 5 6  Losi and Found  Mishanding of Passenger Property  18 18 29 14 10 16 15 1  Mishanding of Passenger Property  19 10 24 12 7 11 8  Mishanding of Passenger Property - Darn 3 5 5 6 2 2 3 3 6  Mishanding of Passenger Property - Darn 1 1 0 24 12 7 11 8  Mishanding of Passenger Property - Darl 1 2 1 1  Mishanding of Passenger Property - Darl 2 1 1 1 1  Mishanding of Passenger Property - Darl 3 5 5 5 2 2 3 6  Mishanding of Passenger Property - Darl 3 5 5 5 1 1 10  No Jurisdiction - No Referral 1 2 1 1 1 1  No Jurisdiction - No Referral 1 2 3 1 1 1 1  No Jurisdiction - No Referral 1 2 2 3 1 1 1 1  No Jurisdiction - Refer to CBP 6 5 7 5 2 9 6  Mol Substitution - Refer to CBP 6 5 7 5 2 9 6  Mol Substitution - Refer to CBP 7 8 5 7 5 2 9 6  Patdown - Figer as Observer 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			65	72		57	62	70						476
DHS TRIP - General		00	03	12	54		02	70						4/0
Freedom of Information Act (FOIA) - General														- 1
Freedom of Information Act (FOLA) - General   1						1		-						1
Human Capital - Current Employee														1
Human Capital - Current Employee		1						1						1
Human Capital - Prospective Employment with TSA   Locks   Locks   S				1										2
Locks - Missing or Damaged Lock   2														1
Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA				1										1
Lost and Found														7
Lost and Found - Airport/TSA		2			2									7
Mishandling of Passenger Property		4												29
Mishandling of Passenger Property - Dam	Lost and Found - Airport/TSA	4	2	6	1	5	5	6						29
Mishandling of Passenger Property - Dam's   3   5   5   2   2   3   6	Mishandling of Passenger Property	18	18	29	14	10	16	15						120
Mishandling of Passenger Property - Damaged/Missis	Mishandling of Passenger Property - Dam	14	10	24	12	7	11	8						86
Mishandiling of Passenger Property - Disa	Mishandling of Passenger Property - Dam	3	5	5	2	2	3	6						26
No Jurisdiction	Mishandling of Passenger Property - Dam	naged/Missii	1				1							2
No Jurisdiction - No Referral   1	Mishandling of Passenger Property - Disa	1	2			1	1	1						6
No Jurisdiction - No Referral	No Jurisdiction	10	5	9	5	5	11	10						55
No Jurisdiction - Refer to CBP		1		2		3	1	4						11
Notice of Violation/Civil Penalties	No Jurisdiction - Refer to CBP	6	5				9							40
Notice of Violation/Civil Penalties														4
Notice of Violation/Civil Penalties - General					1									2
Patdown - Flyer   2   1   3   1   1   1   2   2   2   3   1   1   1   2   2   3   3   1   1   1   2   3   3   3   3   3   3   3   3   3		ral												2
Patdown - Flyer as Observer			4	2		- 1		2						11
Persons w/ Disabilities (PWD) - Autism Spectrum			I											
Persons w/ Disabilities (PWD)	•		4	3	ı	1	1							10
Persons w/ Disabilities (PWD) - Autism Spectrum	· · · · · · · · · · · · · · · · · · ·	45		00	0.5	40	47	40						1
Persons w/ Disabilities (PWD) - Breast Cancer						16								149
Persons w/ Disabilities (PWD) - Cognitive / Developm 3 1 1   1	. ,		1	1	3		1							8
Persons w/ Disabilities (PWD) - Diabetes   1						1		1						2
Persons w/ Disabilities (PWD) - General   1	. , ,													5
Persons w/ Disabilities (PWD) - Hearing Impairment   3	. ,	1	2				1							10
Persons w/ Disabilities (PWD) - Internal Medical Devices   3   3   1	Persons w/ Disabilities (PWD) - General	1	1	2	1		3	3						11
Persons w/ Disabilities (PWD) - Medical Devices - At	Persons w/ Disabilities (PWD) - Hearing I	Impairment			3	1		2						6
Persons w/ Disabilities (PWD) - Medically	Persons w/ Disabilities (PWD) - Internal M	Medical Device	es	3	3	1								7
Persons w/ Disabilities (PWD) - Metal Implants (joint)       1       1         Persons w/ Disabilities (PWD) - Mobility Disability (Nr       4       1       2       2         Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts       2         Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm       1       1       1         Persons w/ Disabilities (PWD) - Service A       3       1       2       1       1         Persons w/ Disabilities (PWD) - Touch Aversion (pair       1       1       1       1         Persons w/ Disabilities (PWD) - Visual Impairment       2       1       1       1         Persons w/ Disabilities (PWD) - Wheelcha       3       8       9       2       8       2       5         Property - Special Handling       31       19       26       22       18       16       15       1         Property - Special Handling - Damaged It       10       5       13       9       9       7       6         Property - Special Handling - Damaged It       2       5       3       1       2         Property - Special Handling - Missing Iten       15       7       11       8       3       5       5         Property - Special Handling - Missing Iten	Persons w/ Disabilities (PWD) - Medical I	Devices - At	1			1	1	1						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)	Persons w/ Disabilities (PWD) - Medically	7	3	5	6	2	2	3						28
Persons w/ Disabilities (PWD) - Mobility Disability (Ni					1		1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts   2			4	1	2	2	5							14
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipmot   1														2
Persons w/ Disabilities (PWD) - Service A   3	. , ,			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair   Persons w/ Disabilities (PWD) - Visual Impairment   2   1							1	1						8
Persons w/ Disabilities (PWD) - Visual Impairment         2         1           Persons w/ Disabilities (PWD) - Wheelch         3         8         9         2         8         2         5           Property - Special Handling         31         19         26         22         18         16         15         1           Property - Special Handling - Damaged It         10         5         13         9         9         7         6           Property - Special Handling - Damaged It         2         5         3         1         2           Property - Special Handling - Missing Iten         15         7         11         8         3         5         5           Property - Special Handling - Missing Iten         4         2         2         2         5         2         4           Request for Assistance         2         1         8         3         5         5         5         2         4           Request for Assistance - Other         2         1         8         3         5         5         2         4         4         2         2         5         2         4         4         4         2         2         2         4 <td< td=""><td>. ,</td><td></td><td></td><td></td><td></td><td></td><td></td><td>'</td><td></td><td></td><td></td><td></td><td></td><td>1</td></td<>	. ,							'						1
Persons w/ Disabilities (PWD) - Wheelcha         3         8         9         2         8         2         5           Property - Special Handling         31         19         26         22         18         16         15         1           Property - Special Handling - Damaged It         10         5         13         9         9         7         6           Property - Special Handling - Damaged It         2         5         3         1         2           Property - Special Handling - Missing Iten         15         7         11         8         3         5         5           Property - Special Handling - Missing Iten         4         2         2         2         5         2         4           Request for Assistance         2         1         8         3         5         5         5           Request for Assistance - Other         2         1         8         2         5         2         4         4	. , ,			2	1									3
Property - Special Handling         31         19         26         22         18         16         15         1           Property - Special Handling - Damaged It         10         5         13         9         9         7         6           Property - Special Handling - Damaged It         2         5         3         1         2           Property - Special Handling - Missing Iten         15         7         11         8         3         5         5           Property - Special Handling - Missing Iten         4         2         2         2         5         2         4           Request for Assistance         2         1         8         3         5         5         2         4         4         4         2         2         2         5         2         4         4         4         2         2         2         5         2         4	. ,		Ω			٥	2	_						37
Property - Special Handling - Damaged It       10       5       13       9       9       7       6         Property - Special Handling - Damaged It       2       5       3       1       2         Property - Special Handling - Missing Iten       15       7       11       8       3       5       5         Property - Special Handling - Missing Iten       4       2       2       2       5       2       4         Request for Assistance       2       1 </td <td>. ,</td> <td></td>	. ,													
Property - Special Handling - Damaged It         2         5         3         1         2           Property - Special Handling - Missing Iten         15         7         11         8         3         5         5           Property - Special Handling - Missing Iten         4         2         2         2         5         2         4           Request for Assistance         2         1         2         1         1         1         2         1         1         2         1         1         2         1         1         2         1         2         1         2         2         1         2         1         2         2         2         2         2         2         2         3         3         5         5         2         4         4         2         2         2         4         2 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>147</td></t<>														147
Property - Special Handling - Missing Iten         15         7         11         8         3         5         5           Property - Special Handling - Missing Iten         4         2         2         2         5         2         4           Request for Assistance         2         1           Request for Assistance - Other         2         1				13				6						59
Property - Special Handling - Missing Iten 4 2 2 2 5 2 4  Request for Assistance 2 1  Request for Assistance - Other 2 1				4.4				_						13
Request for Assistance 2 1 Request for Assistance - Other 2 1														54
Request for Assistance - Other 2 1				2	2	5	2	4						21
	·													3
Screening 70 51 73 58 42 55 64 4														3
	Screening	70	51	73	58	42	55	64						413
	Screening	70	51	73	58	42	55	64						41

		13	A Contact v	seniter may	veiei comp	iaiiila nepi	JIL						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Children				1									1
Screening - Crew Member or Airline E	mployee			2		1	1						4
Screening - Inconsistency	5	4	1	3	6	3	4						26
Screening - International Screening		1											1
Screening - Lengthy Lines	29	11	29	27	9	18	23						146
Screening - Military		1											1
Screening - Procedures/Process	34	34	40	23	25	30	33						219
Screening - Retrieving Abandoned/Co	nfis 1		3	2	2	3	2						13
Screening - Security Breach	1						1						2
TWIC	1					1							2
TWIC - General	1					1							2

		TS	A Contact	Center Trav	veler Comp	olaints Rep	ort						
Categories	10-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	2	2	2	1	1	2	5	2		4			21
2024	1	2				1	1	2		4			11
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Patdown							1						1
Patdown - Children							1						1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Servic	e Animals	1											-
Property - Special Handling		1											1
Property - Special Handling - Missing I	ems - Checke	1											-
Screening	1					1		1		2			5
Screening - Inconsistency						1				2			3
Screening - Procedures/Process	1							1					2
2025	1		2	1	1	1	4						10
Customer Service	1		1		1		2						5
Customer Service - TSO	1		1		1		2						5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Bag	1									1
Screening			1			1	2						4
Screening - Inconsistency							1						1
Screening - Procedures/Process			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
ATY			1								2		3
2024											2		2
Patdown											1		1
Patdown - Flyer											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2025			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
AUG	1					2							3
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1
2025						2							2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d		1							1
Screening						1							1
Screening - Procedures/Process						1							1

Categories	10-Oct				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	66	78	67	69	48	56	70	46	32	44		40	655
2024	33	37	38	28	25	22	38	46	32	44	39	40	422
Additional Information Required/Insufficient In								1					1
Additional Information Required/Insufficien	nt Information	- EMAIL ON	LY					1					1
Advanced Imaging Technology (AIT)	105											1 1	1
Advanced Imaging Technology (AIT) - Fly Airline	l l				1				1			1	1 3
Airline - Policy/Regulations/Service					1				1			1	3
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - Gene	ral											1	1
Civil Rights	1	2		3	5		3		1	2	2	2	21
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights		1			1								2
Civil Rights - Headwear				1	4								1
Civil Rights - National Origin Civil Rights - Not Specified				1	1		1			1	2		5
Civil Rights - Other		1		1			1			ı			2
Civil Rights - Race		'										1	1
Civil Rights - Sex	1			1	3		1			1		1	8
Claims										1			1
Claims - Status										1			1
CLEAR								1					1
CLEAR - Registered Traveler								1					1
Customer Service	7	6	14	16	8	10	11	10	5	20	12	13	132
Customer Service - Others			1					1					2
Customer Service - TCC	7		40	40	0	40	2	^		00	40	12	127
Customer Service - TSO Locks	7 2	6	13	16	8	10	9	9	5	20	12	12	127
Locks  Locks - Missing or Damaged Lock	2		1 1			1 1		3					7
Locks - Missing of Damaged Lock  Lost and Found			2			1		3	1			1	5
Lost and Found - Airport/TSA			2			1			1			1	5
Mishandling of Passenger Property	5	3	5	3	1	2	8	2	3	3	6	2	43
Mishandling of Passenger Property - Dam		2	4	2		2	2	1	1	2		2	22
Mishandling of Passenger Property - Dam		1	1		1		4	1	2	1	3		16
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	Checked	1			1				1		3
No Jurisdiction		1	1				1	1	2	1	1		8
No Jurisdiction - No Referral							1	1		1	1		4
No Jurisdiction - Refer to CBP		1	4						1				2
No Jurisdiction - Refer to Other  Patdown	4	4	1 2	1			2	- 4	1			2	2
Patdown - Children	4	4		1	1	2	3	1	3	2	1	3	27
Patdown - Flyer	4	3	2		'	2	3	1	3	2	1	3	24
Patdown - Flyer as Observer		1		1									2
Persons w/ Disabilities (PWD)	1	2	3	1	1	3	6	7	5	7	4	2	42
Persons w/ Disabilities (PWD) - Autism S	pectrum							1	1				2
Persons w/ Disabilities (PWD) - Breast Ca										1			1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental D	Disability				1	1	1				3
Persons w/ Disabilities (PWD) - Diabetes	1		2						1				4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing I								1		1		4	2
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical [			1									1	1
Persons w/ Disabilities (PWD) - Medical L				Sunnlies					2	2	1	1	6
Persons w/ Disabilities (PWD) - Metal Imp		2	u Medical c	Jupplies						1		1	4
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)				2	2		1			5
Persons w/ Disabilities (PWD) - Prosthesi			,				1						1
Persons w/ Disabilities (PWD) - Touch Av						2							2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		1	1	1	2	1			2		8
Persons w/ Disabilities (PWD) - Wounded	Warrior							1					1
Property - Special Handling	5	6	5	2	1		1	1	4	3		4	34
Property - Special Handling - Damaged It		5	1	2	1				3	2		2	20
Property - Special Handling - Damaged It			1				1						2
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten		1	1						1	1	1	2	9
Screening	ns - Checked 8	13	1 5	2	7	3	5	1 19	7	5		10	95
Screening - Crew Member or Airline Empl		13	1		- 1	1	5	19		5	- 11	10	3
Screening - Crew Member of Affiliae Employ	2	1	1	2	1	1	1	1	1		4	1	14
Screening - Lengthy Lines	2	1	2		•	1	1	10	2	3		3	26
Screening - Procedures/Process	4	10	2		6	1	3	7	3	2		6	50
Screening - Retrieving Abandoned/Confis	cated Items							1					1
Screening - Security Breach									1				1
2025	33	41	29	41	23	34	32						233
Airline Pull of Paradations (Coming		1	1		1								3
Airline - Policy/Regulations/Service	4	1	1	0	1	A	0						3
Civil Rights	1		2	2		1	2						8
Civil Rights - Age			1			4							1
Civil Rights - Constitutional Rights Civil Rights - National Origin			1			1							1
Civil Rights - Not Specified			1	1			1						2
Civil Rights - Race				1			1						2
Civil Rights - Sex	1			1			1						1
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	9	9	2	10	5	11	5						51
Customer Service - TSO	9	9	2	10	5	11	5						51

			A Contact	Center Tra	veler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP			1										1
DHS TRIP - General			1										1
Human Capital		1											1
Human Capital - Prospective Employmen	t with TSA	1											1
Locks		2			1								3
Locks - Missing or Damaged Lock		2			1								3
Lost and Found	1		1			1							3
Lost and Found - Airport/TSA	1		1			1							3
Mishandling of Passenger Property	3	5	3	2	3		2						18
Mishandling of Passenger Property - Dan	2	1	1	1			1						6
Mishandling of Passenger Property - Dan	1	4	2	1	3		1						12
No Jurisdiction	2	2	1	2									7
No Jurisdiction - No Referral	2	2		2									6
No Jurisdiction - Refer to CBP			1										1
Patdown	2	1	1		2	1	1						8
Patdown - Flyer	2	1	1		2	1	1						8
Persons w/ Disabilities (PWD)	7	4	4	4	2	6	5						32
Persons w/ Disabilities (PWD) - Breast C	ancer						1						1
Persons w/ Disabilities (PWD) - Cognitive	2	1	1										4
Persons w/ Disabilities (PWD) - Diabetes	1					1							2
Persons w/ Disabilities (PWD) - General		1	1	1									3
Persons w/ Disabilities (PWD) - Hearing		2				1	1						4
Persons w/ Disabilities (PWD) - Medically	2					2	1						5
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1		1								2
Persons w/ Disabilities (PWD) - Mobility I	1		1	2	1	1							6
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts				1							1
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	ler Equipme	ent				1						1
Persons w/ Disabilities (PWD) - Touch Av	version (pain	/trauma)		1									1
Persons w/ Disabilities (PWD) - Wheelch	1						1						2
Property - Special Handling	2	3	4	6	3	4	4						26
Property - Special Handling - Damaged It	1	2	2	2	2	2	4						15
Property - Special Handling - Damaged It	ems - Check	red		1									1
Property - Special Handling - Missing Iter	1	1	1	2		1							6
Property - Special Handling - Missing Iter	ns - Checke	d	1	1	1	1							4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	6	13	9	14	6	9	13						70
Screening - Crew Member or Airline Emp	loyee	1			1								2
Screening - Inconsistency			2	3			1						6
Screening - Lengthy Lines	3	6		2	3	1	2						17
Screening - Procedures/Process	3	6	7	9	2	6	10						43
Screening - Retrieving Abandoned/Confis	cated Items					2							2

TSA Contact Center Traveler Complaints Report													
Categories	10-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	10	15	9	8	6	9	9	8	10	18	5	1	108
2024	10	9	7	6	1	4	3	8	10	18	5	1	82
Civil Rights	1			1							1		3
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Other											1		1
Customer Service	2	5	3	1	1	1		4	4	3	2		26
Customer Service - TCC	1												1
Customer Service - TSO	1	5	3	1	1	1		4	4	3	2		25
Lost and Found			1							1			2
Lost and Found - Airport/TSA			1							1			2
Mishandling of Passenger Property		1		1				2	1	1			6
Mishandling of Passenger Property - Dar	naged/Missir	g ItemsCa	arry-on Lug	gage					1	1			2
Mishandling of Passenger Property - Dar	naged/Missir	1		1				1					3
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked					1					1
No Jurisdiction			1					1					2
No Jurisdiction - Refer to Other			1					1					2
Patdown	1			2						1			4
Patdown - Children										1			1
Patdown - Flyer	1			2									3
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Hearing	I Impairment								1				1
Persons w/ Disabilities (PWD) - Medicall		Medication	and Medica	I Supplies				1					1
Property - Special Handling				очьроо				•				1	1
Property - Special Handling - Damaged I	i ems - Carry-	On										1	1
Screening	6	3	2	1		3	3		4	12	2		36
Screening - Crew Member or Airline Emp									1				1
Screening - Inconsistency	1		1								1		3
Screening - Lengthy Lines	4	2	1			1	2		3	6	1		20
Screening - Procedures/Process	1	1		1		2	1			6			12
2025		6	2	2	5	5	6						26
Civil Rights							1						1
Civil Rights - Sex							1						1
Customer Service		1		1	1		1						4
Customer Service - TSO		1		1	1		1						4
Locks		'		1	'								1
Locks - Missing or Damaged Lock				1									1
No Jurisdiction				- 1		1							1
No Jurisdiction - No Referral						1							
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - Gene	rol					1							1
Persons w/ Disabilities (PWD)	iai	1			1	1	2						5
,	/ Naccoon		and Madias	d Cumpling	1	1							1
Persons w/ Disabilities (PWD) - Medicall		Medication	and iviedica	ii Supplies	1	4							
Persons w/ Disabilities (PWD) - Metal Im	,	4				1							1
Persons w/ Disabilities (PWD) - Prosthes		1					0						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway			4		2						2
Property - Special Handling			1		1								2
Property - Special Handling - Damaged I			4		1								1
Property - Special Handling - Missing Itel	ns - Checked		1										1
Screening		4	1		2	2	2						11
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process		3	1		1	1							6
Screening - Retrieving Abandoned/Confis	scated Items	1					1						2

TSA Contact Center Traveler Complaints Report													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP		3	1	3	2			2	1	1	3		1
2024		1		1				2	1	1	3		
Civil Rights											1		
Civil Rights - Race											1		
Customer Service		1								1	1		
Customer Service - TSO		1								1	1		
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-on	or Checke	d				1					
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Touch A	Aversion (pair	n/trauma)							1				
Screening				1				1					
Screening - Inconsistency								1					
Screening - Procedures/Process				1									
2025		2	1	2	2								
Customer Service		1			1								
Customer Service - TSO		1			1								
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property				2									
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	1									
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	. 1									
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Medica	lly Necessary	Medication	and Medic	al Supplies	1								
Property - Special Handling		1											
Property - Special Handling - Damaged	Items - 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
AZO					1				1				2
2024					1				1				2
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling									1				1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1

Categories	10 0=+					laints Repo		OE Marr	06 1	07 11	00 A	00 84	Total
				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	19	20	19	21	23	16	23	13	11	14	20	13	212
2024	11	9	10	9	13	5	14	13	11	14	20	13	142
Airline Policy/Pogulations/Sorvice					1			1 1					2
Airline - Policy/Regulations/Service Civil Rights	2	2	2		1		1	I		1			9
Civil Rights - Headwear			1							- 1			1
Civil Rights - National Origin							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race	,	2								1			3
Civil Rights - Sex	1		1		1								3
CLEAR			•		•			1					1
CLEAR - Registered Traveler								1					1
Customer Service	4	2	5	5	1	1	6	3	3	1	3	1	35
Customer Service - TSO	4	2	5	5	1	1	6	3	3	1	3	1	35
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	4	1	1	2	1	2	5		21
Mishandling of Passenger Property - Dam			-on Lug	1	2		1	1	1	1	3		11
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1		2	1		1		1	2	2	10
No Jurisdiction							1			1			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1		1	1			1		1			7
Patdown - Children	_	1											1
Patdown - Flyer	2							1		1			4
Patdown - Flyer as Observer				1	1								2
Persons w/ Disabilities (PWD)	1	2	1		1	2	1	1	3	1	4	6	23
Persons w/ Disabilities (PWD) - Autism S		4 - 1 / 1/4 4 - 1   17	t. 100e .						1				1
Persons w/ Disabilities (PWD) - Cognitive		itai /ivientai L	isability						4			1	1
Persons w/ Disabilities (PWD) - Diabetes		nainga/Maaka							1				2
Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General	3aments/Dre:	ssirigs/iviasks	•							1	1		2
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	mnoirmont									I	1		
Persons w/ Disabilities (PWD) - Hearing I		shed to the B	ody			1					- 1		1
Persons w/ Disabilities (PWD) - Medically		1	ouy		1		1		1			1	6
Persons w/ Disabilities (PWD) - Mobility I		Wheelchair o	or Scooter)		'	1		1	'			3	5
Persons w/ Disabilities (PWD) - Prosthesi			1			'		'					1
Persons w/ Disabilities (PWD) - Wheelch		1											1
Property - Special Handling		•			1		1		1	4	2		9
Property - Special Handling - Damaged It	ı ems - Carrv-O	n					1		1	1	1		4
Property - Special Handling - Damaged It							•			1			
Property - Special Handling - Missing Iten										1	1		2
Property - Special Handling - Missing Iten					1					1			2
Screening	2	2	1	2	3	1	2	4	3	2	5	3	30
Screening - Crew Member or Airline Emp	loyee	1			1								2
Screening - Inconsistency	1						1		1				3
Screening - Lengthy Lines			1	2	1	1		2		1	1	1	10
Screening - Procedures/Process	1	1			1		1	2	1	1	4	2	14
Screening - Retrieving Abandoned/Confis	cated Items								1				1
2025	8	11	9	12	10	11	9						70
Airline	1												1
Airline - Wheelchair Assistance	1												1
Civil Rights	1			2	1	1	2						7
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race				2	1	1	1						5
Customer Service - TSO	1	2	11	4	2	2	2						14
Locks	1	2	1	4	1	2	2						14
Locks - Missing or Damaged Lock					1								1
Lost and Found			1		1	1							3
Lost and Found - Airport/TSA			1		1	1							3
Mishandling of Passenger Property	1		1	1	1	1							5
Mishandling of Passenger Property - Dam	l naged/Missing	Items C	1	1	- 1	- 1							2
Mishandling of Passenger Property - Dam		itemsc	- 1	- 1	1								2
Mishandling of Passenger Property - Disa		Carry on or I	hacked		- 1	1							1
No Jurisdiction	inayeu items-	Carry-orr or	Silecked			1							1
No Jurisdiction - Refer to CBP						1							1
Patdown			1	1		1							3
Patdown - Flyer			1	1		1							3
Persons w/ Disabilities (PWD)	1	4	3		2	3	1						14
Persons w/ Disabilities (PWD) - Breast Ca		-				0	1						1
Persons w/ Disabilities (PWD) - Cognitive		2	1				'						3
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Medically	Necessary	1	•		1	1							3
Persons w/ Disabilities (PWD) - Mobility I		1			1	'							2
Persons w/ Disabilities (PWD) - Prosthesi						1							1
Persons w/ Disabilities (PWD) - Wheelch			1										1
Property - Special Handling		5 ,	1				1						2
Property - Special Handling - Damaged It	i ems - Carrv-Ω	n	1										1
Property - Special Handling - Missing Iten			•				1						1
Screening	3	5	1	4	2	1	3						19
Screening - Inconsistency	_				1								1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines		1	1	2									4
Screening - Procedures/Process	3	4		2	1	1	3						14

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET	1												1
2025	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	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
BFD							1						1
2024							1						1
Customer Service							1						1
Customer Service - TSO							1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFF			1							1			2
2024										1			1
Civil Rights										1			1
Civil Rights - Sexual Orientation										1			1
2025			1										1
Screening			1										1
Screening - Inconsistency			1										1

		. •	A Contact		. U.U. UUp								
Categories	10-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			1	2	2				1	1			7
2024					2				1	1			4
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			1
Screening					1								1
Screening - Procedures/Process					1								1
2025			1	2									3
Civil Rights				1									1
Civil Rights - Race				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lug	1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Iter	ns - Checke	d	1										1

		13	A Contact	center ma	veier comp	nanns nep	OIL						
Categories	10-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	2	4	1				1	1					9
2024	1	4	1				1	1					8
Customer Service			1										1
Customer Service - TSO			1										1
Patdown		2											2
Patdown - Flyer		2											2
Screening	1	2					1	1					5
Screening - Procedures/Process	1	2					1	1					5
2025	1												1
Human Capital	1												1
Human Capital - Prospective Employment	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
BGR	5	2		2			2		6		1	3	2
2024	3		1		1			2	6		1	3	1
Airline									1				
Airline - Policy/Regulations/Service									1				
Civil Rights												2	
Civil Rights - Age												1	
Civil Rights - Not Specified												1	
Claims									1				
Claims - General									1				
Customer Service	3		1		1			1	1				
Customer Service - TSO	3		1		1			1	1				
Patdown									1		1		
Patdown - Flyer									1		1		
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts							1				
Screening								1	1			1	
Screening - Inconsistency								1	1				
Screening - Lengthy Lines												1	
2025	2	2	1	2	3		2						1
Civil Rights		1											
Civil Rights - Sex		1											
Customer Service	1		1										
Customer Service - TSO	1		1										
Locks				1	1								
Locks - Missing or Damaged Lock				1	1								
Persons w/ Disabilities (PWD)				1	1								
Persons w/ Disabilities (PWD) - General					1								
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelcha	air or Scoot	1									
Screening	1	1			1		2						
Screening - Lengthy Lines	1						1						
Screening - Procedures/Process		1			1		1						

			Contact C										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ВНМ	34	22	19	14	22	24	20	14	11	12		6	204
2024	14	12	7	2	15	15	7	14	11	12	6	6	121
Airline					1				1				2
Airline - Policy/Regulations/Service					1				1				2
Civil Rights	1					1					2	1	5
Civil Rights - Civil Rights Violation (TSA	Employee)										1		
Civil Rights - Constitutional Rights											1		
Civil Rights - Race	1					1							2
Civil Rights - Sex												1	
Claims							1						
Claims - Status	_						1			_			
Customer Service	5	3	3		7	7	2	2	4	7	2	1	4:
Customer Service - CSM						1							
Customer Service - TSO	5	3	3		7	6	2	2	4	7	2	1	4:
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	1	1	1	2	2		1		1
Mishandling of Passenger Property - Dar		g ItemsC	1	1	1	1		1			1		
Mishandling of Passenger Property - Dar	m 1						1	1	2				
Patdown					1			1		2			
Patdown - Flyer					1			1		2			
Persons w/ Disabilities (PWD)	1				1	2		1	2			2	
Persons w/ Disabilities (PWD) - Cancer (	(g 1					1							
Persons w/ Disabilities (PWD) - Diabetes	8				1								
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Hearing												1	
Persons w/ Disabilities (PWD) - Medical		ached to the	e Body									1	
Persons w/ Disabilities (PWD) - Metal Im			/						1				
Persons w/ Disabilities (PWD) - Prosthes		and Casts							1				
Persons w/ Disabilities (PWD) - Visual In		and odolo				1							
Property - Special Handling	1				2			1					
Property - Special Handling - Missing Itel					2								
Property - Special Handling - Missing Itel		l						1					
Screening	5	9	3		2	3	3	6	2	3	1	2	3
Screening - Crew Member or Airline Emp		9	3			3	3	0		3	- 1		
Screening - Grew Member of Alline Emp	1					1							
	-				1	1		4		4		4	
Screening - Inconsistency	2	4	0				0	1	4	1		1	
Screening - Lengthy Lines	1 1	5	2 1		1	0	2	3	1	1	4	4	1
Screening - Procedures/Process 2025	20	10	12	12	7	9	1 13	3	1	ı	1	1	1
Civil Rights	1	10	12	12	'	1	13						8
	1	1				1							
Civil Rights - Constitutional Rights	-	1				4							
Civil Rights - Race	1				•	1	•						
Customer Service	6	4	8	6	3	4	6						3
Customer Service - Others				1		1							
Customer Service - TSO	6	4	8	5	3	3	6						3
Mishandling of Passenger Property	1		1	1		1	1						
Mishandling of Passenger Property - Dar			1			1	1						
Mishandling of Passenger Property - Dar	maged/Missin	g ItemsCl	necked Baç	1									
Patdown					1								
Patdown - Flyer					1								
				_	4	1							1
Persons w/ Disabilities (PWD)	4	1		3	1		1						
		1		3	1	I	1						
Persons w/ Disabilities (PWD)	1	1		3	1	'	1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	5 1 5 1	1		1	1		1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes	6 1 6 1	1			1	1							
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	Impairment	1			1								
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal	Impairment  1	1			1								
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall	Impairment  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)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Hearing  Persons w/ Disabilities (PWD) - Internal I  Persons w/ Disabilities (PWD) - Medicall  Persons w/ Disabilities (PWD) - Metal Im	Impairment  M 1  y 1  pplants (joint)		air or Scoot	1									
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Hearing  Persons w/ Disabilities (PWD) - Internal I  Persons w/ Disabilities (PWD) - Medicall  Persons w/ Disabilities (PWD) - Metal Im  Persons w/ Disabilities (PWD) - Mobility	Impairment  Impairment  Impairment  Impairment  Implication of the state of the sta	t Wheelcha	air or Scoot	1	1								
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Hearing  Persons w/ Disabilities (PWD) - Internal I  Persons w/ Disabilities (PWD) - Medicall  Persons w/ Disabilities (PWD) - Metal Im  Persons w/ Disabilities (PWD) - Mobility  Persons w/ Disabilities (PWD) - Wheelch	Impairment  Impairment  Impairment  Impairment  Implication of the state of the sta	t Wheelcha 1	air or Scoot	1 1 1	1	1	1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	Impairment  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	t Wheelcha 1 1	air or Scoot	1 1 1		1	1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I	Impairment  M 1  y 1  Disability (Notarir/ Scooter)  1 tems - Carry-	t Wheelcha 1 1 On	air or Scoot	1 1 1	1	2 1	1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Hearing  Persons w/ Disabilities (PWD) - Internal I  Persons w/ Disabilities (PWD) - Medicall  Persons w/ Disabilities (PWD) - Metal Im  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling  Property - Special Handling - Damaged I  Property - Special Handling - Damaged I	Impairment  Impair	t Wheelcha 1 1 On	air or Scoot	1 1 1	1	1	1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Damaged I	Impairment  Impair	t Wheelcha 1 1 On	air or Scoot	1 1 1	1	2 1	1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Meblity Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel	Impairment  Impairment  Impairment  Impairment  Impairment  Interpretation  Impairment  Interpretation  Interp	t Wheelcha 1 1 On 1		1 1 1 1 1	1 1	2 1	1 1 1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening	Impairment  Impair	t Wheelcha 1 1 1 On 1	3	1 1 1	1	2 1	1 1 1						1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency	Impairment  Impairment  Impairment  Impairment  Impairment  Inplants (joint)  Disability (Nonair/ Scooter/  Interes - Carry-tems - Checl  Impairment  Impairment  Interes - Carry-Or  Interes - Tarry-Or  Interes - Tarry-Or	t Wheelcha 1 1 On 1		1 1 1 1 1	1 1 1	2 1	1 1 1 4 1						1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Lengthy Lines	Impairment  Impairment  Impairment  Impairment  Impairment  Intelligent  Intelligen	t Wheelcha 1 1 1 On 3 3 1 1 1	3	1 1 1 1 1	1 1	2 1	1 1 1 4 1 1 1						1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency	Impairment  Impairment  Impairment  Impairment  Impairment  Inplants (joint)  Disability (Nonair/ Scooter/  Interes - Carry-tems - Checl  Impairment  Impairment  Interes - Carry-Or  Interes - Tarry-Or  Interes - Tarry-Or	t Wheelcha 1 1 On 1	3	1 1 1 1 1	1 1 1	2 1	1 1 1 4 1						

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIH			1										1
2024			1										1
Patdown			1										1
Patdown - Children			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
BIL	5	5		3	1	1	4	1	1	3		2	3
2024	3	5				1	3	1	1	3	5	2	2
Civil Rights							2						
Civil Rights - Not Specified							2						
Customer Service							1					1	
Customer Service - TSO							1					1	
Mishandling of Passenger Property										1	1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lu	ggage						1	1		
Persons w/ Disabilities (PWD)								1	1				
Persons w/ Disabilities (PWD) - Service A	Animals								1				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1					
Property - Special Handling	2												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	1												
Screening	1	5				1				2	4	1	
Screening - Inconsistency	1	1								1			
Screening - Lengthy Lines											2	1	
Screening - Procedures/Process		4				1				1	2		
2025	2			3	1		1						1
Civil Rights				1			1						
Civil Rights - Constitutional Rights							1						
Civil Rights - Sex				1									
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - Gener	al				1								
Patdown				1 1									
Patdown - Flyer				1 1									
Property - Special Handling	1			1									
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	ns - Checke	d		1									
Screening			4	1 1									
Screening - Inconsistency				1									
Screening - Lengthy Lines				1									
Screening - Procedures/Process				2 1									

				Center Tra									
Categories	10-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	2	3	2	5	2	3	6	4	3	1	3		34
2024	1	1	1	2		1	4	4	3	1	3		21
Civil Rights				1									1
Civil Rights - Sex				1									1
Customer Service				1		1	2	1	2	1	1		9
Customer Service - TSO				1		1	2	1	2	1	1		9
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				1
Screening							2	1			2		5
Screening - Inconsistency								1					1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2				1		3
2025	1	2	1	3	2	2	2						13
Customer Service							1						1
Customer Service - TSO							1						1
Human Capital		1											1
Human Capital - Prospective Employment	t with TSA	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/Missir	ng ItemsC	arry-on Lug	1		1							2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage			1						1
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies	1								1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelcha	air or Scoo	t 1									1
Property - Special Handling	- `	1											1
Property - Special Handling - Missing Item	ns - Checke	1											1
Screening			1	1	1								3
Screening - Procedures/Process			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-Aua	09-Sep	Total
outogorico	10-001	11-1404	12-Dec	U I-Jaii	02-1 ED	UJ-IVIAI	vApi	UJ-IVIAY	00-3uii	07-Jul	00-Aug	09-9eb	I Otal
BJI			2										2
2025			2										2
Civil Rights			1										1
Civil Rights - Perceived Religion			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Iter	ns - Carrv-C	)n	1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BKW					1								1
2025					1								1
Screening					1								1
Screening - Lengthy Lines					1								1

		13	A Contact	Center Ira	veier Comp	iaints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLI	1		1	1	2	1	3		1	3			1:
2024	1			1			1		1	3			7
Customer Service				1			1			1			3
Customer Service - TSO				1			1			1			3
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitiv	e /Developm	ental /Men	tal Disability	/						1			1
Screening									1	1			2
Screening - Crew Member or Airline Em	oloyee									1			1
Screening - Inconsistency									1				1
2025			1		2	1	2						6
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	1										1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged I	tems - Chec	ced			1								1
Screening						1	1						2
Screening - Procedures/Process						1	1						2

		10/	- Contact	ociitei iia	veiei coilip	iaiiita itep	011						
Categories	10-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			1		1	2	2	2	2		19
2024	1	2			1		1	2	2	2	2		1:
Civil Rights					1								
Civil Rights - Age					1								•
Customer Service	1	2							2	2	2		!
Customer Service - Others											1		
Customer Service - TSO	1	2							2	2	1		
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Property - Special Handling								1					
Property - Special Handling - Damaged It	ems - Check	red						1					
Screening							1						
Screening - Retrieving Abandoned/Confis	cated Items						1						
2025	1	1											2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility [	1												1

						laints Repo							
Categories	10-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	5	1	1			2	3	2		1		2	1
2024	3	1	1			1	1	2		1		2	1
Customer Service		1	1					1					
Customer Service - TSO		1	1					1					
Mishandling of Passenger Property						1		1					
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage		1		1					
Patdown	1											1	
Patdown - Flyer												1	
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts					1						
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Check	red										1	
Screening	2									1			
Screening - Inconsistency										1			
Screening - Procedures/Process	2												
2025	2					1	2						
Airline							1						
Airline - Policy/Regulations/Service							1						
Civil Rights						1							
Civil Rights - Race						1							
Customer Service							1						
Customer Service - TSO							1						
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - General	1												
Screening	1												
Screening - Procedures/Process	1												

Categories	40 Oct				eler Compla	-		OF Mov	OC lum	07 1	00 4	00 Con	Total
							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	55	66	70	38	54	44	63	31	27	32		37	549
2024	20	22	21	21	16	15	26	31	27	32	32	37	300
Additional Information Required/Insufficient Int		EMAIL ONLY	./					1					1
Additional Information Required/Insufficier Advanced Imaging Technology (AIT)	1 1	- EIVIAIL ONL	ı					1					<u>1</u>
Advanced Imaging Technology (AIT) - Fly	1												1
Advanced imaging reciniology (Arr) - rry	1		1						1				2
Airline - Policy/Regulations/Service			1						1				2
Cargo			1						- 1				1
Cargo - Known Shipper			1										1
Civil Rights	1		1			2		1	1	1	4	4	15
Civil Rights - Age	'		- 1					- 1	- 1	1		1	2
Civil Rights - National Origin						1				- 1		1	1
Civil Rights - Race	1		1			- 1		1			1	2	6
Civil Rights - Screening of Religious Cultu	ıral and Cerei	monial Items	ı					I			1		1
Civil Rights - Screening of Religious or Cu						1					ı		1
Civil Rights - Sex		11.5				- 1			1		1	1	3
Civil Rights - Sexual Orientation									- 1		1	- 1	1
Customer Service	6	2	8	7	4	6	9	8	4	7		13	85
Customer Service - CSM	0	2	0	- /	4	0	9	0	1		- 11	13	2
Customer Service - Others									- 1	1	1	1	2
Customer Service - TSO	6	2	8	7	4	6	9	8	3	6		12	81
DHS TRIP	6	2	8	- /	1	0	9	8	3	О	10	12	1
DHS TRIP - General		1			1								1
Locks Missing or Demograd Lock		1											1
Locks - Missing or Damaged Lock		1	0	4									1
Lost and Found		1	2	1						1			5
Lost and Found - Airport/TSA	_	1	2	1			_	_		1	_	_	5
Mishandling of Passenger Property	2	5	1	3	4	1	5	6	2	2		5	39
Mishandling of Passenger Property - Dam		4	1	2	1	1	3	2	2	1		1	20
Mishandling of Passenger Property - Dam		Itama Unana	oifie d I .	1	3		1	3		1	1	3	16
Mishandling of Passenger Property - Dam				yage			1						1
Mishandling of Passenger Property - Disa	irrayed items-	-carry-on or Cl	necked					1		_		1	2
No Jurisdiction							1	1	2	3			8
No Jurisdiction - No Referral									1	3			4
No Jurisdiction - Refer to CBP							1						1
No Jurisdiction - Refer to Department of S	State							1					1
No Jurisdiction - Refer to Other									1		1		2
Patdown	1	1	1	1		1	1	5	2	1	4		18
Patdown - Children									1				1
Patdown - Flyer	1	1	1	1		1		5	1	1	4		16
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	2	1	1	1			3	5	6	6		1	28
Persons w/ Disabilities (PWD) - Autism S		1								1			2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General							1	1		1			3
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Internal N			1							1			2
Persons w/ Disabilities (PWD) - Medical I		ched to the Boo	dy				1						1
Persons w/ Disabilities (PWD) - Medically				1									2
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Persons w/ Disabilities (PWD) - Mobility [		Wheelchair or	Scooter)					2	1	1			4
Persons w/ Disabilities (PWD) - Ostomy/0									1				1
Persons w/ Disabilities (PWD) - Prosthesi								1			1		2
Persons w/ Disabilities (PWD) - Respirato		r Equipment								1			1
Persons w/ Disabilities (PWD) - Touch Av													1
Persons w/ Disabilities (PWD) - Wheelcha							1		2	1		1	6
Property - Special Handling	4	3	2	2	2	1	2	1	4	4		4	31
Property - Special Handling - Damaged It	1	2	1		1	1	2		2	2	1	3	16
Property - Special Handling - Damaged It			1	1						1		1	4
Property - Special Handling - Missing Iten		1		1	1				2	1	1		8
Property - Special Handling - Missing Iten								1					3
Screening	3	8	3	6	5	4	5	3	5	7		10	64
Screening - Children		1								1			2
Screening - Crew Member or Airline Empl	loyee			1							1		2
Screening - Gate Pass			1										1
Screening - Inconsistency	1					1	1		1	1		1	6
Screening - Lengthy Lines		2	1		2		1	1				4	11
Screening - Military										1			1
Screening - Procedures/Process	2	5	1	5	3	3	3	1	3	4	4	5	39
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - Security Breach								1					1
2025	35	44	49	17	38	29	37						249
Airline		1	1			1	1						4
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		1	1				1						3
Civil Rights	3	1	2	1	2	2	3						14
Civil Rights - Age	_				1	1							2
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - National Origin			-				1						1
Civil Rights - Not Specified		1											1
Civil Rights - Profiling	1	•											1
Civil Rights - Race	1		1										2
Civil Rights - Sex	1			1	1		2						5
CLEAR	<u> </u>		1	1	1								1
CLEAR - Registered Traveler			1										1
OLEMIN - Registered Haveler	1		- 1										- 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	9	9	12-Dec	3		10	<del>04-Арі</del> 5		00-Juli	U/-Jui	vo-Aug	03-3eh	10tai
Customer Service - Others	9	9	12	3	0	10	5						30
Customer Service - Others  Customer Service - TSO	9	9	12	3	8	9							
Locks	9	9		3	8	9	5						55
			2										3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found						1							1
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property	3	3	3	3		4	1						21
Mishandling of Passenger Property - Dan		2	2	3		3	1						17
Mishandling of Passenger Property - Dan					1								
Mishandling of Passenger Property - Dan				uggage		1							
Mishandling of Passenger Property - Disa		1	1										2
No Jurisdiction	2	2		1		2	1						(
No Jurisdiction - No Referral		1		1		1	1						
No Jurisdiction - Refer to CBP	1	1			1	1							
No Jurisdiction - Refer to Other	1												
Notice of Violation/Civil Penalties		1											
Notice of Violation/Civil Penalties - Gene	ral	1											
Patdown	3	3	1		3	3	3						16
Patdown - Children	1												1
Patdown - Flyer	1	3	1		3	3	3						14
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	9	10		3		6						2
Persons w/ Disabilities (PWD) - Cancer (	general) Not E	Breast Car	1										
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	1	1										
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Internal I	ı Medical Devic	es			1								
Persons w/ Disabilities (PWD) - Medicall		1	1		1								4
Persons w/ Disabilities (PWD) - Metal Im	1	2											2
Persons w/ Disabilities (PWD) - Mobility	. ,	2	2				3						
Persons w/ Disabilities (PWD) - Prosthes			1										
Persons w/ Disabilities (PWD) - Service			1										
Persons w/ Disabilities (PWD) - Wheelch		3	3				1						
Persons w/ Disabilities (PWD) - Wounde					1								
Property - Special Handling	1	5	5	3		2	2						2
Property - Special Handling - Damaged I	ems - Carry	2			4								
Property - Special Handling - Damaged II		1		1		1	1						
Property - Special Handling - Missing Iter			2	'	3	'	1						
Property - Special Handling - Missing Iter		2	3	2		1	1						
Request for Assistance	III - OTICORC		3			1							
Request for Assistance - Other						1							
Screening	13	10	12	6	9	3	14						6
Screening - Children	13	10	12	0	9	3	14						0
•	laves			4			1						
Screening - Crew Member or Airline Emp		4		1		4	1						
Screening - Inconsistency	6	1	3			1							1
Screening - Lengthy Lines	1	1	2		3		2						
Screening - Procedures/Process	6	8	7	4	6	2	10						43
Screening - Security Breach				1									1

						aints Repo							
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	13	13	16	17	16	12	11	6	7	6	4	9	130
2024	6	5	7	7	11	4	6	6	7	6	4	9	78
Civil Rights				1				1	1	1	1	1	6
Civil Rights - Other				1						1			2
Civil Rights - Race								1	1		1	4	3
Civil Rights - Sex		4		0	0	4	0		0	0		1	1
Customer Service	1	1	4	2	2	1	3		2	3	1	1	21
Customer Service - TSO	1	1	4	2	2	1	3		2	3	1	1	21
Mishandling of Passenger Property	1/8 4: - :				2		1	1	1			1	6
Mishandling of Passenger Property - Dam					1		1	-	1			4	3
Mishandling of Passenger Property - Dam		itemsChe	ckeu bagg		1			1				1 1	3
No Jurisdiction	1			1									3
No Jurisdiction - No Referral	4			1								1	2
No Jurisdiction - Refer to Other	1	1									4		1
Patdown Flyer		1	1	1	1 1			1			1	1 1	7
Patdown - Flyer		1	1			4			4		1		
Persons w/ Disabilities (PWD)	/D =	/ / / 4 I	Disability	1	1	1	1	1	1	1		2	9
Persons w/ Disabilities (PWD) - Cognitive					1					4			1
Persons w/ Disabilities (PWD) - Medical [				0		4		4		1			1
Persons w/ Disabilities (PWD) - Medically						1		1					2
Persons w/ Disabilities (PWD) - Mobility [			or Scoot	1					1				2
Persons w/ Disabilities (PWD) - Prosthes							1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway										2	2
Property - Special Handling			2			1			1		1		5
Property - Special Handling - Damaged It						1							1
Property - Special Handling - Damaged It		ı	1						1				2
Property - Special Handling - Missing Item											1		1
Property - Special Handling - Missing Iten	ns - Checked		1										1
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	3		1	5	1	1	2	1			2	20
Screening - Children								1					1
Screening - Inconsistency								1					1
Screening - Lengthy Lines		1					1					1	3
Screening - Procedures/Process	2	2		1	5	1			1			1	13
Screening - Retrieving Abandoned/Confis													2
2025	7	8	9	10	5	8	5						52
Civil Rights			1	1	2								4
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin					1								
Civil Rights - Not Specified													1
					1								1
Civil Rights - Race			1		1								1 1 1
Customer Service	2		1 3	1	1	1							1 1 1 7
Customer Service - Others			3	1	1								1
Customer Service Customer Service - Others Customer Service - TSO	2				1	1							1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety			3		1								1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General			3										1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks			3		1								1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock			3		1	1							1 6 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property	2	1	3 3		1	1							1 6 1 1 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	2 naged/Missing		3		1	1 1 1							1 6 1 1 1 1 4
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 naged/Missing naged/Missi	1 ItemsC 1	3 3 2 2 2		1 1	1 1 1 1							1 6 1 1 1 1 4 2
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	2 naged/Missing		3 3		1	1 1 1 1 1 2	2						1 6 1 1 1 1 4 2 2
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children	2 naged/Missing naged/Missi		3 3 2 2 2		1 1	1 1 1 1							1 6 1 1 1 1 4 2 2
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer	2 naged/Missing naged/Missi	1	3 3 2 2 2	1	1 1	1 1 1 1 1 2	2						1 6 1 1 1 1 4 2 2 2 9
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing naged/Missil 3	4	2 2 1 1 1 1		1 1	1 1 1 1 2 1							1 6 1 1 1 1 4 2 2 2 9 1 1 8
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	aged/Missing naged/Missing 3 3	4	2 2 1 1 1 1	1	1 1	1 1 1 1 2 1	2						1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	aged/Missing naged/Missin 3 3	4	2 2 1 1 1 1	2	1 1	1 1 1 1 2 1	2						1 66 1 1 1 1 1 4 2 2 9 1 1 8 8 8
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I	aged/Missing naged/Missin 3 3 2/Development	4	2 2 1 1 1 1	2	1 1	1 1 1 1 2 1	2						1 66 1 1 1 1 1 1 4 2 2 2 9 9 1 1 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Medical I	aged/Missing naged/Missin 3 3 b /Developmeni	1 4 tal /Mental 1	2 2 1 1 1 1	2	1 1	1 1 1 1 2 1	2						1 6 1 1 1 1 1 4 4 2 2 2 2 9 9 1 1 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Lognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall	aged/Missing naged/Missin 3 3 be /Developmen Devices - At / Necessary plants (joint)	1 4 tal /Mental 1 1	2 2 1 1 1 1	2	1 1	1 1 1 1 2 1	2						1 6 1 1 1 1 1 4 4 2 2 2 9 9 1 1 8 8 8 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Prosthesi	aged/Missing naged/Missis 3 3 /Development Devices - At / Necessary plants (joint) is/Amputees	1 4 tal /Mental 1 1	2 2 1 1 1 1	2 1	1 1	1 1 1 1 2 1	2						1 66 1 1 1 1 1 4 4 2 2 2 9 9 1 1 8 8 8 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Metal Im  Persons w/ Disabilities (PWD) - Prosthesi  Persons w/ Disabilities (PWD) - Respirator	aged/Missing naged/Missis 3 3 /Development Devices - At / Necessary plants (joint) is/Amputees	1 4 tal /Mental 1 1	2 2 2 1	2 1	1 1	1 1 1 1 2 1	2						1 6 1 1 1 1 1 4 4 2 2 2 9 9 1 1 8 8 8 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Prosthesi	aged/Missing naged/Missis 3 3 /Development Devices - At / Necessary plants (joint) is/Amputees	1 4 tal /Mental 1 1	2 2 2 1	2 1	1 1	1 1 1 1 2 1	2						1 6 1 1 1 1 1 4 4 2 2 2 9 9 1 1 8 8 8 8 8 2 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Metal Im  Persons w/ Disabilities (PWD) - Prosthesi  Persons w/ Disabilities (PWD) - Respirator	aged/Missing naged/Missing aged/Missing 3 3 2 /Developmen Devices - At / Necessary plants (joint) is/Amputees on and Inhaler 1	4 tal /Mental 1 1 1 Equipme	2 2 2 1	2 1	1 1 1	1 1 1 1 2 1	2						1 6 1 1 1 1 1 4 4 2 2 2 9 9 1 1 8 8 8 8 8 8 1 1 1 1 1 1 1 1 1 1
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Metal Im  Persons w/ Disabilities (PWD) - Prosthesi  Persons w/ Disabilities (PWD) - Respirate  Persons w/ Disabilities (PWD) - Respirate  Persons w/ Disabilities (PWD) - Respirate	aged/Missing naged/Missing aged/Missing 3 3 2 /Development Devices - At / Necessary polants (joint) is/Amputees or yand Inhaler 1	4 tal /Mental 1 1 1 Equipme	2 2 2 1	2 1	1 1 1	1 1 1 1 2 1	2						11
Customer Service  Customer Service - Others  Customer Service - TSO  Hazardous Materials Safety  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Metal Imp  Persons w/ Disabilities (PWD) - Respirate  Property - Special Handling  Property - Special Handling	aged/Missing naged/Missing aged/Missing aged	4 tal /Mental 1 1 1 Equipme 2	2 2 2 1	2 1	1 1 1	1 1 1 1 2 1	2						11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Personty - Special Handling - Damaged It Property - Special Handling - Damaged It	aged/Missing laged/Missing lag	4 tal /Mental 1 1 1 Equipme 2	2 2 2 1	2 1	1 1 1	1 1 1 1 2 1	2						1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Respirator Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	aged/Missing laged/Missing lag	4 tal /Mental 1 1 1 1 Equipme 2	2 2 2 1	2 1	1 1 1	1 1 1 1 2 1	2						1 6 1 1 1 1 1 4 4 2 2 2 9 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	aged/Missing naged/Missin 3 3 e /Developmen Devices - At y Necessary plants (joint) is/Amputees ory and Inhaler 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 tal /Mental 1 1 1 1 Equipme 2 1	3 3 3 2 2 2 1 1 1 Disability	2 1	1 1 1	1 1 1 1 2 1 1 1	2 1 1 1						2 9 1 8 8 2 1 1 1 1 1 1 1 6 2 1 1 2 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp	aged/Missing naged/Missin 3 3 e /Developmen Devices - At y Necessary plants (joint) is/Amputees ory and Inhaler 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 tal /Mental 1 1 1 1 Equipme 2 1 1 1 1	3 3 3 2 2 2 1 1 1 Disability	2 1	1 1 1	1 1 1 1 2 1 1 1	2 1 1 1						1 1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl	aged/Missing naged/Missin 3  a / Developmen Devices - At / Necessary plants (joint) is/Amputees ory and Inhaler 1 1 1 1 1 ems - Checl ns - Checke 1 loyee	1 4 tal /Mental 1 1 1 1 Equipme 2 1 1 1 1	3 3 3 2 2 2 1 1 1 Disability	2 1 2 2 4	1 1 1	1 1 1 1 2 1 1 1	2 1 1 1						1 6 1 1 1 1 1 4 2 2 9 1 1 8 8 8
Customer Service Customer Service - Others Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp	aged/Missing naged/Missin 3  a / Developmen Devices - At / Necessary plants (joint) is/Amputees ory and Inhaler 1 1 1 1 1 ems - Checl ns - Checke 1 loyee	1 4 tal /Mental 1 1 1 1 Equipme 2 1 1 1 1	3 3 3 2 2 2 1 1 1 Disability	1 1 2 2 4 1	1 1 1	1 1 1 1 2 1 1 1	2 1 1 1						

Categories	40.0-4				eler Comp			05.14	00 1	07 11	00 4	00.0	T-4-1
			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	236	173	212	172	133	172	205	119	138	152			1,965
2024	99	74	105	86	55	85	103	119	138	152			1,269
Additional Information Required/Insufficient Inf				1		1					2		5
Additional Information Required/Insufficier	1			1		1					2		5
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Fly	er I								1				1
Airline			1			1	1	3	2	1		2	11
Airline - Lost Baggage						- 4	4		2	1		0	1
Airline - Policy/Regulations/Service Airline - Wheelchair Assistance			1			1	1	2	2			2	9
Civil Rights	2	7	9	7	0	2	7	1	4		7	4	1
Civil Rights - Age		/	9	/	2		- /	10	4	5	- 1	<u>4</u>	66
Civil Rights - Civil Rights Violation (TSA E	mployee)									1		- '	1
Civil Rights - Constitutional Rights	inployee)	2		1						'			3
Civil Rights - Headwear			1					1					2
Civil Rights - Not Specified		1	- '				1			1			3
Civil Rights - Other	1		3	1		1	1						7
Civil Rights - Perceived Religion								2			1		3
Civil Rights - Profiling									1			1	2
Civil Rights - Race	1	4	4	4	1		5	6	2	2	1	2	32
Civil Rights - Screening of Religious or Cu	ı ıltural Garmeı	nts									1		1
Civil Rights - Sex			1	1		1		1	1	1	4		10
Civil Rights - Sexual Orientation					1								1
Claims								1					1
Claims - General								1					1
CLEAR								2					2
CLEAR - Registered Traveler								2					2
Customer Service	32	37	44	28	21	33	36	41	50	50	37	34	443
Customer Service - CSM					1				2				3
Customer Service - Others			1			1		1			1		4
Customer Service - TCC		2	1				2	1		2			8
Customer Service - TSO	32	35	42	28	20	32	34	39	48	48	36	34	428
DHS TRIP	1				1		1						3
DHS TRIP - General	1				1		1						3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks		1	1	2		2		1	2		3		12
Locks - General				1							1		2
Locks - Missing or Damaged Lock		1	1	1		2		1	2		2		10
Lost and Found		1	1	1	1	1	1	3	1	4	3		18
Lost and Found - Airport/TSA		1	1	1	1	1	1	3	1	4	3		18
Mishandling of Passenger Property	8	5	7	7	9	10	8	13	19	13	13		121
Mishandling of Passenger Property - Dam	6	5	4	5	3	8	4	10	14	7	8		82
Mishandling of Passenger Property - Dam		. 14	2	2	5	2	4	2	1	5	2		27
Mishandling of Passenger Property - Dam			1		1			4	2	1	2	4	5
Mishandling of Passenger Property - Disa		-Carry-on or	Checked 1	- 1	1		3	2	4	2	3		7
No Jurisdiction  No Jurisdiction - No Referral	3		1	1	1 1		1		4	1	2		<u>20</u> 5
No Jurisdiction - No Referral	2		1		ı		1	2	3	1			10
No Jurisdiction - Refer to Other	1			1			1		1	'		1	5
Notice of Violation/Civil Penalties				'			'		'	1		'	1
Notice of Violation/Civil Penalties - General	lal									1			1
Patdown	9	4	3	4	3	5	7	5	3	12	8	6	69
Patdown - Children		-		-		1		1		2			6
Patdown - Flyer	9	4	3	4	3	4	7	4	3	9	6		61
Patdown - Flyer as Observer	_									1		1	2
Persons w/ Disabilities (PWD)	5	2	1	6	4	9	9	12	9	15	27	19	118
Persons w/ Disabilities (PWD) - Autism Sp	pectrum	1			1		1			1	3	1	8
Persons w/ Disabilities (PWD) - Breast Ca	ancer							2					2
Persons w/ Disabilities (PWD) - Cancer (g	general) Not E	Breast Cance	er						1			2	3
Persons w/ Disabilities (PWD) - Diabetes	1			1	1	2		1	1	2	2	2	13
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Mask	(S			1	1			1			3
Persons w/ Disabilities (PWD) - General				1			1				3	2	7
Persons w/ Disabilities (PWD) - Hearing I	1								1		1		3
Persons w/ Disabilities (PWD) - Internal N						1			1		1	1	5
Persons w/ Disabilities (PWD) - Medical D		ched to the	Body			1					3		4
Persons w/ Disabilities (PWD) - Medically				2	1	2	3	4	1	3			25
Persons w/ Disabilities (PWD) - Metal Imp										2		1	3
Persons w/ Disabilities (PWD) - Mobility [		1		2		1	2	1	2	1	2	3	16
Persons w/ Disabilities (PWD) - Ostomy/C		10.					1		1				2
Persons w/ Disabilities (PWD) - Prosthesi										1		1	2
Persons w/ Disabilities (PWD) - Respirato		r Equipment						4				1	1
Persons w/ Disabilities (PWD) - Service A		rauma)						1		- 1	2		1
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im		rauma)				1		1		1	2		3 2
Persons w/ Disabilities (PWD) - Visual Im  Persons w/ Disabilities (PWD) - Wheelcha		Seaway	1		1	- 1		2	1	3	5	2	15
Property - Special Handling	5 stocker	6 6	14	10	2	6	8	4	8	12	5		91
Property - Special Handling - Damaged Ite		2	7	4		2	4	1	3	3	2		39
Property - Special Handling - Damaged Ite		1	2	4	1		1	1	1	1		U	8
Property - Special Handling - Missing Item		1	2	4	ı	3	3	3	4	6	2	2	29
Property - Special Handling - Missing Item		3	3	2	1	1	J	3	4	2		3	15
Request for Assistance	300110				'	- '			1			1	2
Request for Assistance - Other									1			1	2
Screening	33	11	23	19	11	15	21	22	34	37	31		284
Screening - Children		1		1		10			0.1		01		2
Screening - Crew Member or Airline Empl	oyee	•										1	1
	,												

						its Report							
ories	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr	05-May 0	6-Jun		08-Aug	09-Sep	Te
Screening - Gate Pass										1			
Screening - Inconsistency	1		1	1		3	1	5	6	9	3	2	
Screening - International Screening							1						
Screening - Lengthy Lines	4	2	3	2	1	4		4	8	4	8	4	
Screening - Procedures/Process	28	7	19	14	10	8	18	13	20	21	18	20	
Screening - Retrieving Abandoned/Confisc	cated Items									2	2		
Screening - Security Breach		1		1			1						
2025	137	99	107	86	78	87	102						
		99	107	00		01	102						
Additional Information Required/Insufficient Info					1								
Additional Information Required/Insufficier		EMAIL ONL	_Y		1								
Airline	1			3		2							
Airline - Lost Baggage						1							
Airline - Policy/Regulations/Service	1			3									
Airline - Wheelchair Assistance						1							
Civil Rights	3	3	5	1	7	3	6						
Civil Rights - Age	<u> </u>			'	1	1	1						
						1	- 1						
Civil Rights - Headwear					2								
Civil Rights - National Origin						1	1						
Civil Rights - Not Specified		1											
Civil Rights - Perceived Religion					1								
Civil Rights - Race	2	2	3	1	2	1	1						
Civil Rights - Screening of Religious Cultu	ral and Ceremo	onial Items					1						
Civil Rights - Screening of Religious or Cu							1						
	1	3	2		4		1						
Civil Rights - Sex	1		2		1		1						
Claims		1				1							
Claims - Status		1				1							
CLEAR				2									
CLEAR - Registered Traveler				2									
Customer Service	39	24	20	21	14	19	31						
Customer Service - CSM	- 00	24	1	21	17	13	01						
			1	4									
Customer Service - Others				1									
Customer Service - TCC				1									
Customer Service - TSO	39	24	19	19	14	19	31						
DHS TRIP	1			1			1						
DHS TRIP - General	1			1			1						
Hazardous Materials Safety							1						
Hazardous Materials Safety - General							1						
•							- 1						
Locks		1			2								
Locks - Missing or Damaged Lock		1			2								
Lost and Found	2	2	8	4	5	2	4						
Lost and Found - Airport/TSA	2	2	8	4	5	2	4						
Mishandling of Passenger Property	15	8	13	4	4	10	5						
Mishandling of Passenger Property - Dam	10	7	11	3	3	6	2						
Mishandling of Passenger Property - Dam	4	1	2	1	1	2	2						
					'	1							
Mishandling of Passenger Property - Dam		emsunsp	ecilled Lugg	gage			1						
Mishandling of Passenger Property - Disa	1					1							
No Jurisdiction		5	1	3	2	2	2						
No Jurisdiction - No Referral		2	1	2	1		1						
No Jurisdiction - Refer to CBP		2		1		2	1						
No Jurisdiction - Refer to Other		1			1								
Notice of Violation/Civil Penalties					1	1							
Notice of Violation/Civil Penalties - General	-I				1								
						1							
Patdown	6	3	2	2	4	3	2						
Patdown - Children							1						
Patdown - Flyer	5	3	2	2	4	2	1						
Patdown - Flyer as Observer	1					1							
Persons w/ Disabilities (PWD)	19	20	14	7	8	13	8						
Persons w/ Disabilities (PWD) - Autism Si	19	1	14	1	U	1	2						
` '		- 1	- 1	ı		ı							
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Cancer (g		2											
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1		1									
Persons w/ Disabilities (PWD) - Diabetes	1	1	2	1	1	1	1						
Persons w/ Disabilities (PWD) - Diapers/0	1												
	1	3	3										
Persons w/ Disabilities (PWD) - General		- 3	3										
Persons w/ Disabilities (PWD) - General													
Persons w/ Disabilities (PWD) - Internal M	1	1			1	2							
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical [	1	3	2	2	2	3	2						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically						1	2						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical [	1	4			2	1							
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	1 3 1	4 1	3	1									
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	1		3	<u> </u>	1								
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi	1 3 1 3 1	1	3										
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato	1 3 1 3 1				1								
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Visual Im	1 3 1 3 1 1 pairment	1	1										
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medial Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	1 3 1 3 1 3 1 1 1 2 2 2 2 2 2 2 2 2 2 2	1 1 2	1 2	1	1	4	1						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Visual Im	1 3 1 3 1 1 pairment	1	1		1	4 5	1 14						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medial Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	1 3 1 3 1 3 1 1 1 2 2 2 2 2 2 2 2 2 2 2	1 1 2	1 2	1	1								
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	1 3 1 3 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 2 6	1 2 16	1 14	1 1 11	5	14						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 3 1 3 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 2 6 3 1	1 2 16 5	1 14 5 3	1 1 3 3 3	5 3	14 5 3						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalII Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	1 3 1 3 1 1 1 pairment 3 13 6 1	1 1 2 6 3	1 2 16 5 1 8	1 14 5 3 3	1 1 11 3 3 2	5	14 5 3 3						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalII Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 3 1 3 1 1 1 pairment 3 13 6 1 4	1 2 6 3 1 2	1 2 16 5 1 8	1 14 5 3 3 3	1 1 11 3 3 2 3	5 3 2	14 5 3 3 3						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalII Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	1 3 1 3 1 1 1 pairment 3 13 6 1	1 1 2 6 3 1 2	1 2 16 5 1 8	1 14 5 3 3	1 1 11 3 3 2	5 3	14 5 3 3						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalIy Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 3 1 3 1 1 1 pairment 3 13 6 1 4	1 2 6 3 1 2	1 2 16 5 1 8	1 14 5 3 3 3	1 1 11 3 3 2 3	5 3 2	14 5 3 3 3						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - MedicalII Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	1 3 1 3 1 1 1 pairment 3 13 6 1 4	1 1 2 6 3 1 2	1 2 16 5 1 8	1 14 5 3 3 3	1 1 11 3 3 2 3	5 3 2	14 5 3 3 3						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children Screening - Classified Materials	1 3 1 3 1 1 1 1 1 1 1 1 3 1 1 3 1 1 1 3 6 1 1 4 4 2 3 8 8 8 8 9 1 9 1 9 1 4 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1	1 1 2 6 3 1 2	1 2 16 5 1 8	1 14 5 3 3 3	1 1 11 3 3 2 3 19	5 3 2	14 5 3 3 3 28						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchata Property - Special Handling Property - Special Handling - Damaged Itata Property - Special Handling - Damaged Itata Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children Screening - Classified Materials Screening - Crew Member or Airline Emple	1 3 1 3 1 1 2 2 38 2 2 2 2 3 8 2 2 2 2 2 2 2 2 2 2	1 2 6 3 1 2 26 1	1 2 16 5 1 8 2 28	1 14 5 3 3 3 24	1 1 11 3 3 2 3	5 3 2 26	14 5 3 3 3 28						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medical[] Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility [ Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children Screening - Classified Materials Screening - Crew Member or Airline Emple	1 3 1 3 1 1 1 2 2 3 8 2 2 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 1 2 6 3 1 2 26 1	1 2 16 5 1 8 2 28	1 14 5 3 3 3 24	1 1 11 3 3 2 3 19	5 3 2 26	14 5 3 3 3 28						
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wisual Imp Persons w/ Disabilities (PWD) - Wheelchate Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Children Screening - Classified Materials Screening - Crew Member or Airline Emple	1 3 1 3 1 1 2 2 38 2 2 2 2 3 8 2 2 2 2 2 2 2 2 2 2	1 2 6 3 1 2 26 1	1 2 16 5 1 8 2 28	1 14 5 3 3 3 24	1 1 11 3 3 2 3 19	5 3 2 26	14 5 3 3 3 28						

Catagoria		40.0-4		ntact Center				A OF Ma	00 1	07 1	00 4	00.0	Tatal
Categorie	Screening - Security Breach	10-Oct 11-	Nov 12	-Dec 01-Ja	an C	2-Feb 0	3-Mar 04	-Apr 05-Ma	y 06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT	Screening - Security Breach	'	3	'	2	1	1		1	1			
202	4		1		1	1	•		1	1			
	Civil Rights								1	1			
	Civil Rights - Not Specified									1			
	Civil Rights - Race								1				
	Customer Service		1		1								
	Customer Service - TSO		1		1								
	Mishandling of Passenger Property					1							
202	Mishandling of Passenger Property - Dam	iaged/Missing Ite I		ed Baggage		1	4						
202	Customer Service		<b>2</b>		1		1						
	Customer Service - TSO		1				1						
	Screening		1		1								
	Screening - Lengthy Lines		1		1								
BQK	Coroning Longury Lines		1	1	1				1				
202	4		•	1	•				1				
	Customer Service								1				
	Customer Service - TSO								1				
	No Subject			1									
	No Subject - General			1									
202			1		1								
	Civil Rights		1										
	Civil Rights - Race		1										
	Screening				1								
	Screening - Procedures/Process				1								
BQN		3	1		1	5	4	3	2		2	1	2
202		1	1			1	2	3	2		2	1	1
	Civil Rights							1					
	Civil Rights - Age							1					
	Customer Service					1					1		
	Customer Service - TSO					1	4				1		
	No Jurisdiction						1						
	No Jurisdiction - No Referral						1	4					
	Patdown						1	1					
	Patdown - Flyer Patdown - General							1					
	Property - Special Handling	1						I			1		
	Property - Special Handling - Damaged It												
	Property - Special Handling - Missing Iten										1		
	Screening		1					1	2		'	1	
	Screening - Procedures/Process		1					1	2			1	
202		2	•		1	4	2		_				
	Airline	1			-	-							
	Airline - Policy/Regulations/Service	1											
	Customer Service					1							
	Customer Service - TSO					1							
	No Jurisdiction					1							
	No Jurisdiction - No Referral					1							
	Patdown						1						
	Patdown - Flyer						1						
	Property - Special Handling					1							
	Property - Special Handling - Missing Iten	ns - Carry-On				1							
	Screening	1			1	1	1						
	Screening - Inconsistency						1						
	Screening - Procedures/Process	1			1	1							
BRD	-		1										
202			1										
	Customer Service TSO		1										
BRO	Customer Service - TSO	1	1	3		2						2	
202	4	1		2		2						2	
	DHS TRIP			4								1	
	DHS TRIP - General											1	
	Mishandling of Passenger Property			1								1	
	Mishandling of Passenger Property - Dam	ı naged/Missing Ite	msC	1								1	
	Property - Special Handling	3 100	•	1								'	
	Property - Special Handling - Damaged Ite	ems - Checked		1									
202		1		1		2							
	Mishandling of Passenger Property					1							
	Mishandling of Passenger Property - Dam	naged/Missing Ite	msCarry-	on Luggage		1							
	Property - Special Handling			1		1							
	Property - Special Handling - Damaged It					1							
	Property - Special Handling - Missing Iten	ns - Carry-On		1									
	Screening	1											
	Screening - Lengthy Lines	1											
BRW										1			
202										1			
	Mishandling of Passenger Property			de en el control						1			
	Mishandling of Passenger Property - Disa	irrayed ItemsCa I	irry-on or C	пескед						1			
	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) Medically	Noncesser M.	iontion 1	Modical Com	lios						1		
	Persons w/ Disabilities (PWD) - Medically	necessary Med	ication and	wedicai Supp	iies						1		
	Property - Special Handling Property - Special Handling - Damaged Ite	ems - Checked									1		
втм	r roperty - opediai Hallulling - Daillaged III	Cina - Checked		1		1			1				
202	4			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
Civil Rights								1					1
Civil Rights - Screening of Religious Cultu	ral and Cer	emonial Iter	ms					1					1
Customer Service			1		1								2
Customer Service - TSO			1		1								2

		TS	A Contact	Center Tra	veler Com	plaints Re	port							
Categories	10-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	1	5	5		1		2	3		1	1	1	1	21
2024	1	1						2		1	1	1	1	8
Customer Service		1						2					1	4
Customer Service - CSM								1						1
Customer Service - TSO		1						1					1	3
Mishandling of Passenger Property												1		1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage								1		1
Property - Special Handling										1				1
Property - Special Handling - Missing Iter	ns - Carry-O	n								1				1
Screening	1										1			2
Screening - Procedures/Process	1										1			2
2025		4	5		1		2	1						13
Civil Rights		1					1							2
Civil Rights - Not Specified							1							1
Civil Rights - Race		1												1
Customer Service		2	1											3
Customer Service - TSO		2	1											3
Mishandling of Passenger Property			1											1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	1											1
No Jurisdiction			1											1
No Jurisdiction - No Referral			1											1
Persons w/ Disabilities (PWD)			1											1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	1											1
Property - Special Handling					1									1
Property - Special Handling - Missing Iter	ns - Carry-O	n			1									1
Screening		1	1				1	1						4
Screening - Inconsistency		1												1
Screening - Procedures/Process			1				1	1						3

		TSA	Contact C	enter Trav	eler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	14	6	14	4	7	8	5	6	3	7	6	4	84
2024	7	4	4	1	2	2	2	6	3	7	6	4	48
Airline		1											•
Airline - Policy/Regulations/Service		1											•
Civil Rights			1				1				2		4
Civil Rights - Race							1				2		
Civil Rights - Sex			1										
Customer Service	3	1	1	1	2	1	1	1	1	1	1	2	1
Customer Service - TSO	3	1	1	1	2	1	1	1	1	1	1	2	1
Mishandling of Passenger Property									1		1		
Mishandling of Passenger Property - Dan											1		
Mishandling of Passenger Property - Dan	naged/Missing	ItemsUn	specified L	uggage					1				
Patdown	1	1	1									1	
Patdown - Flyer	1	1	1									1	
Persons w/ Disabilities (PWD)										1	1		
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	ssings/Mas	ks								1		
Screening	3	1	1			1		5	1	5	1	1	1
Screening - Inconsistency						1		1		1	1		
Screening - Lengthy Lines								2	1	1			
Screening - Procedures/Process	3	1	1					2		2		1	1
Screening - Retrieving Abandoned/Confis	cated Items									1			
2025	7	2	10	3	5	6	3						3
Civil Rights	1												
Civil Rights - Sex	1												
Customer Service	1	1	1				1						
Customer Service - TSO	1	1	1				1						
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	2	1	2	1	1	2							
Persons w/ Disabilities (PWD) - Autism S	pectrum					1							
Persons w/ Disabilities (PWD) - Medical	Devices - Atta	ched to the	Body			1							
Persons w/ Disabilities (PWD) - Medically	2				1								
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1											
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts	1										
Persons w/ Disabilities (PWD) - Touch Av	version (pain/t	rauma)	1										
Persons w/ Disabilities (PWD) - Visual Im	npairment			1									
Property - Special Handling					1	3							
Property - Special Handling - Damaged It					1								
Property - Special Handling - Damaged It	ems - Checke	ed				1							
Property - Special Handling - Missing Iter	ns - Checked					2							
Screening	2		6	2	3	1	2						1
Screening - Inconsistency			2										
Screening - Lengthy Lines			2	1									3
Screening - Procedures/Process	2		2	1	3	1	2						11

egories UF	10-Oct 11	-Nov 12			02-Feb	aints Repo	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UE.	4	8	6	10	10	16	11	11	4	10	11	8	10(2)
2024	1	1	5	4	1	4	7	11	4	10	11	8	67
Additional Information Required/Insufficient In	-	•	•		•		•	•	1		• • • • • • • • • • • • • • • • • • • •		
Additional Information Required/Insufficie		EMAIL ONL	Υ						1				
Airline								1					
Airline - Policy/Regulations/Service								1					
Civil Rights			1	1					1		1		
Civil Rights - Age									1				
Civil Rights - Headwear			1										
Civil Rights - National Origin											1		
Civil Rights - Race				1									
Customer Service						2	1	2	1		3	3	1
Customer Service - TSO						2	1	2	1		3	3	1
Locks							1	2		1		1	
Locks - General							'			1			
Locks - Missing or Damaged Lock							1	2		'		1	
Lost and Found							1	1			1	- '	
Lost and Found - Airport/TSA							1	1			1		
Mishandling of Passenger Property					1	1	2	1		1	2	2	
					- 1	l l		ı		· ·			1
Mishandling of Passenger Property - Dam							1	A			1	1	
Mishandling of Passenger Property - Dam	iaged/iviissing Iti	ernsCheck	eu Baggage		1	1	1	1		1	1	1	
No Jurisdiction				1				1					
No Jurisdiction - No Referral				1				1					
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)										2	2		
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Medically				pplies						1			
Persons w/ Disabilities (PWD) - Mobility [			r Scooter)								1		
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees and	l Casts									1		
Property - Special Handling			2	2			1	1		2			
Property - Special Handling - Damaged It				1									
Property - Special Handling - Damaged It							1	1		1			
Property - Special Handling - Missing Iten	ns - Carry-On		1										
Property - Special Handling - Missing Iten	ns - Checked		1	1						1			
Request for Assistance								1		1			
Request for Assistance - Other								1		1			
Screening	- 4	- 4	2			1	1	1	1	2	2	2	1
Soreening	1	1									_		
Screening - Inconsistency	1	1	1			1				1			
Screening - Inconsistency	1	1										1	
Screening - Inconsistency Screening - Lengthy Lines	1	1					1	1	1			1	
Screening - Inconsistency			1	6	9				1	1	2		1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2025	1	1	1	6	9	1	1		1	1			1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights	1	1	1	6	9	1 12 1	1		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights Civil Rights - National Origin	1	1 7	1	6		1 12 1	1 4		1	1			1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights Civil Rights - National Origin Customer Service	1	1 7	1	6	2	1 12 1 1	1 <b>4</b>		1	1			11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO	1 3	1 7	1		2 2	1 12 1 1 1	1 4		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property	1 3	1 7	1	6	2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 3	1 7	1	1	2 2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 3	1 7 1 1 1 2 1 1	1		2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 3	1 7 1 1 2 2 1 1 1	1 1 1	1	2 2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			11 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 3	1 7 1 1 1 2 1 1	1 1 1	1	2 2 2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			11 4.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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	1 3	1 7 1 1 2 1 1 1 1 1 1	1 1 1	1	2 2 2 2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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	1 3	1 7 1 1 2 2 1 1 1	1 1 1	1	2 2 2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			11 4.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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 Patdown	1 3 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 1 1 2 1 1 1 1 1 1	1 1 1	1 1	2 2 2 2 2	1 12 1 1 1 1 1 2	1 <b>4</b>		1	1			11 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer	1 3 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 1 1 2 1 1 1 1 1 1	1 1 1	1 1 1 1 1	2 2 2 2 2	1 12 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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)	2 1 1 1 1 1 1 1 1 1	1 7 1 2 2 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	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 <b>4</b>		1	1			11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 1	2 2 2 2 2	1 12 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1	1 <b>4</b>		1	1			11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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)	1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 1	2 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 <b>4</b>		1	1			11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive	1 3 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 2	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 <b>4</b>		1	1			11 4.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal M	1 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 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 2	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 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons W Disabilities (PWD) - Cognitive Persons W Disabilities (PWD) - Internal M Persons W Disabilities (PWD) - Medically	1 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 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 2	2 2 2 2 2	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirator	1 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 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 2 1	2 2 2 2 2	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 <b>4</b>		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal No Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 2 1 1	2 2 2 2 2	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 7 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 2 1 1	2 2 2 2 2	1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4		1	1			1 4
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 7 1 1 2 1 1 1 1 1 1 I/Mental Discourse	1 1 1	1 1 1 2 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			11 4.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite	1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 7 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 2 2 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 2		1	1			11 4.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons W/ Disabilities (PWD) - Cognitive Persons W/ Disabilities (PWD) - Internal N Persons W/ Disabilities (PWD) - Medically Persons W/ Disabilities (PWD) - Respirato Persons W/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 7 7 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 2 1 1 1 1 1	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 4 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1		1	1			11 4.
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2025  Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite	1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 7 1 1 2 1 1 1 1 1 1 I/Mental Discourse	1 1 1	1 1 2 2 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 2		1	1			10 42 42 42 42 42 42 42 42 42 42 42 42 42

Categories	10-Oct 1		12-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	32	21	29	19	21	29	37	19	20	22		13	276
2024	12	9	12	9	9	11	16	19	20	22		13	166
Airline		•		•						1		2	3
Airline - Policy/Regulations/Service										1		2	3
Civil Rights		1			2			1	2			1	7
Civil Rights - Age									1				1
Civil Rights - Not Specified					1								1
Civil Rights - Other								1					1
Civil Rights - Race		1			1							1	3
Civil Rights - Screening of Religious or Ci	ultural Garmen	ts							1				1
Customer Service	2	5	10	5	3	8	9	6	5	6	4		63
Customer Service - Others					1	1							2
Customer Service - TSO	2	5	10	5	2	7	9	6	5	6	4		61
DHS TRIP					1								1
DHS TRIP - General					1								1
Locks				1	1	1	1						4
Locks - General							1						1
Locks - Missing or Damaged Lock				1	1	1							3
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2						3	1	3	2		2	13
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCarr	v-on Lugga	ae			3	1	2	1		2	9
Mishandling of Passenger Property - Dam			, 33 (	,					1	1			4
No Jurisdiction											1	1	2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other											'	1	1
Patdown					2					3	4	1	10
Patdown - Children										1			1
Patdown - Flyer					2					2	4	1	9
Persons w/ Disabilities (PWD)	1					1	1	4	7	2	1	1	18
Persons w/ Disabilities (PWD) - Autism S							ı	4	1		ı	- 1	10
Persons w/ Disabilities (PWD) - Autism S								1	2	1			4
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I								1	1	1			4 1
Persons w/ Disabilities (PWD) - Internal M		0						1	1				1
. , ,			ad Madical S	Pupplion		1	1	- 1			1		
Persons w/ Disabilities (PWD) - Medically		edication at	iu iviedicai s	supplies		l l	I		1	1	ı		3
Persons w/ Disabilities (PWD) - Metal Im								4	ı	1			2
Persons w/ Disabilities (PWD) - Mobility [								1	4				2
Persons w/ Disabilities (PWD) - Service A									1				1
Persons w/ Disabilities (PWD) - Wheelch	1							1_	1			1	3
Property - Special Handling	4	1	1	3		1	1	1		1		1	14
Property - Special Handling - Damaged It				1		1	1					1	7
Property - Special Handling - Damaged It		1						1		1			2
Property - Special Handling - Missing Iter			1	1									3
Property - Special Handling - Missing Iter	1	1		1									2
Screening	3	2	1				1	6	3	6	4	4	30
Screening - Classified Materials								1					1
Screening - Crew Member or Airline Emp	1										1		1
Screening - Inconsistency	1							1	2	1			5
Screening - International Screening								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2	2	1					2	1	3	3	4	18
Screening - Retrieving Abandoned/Confis								1		2			3
2025	20	12	17	10	12	18	21						110
Additional Information Required/Insufficient In		E14411 01	11.37			1							
Additional Information Required/Insufficie	nt Information -	- EMAIL ON				1							1
Airline			2										2
Airline - Policy/Regulations/Service			2										2
Civil Rights	3	1		1		1	3						9
Civil Rights - Constitutional Rights	1						1						2
Civil Rights - Other	1			1									2
Civil Rights - Race	1	1				1	1						4
Civil Rights - Sex							1						1
Customer Service	7	4	2	4	2	7	6						32
Customer Service - TSO	7	4	2	4	2	7	6						32
DHS TRIP	1												1
DHS TRIP - General	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property			5			1	3						9
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1				1						2
Mishandling of Passenger Property - Dam			4			1	1						6
Mishandling of Passenger Property - Disa			Checked				1						1
No Jurisdiction		-	1		1								2
No Jurisdiction - No Referral			1		1								2
Patdown	2	1	1	1		1	1						7
Patdown - Flyer	2	1	1	1		1	1						7
Persons w/ Disabilities (PWD)	1	3	1	2	2	1	1						11
Persons w/ Disabilities (PWD) - Autism S				1									1
Persons w/ Disabilities (PWD) - Breast C						1							1
Persons w/ Disabilities (PWD) - Cancer (		east Cance	er				1						1
Persons w/ Disabilities (PWD) - Cognitive				1									1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Medically	1	1	1		1								4
	· ·		•										

						p.							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	ler Equipm	ent		1								1
Property - Special Handling	3		3	1		2	2						11
Property - Special Handling - Damaged It	2		2	1		1							6
Property - Special Handling - Damaged It	ems - Chec	ked					1						1
Property - Special Handling - Missing Iten	1					1							2
Property - Special Handling - Missing Iten	ns - Checke	d	1				1						2
Screening	3	3	2	1	6	4	4						23
Screening - Inconsistency	1					1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2	3	2	1	5	2	2						17
Screening - Retrieving Abandoned/Confis	cated Items				1	1							2

Categories	40.0-4				eler Comp			05.14	00 1	07 1.1	00 4	00.0	T-4-1
				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	102	105	93	69	66	94	106	76	61	50	76		967
2024	46	43	35	28	35	58	55	76	61	50	76	69	632
Additional Information Required/Insufficient Inf				1									1
Additional Information Required/Insufficier	nt Information	- EMAIL ON	ILY	1									1
Airline	1				1		1	1	1				5
Airline - Lost Baggage	1								1				2
Airline - Policy/Regulations/Service							1	1					2
Airline - Wheelchair Assistance					1								1
Civil Rights			1	1		2	4	1	2		2	4	17
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin											1	2	3
Civil Rights - Not Specified				1		1			1			_	3
Civil Rights - Other												1	1
Civil Rights - Perceived Religion											1		1
Civil Rights - Race			1			1	3		1		'		6
Civil Rights - Sex			- '			- 1	3	1	- 1			1	2
CLEAR						1		ı				ı	1
CLEAR - Registered Traveler		10	40	40	10	1	10	07	0.4	40			1
Customer Service	23	12	16	12	12	18	18	27	24	16	29		227
Customer Service - CSM												1	1
Customer Service - TCC	1				1								2
Customer Service - TSO	22	12	16	12	11	18	18	27	24	16	29	19	224
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Locks	1	2				4		2	1	1	2		13
Locks - Missing or Damaged Lock	1	2				4		2	1	1	2		13
Lost and Found		1	2				1	2	1		3		10
Lost and Found - Airport/TSA		1	2				1	2	1		3		10
Mishandling of Passenger Property	1	4	3	5	4	5	7	10	4	3	2	5	53
Mishandling of Passenger Property - Dam		1	1	1		4	6	7	1		1	3	25
Mishandling of Passenger Property - Dam		2	2	3	4	1		3	3	2	1	2	24
Mishandling of Passenger Property - Dam				1	-		1						2
Mishandling of Passenger Property - Disa		1	Joonnou I	'						1			2
No Jurisdiction	2	'	1			2		3	3	2	4	2	19
No Jurisdiction - No Referral	1		1			2		3	3	1	1	2	8
No Jurisdiction - Refer to CBP	'		- '						1	- 1	1		2
	4							2		4			
No Jurisdiction - Refer to Other	1							3	2	1	2		9
Patdown	4	2	2			4	3	3	4	2	4	4	32
Patdown - Children						2			1				3
Patdown - Flyer	4	2	2			1	3	3	3	2	4	4	28
Patdown - Flyer as Observer	_					1							1
Persons w/ Disabilities (PWD)	2	6	3	1	4	8	5	6	5	4	6	4	54
Persons w/ Disabilities (PWD) - Autism S					1			1					2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental I	Disability			1				1			2
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	1	1				6
Persons w/ Disabilities (PWD) - General	1	1				1			1	2		1	7
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											1
Persons w/ Disabilities (PWD) - Internal M	Medical Devic	es			2			1				1	4
Persons w/ Disabilities (PWD) - Medical D	Devices - At	1					1				2		4
Persons w/ Disabilities (PWD) - Medically	Necessary	2	1	1		3	1		1		1	1	11
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)										1		1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	1		1	1		1			1	1	6
Persons w/ Disabilities (PWD) - Ostomy/0													1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts						1					1
Persons w/ Disabilities (PWD) - Service A									1				1
Persons w/ Disabilities (PWD) - Touch Av		rauma)					1		1				2
Persons w/ Disabilities (PWD) - Visual Im		rauma)					1				1		1
		Sogwoy				1	1	4		1	1		
Persons w/ Disabilities (PWD) - Wheelcha			4	0	4			1	0		0		4
Property - Special Handling	3	3	1_	2	4	2	4	4	6	7	2		43
Property - Special Handling - Damaged Ite		11	1	1			1	2	2			2	12
Property - Special Handling - Damaged Ite					1	1		1		2		1	6
Property - Special Handling - Missing Item		1			2	1	2	1	2	4	1	1	16
Property - Special Handling - Missing Item	ns - Checke	1		1	1		1		2	1	1	1	9
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	9	13	6	6	10	11	12	16	10	15	22	25	155
Screening - Crew Member or Airline Empl	oyee					1							1
Screening - Inconsistency		2	2		1	1	2	1	2	2	2	2	17
Screening - Lengthy Lines	1	3		1	1	4	3	4	1	4	4	10	36
Screening - Military								1					1
Screening - Procedures/Process	8	8	3	5	5	5	5	8	7	9	14	11	88
Screening - Retrieving Abandoned/Confis	cated Items				3		1	1			1		6
Screening - Security Breach								1			1	2	4
Screening - Shoe Screening			1				1						2
2025	56	62	58	41	31	36	51						335
Airline			30	1	1		1						3
Airline - Policy/Regulations/Service				1	1		1						3
	4	2	2	1	1	0	1						
Civil Rights National Origin	1	2	2			2							8
Civil Rights - National Origin					1								1
Civil Rights - Not Specified	1												1
Civil Rights - Profiling			1										1
Civil Rights - Race		1				1							2
Civil Rights - Sex		1	1			1							3
Claims						1							1
Claims - Status						1							1
CLEAR		2	2	1									5

Catagorias	40.0=				eler Comp			05 Ma	00 1	07 1	00 4	00 0-1	Tata'
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLEAR - Registered Traveler		2		1									3
CLEAR - TSA PreCheck Application Prog			2										2
Customer Service	14	19	16	13	10	12	15						99
Customer Service - Others				1		1							2
Customer Service - TSO	14	19	16	12	10	11	15						97
DHS TRIP				2									2
DHS TRIP - General				2									2
Locks		1	1				4						6
Locks - Missing or Damaged Lock		1	1				4						6
Lost and Found	1		1				2						4
Lost and Found - Airport/TSA	1		1				2						4
Mishandling of Passenger Property	6	4	9	4	3	2	7						35
Mishandling of Passenger Property - Dam		1	6	3									11
Mishandling of Passenger Property - Dam		2	3	1	3	2	7						22
Mishandling of Passenger Property - Disa	1	1											2
No Jurisdiction		3	1			2	3						9
No Jurisdiction - No Referral			1			1	1						3
No Jurisdiction - Refer to CBP		3				1	1						5
No Jurisdiction - Refer to Other							1						1
Patdown	1	4	3		1	2							11
Patdown - Children						1							1
Patdown - Flyer	1	4	3		1	1							10
Persons w/ Disabilities (PWD)	5	5	8	4	5	3	8						38
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	icer			1							1
Persons w/ Disabilities (PWD) - Cognitive	1						1						2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/Ma	1										1
Persons w/ Disabilities (PWD) - General	1				1	1	1						4
Persons w/ Disabilities (PWD) - Hearing I	mpairment	2		1	1		1						5
Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1	4		1		1						7
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility I	1	1		1									3
Persons w/ Disabilities (PWD) - Service A	1			1			2						4
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	2	1	1		2						6
Persons w/ Disabilities (PWD) - Wounded	d Warrior		1										1
Property - Special Handling	6	2	8	4	7	7	1						35
Property - Special Handling - Damaged Ite	2		3	1	5	2	1						14
Property - Special Handling - Damaged Ite	1		1	1	1								4
Property - Special Handling - Missing Iten	ns - Carry-C	1	2	1									4
Property - Special Handling - Missing Iten	3	1	2	1	1	5							13
Screening	22	20	7	12	3	5	10						79
Screening - Crew Member or Airline Empl	loyee		1										1
Screening - Gate Pass					1								1
Screening - Inconsistency	1	2	1	3			1						8
Screening - Lengthy Lines	8	5	2	2									17
Screening - Procedures/Process	12	13	3	7	2	5	8						50
Screening - Retrieving Abandoned/Confis							1						2

Cotogorios	40.0-4 4					laints Rep		05.14-	00 1	07 1	00.4	00.0	Tital
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	18	6	10	4	11	10	8	1	7	7	11	7	100
2024	6	2	6	3	7	7	5	1	7	7	11	7	69
Civil Rights			1										1
Civil Rights - Other			1								_		1
Customer Service	3		3	1	4	3	2	1	3	3	7	1	31
Customer Service - CSM	_		1										1
Customer Service - TSO	3		2	1	4	3	2	1	3	3	7	1	30
Lost and Found	1												1
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	1				1	2	1			1	1	2	9
Mishandling of Passenger Property - Da		temsCar	ry-on Lug	gage	1							2	3
Mishandling of Passenger Property - Da						1					1		
Mishandling of Passenger Property - Di	sarrayed Items(	Carry-on o	r Checked			1	1			1			
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown			2	1					1	1		1	(
Patdown - Flyer			2	1					1	1		1	6
Persons w/ Disabilities (PWD)					1				1		1		
Persons w/ Disabilities (PWD) - Genera					1						1		2
Persons w/ Disabilities (PWD) - Prosthe	esis/Amputees ar	nd Casts							1				
Property - Special Handling							1		1	1		1	4
Property - Special Handling - Damaged									1	1			2
Property - Special Handling - Damaged												1	
Property - Special Handling - Missing It							1						
Screening	1	2		1	1	2	1		1	1	2	1	13
Screening - Lengthy Lines						1							
Screening - Procedures/Process	1	2		1	1	1	1		1	1	2	1	12
2025	12	4	4	1	4	3	3						31
Civil Rights					1								1
Civil Rights - Race					1								
Customer Service	5						2						7
Customer Service - TSO	5						2						7
Patdown	3				1	1							5
Patdown - Children	1				1								2
Patdown - Flyer	1					1							2
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabete													1
Persons w/ Disabilities (PWD) - Mobility	y [ 1												1
Property - Special Handling	1			1	1								3
Property - Special Handling - Damaged					1								1
Property - Special Handling - Damaged				1									
Property - Special Handling - Missing It													
Screening	1	4	4		1	2	1						10
Screening - Crew Member or Airline En	nployee	1											
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1				2							3
Screening - Procedures/Process	1	1	4		1		1						3

Categories	10-Oct 11		Contact Cent 2-Dec 01		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE	5	-NOV 1	18	12	7 7	17	04-Apr	7	06-Juli 8	9		09-Sep	10(a)
2024	5	0	6	9	4	12	10	7	8	9		8	7
Airline			0	1	4	12	10		0	9		0	
				1									
Airline - Policy/Regulations/Service				1						4			
Civil Rights Civil Rights - Race										1			
				7	0				0	1		4	
Customer Service			4	7	3	5	6	3	3	2	3	1	3
Customer Service - CSM					1								
Customer Service - TSO			4	7	2	5	6	3	3	2	3	1	3
Human Capital										1			
Human Capital - Prospective Employment	t with TSA									1			
Locks										1		1	
Locks - Missing or Damaged Lock										1		1	
Mishandling of Passenger Property			1			2						1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsCarr	y-on Luggag	е		2							
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	1									1	
No Jurisdiction										1			
No Jurisdiction - No Referral										1			
Patdown							1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)								1	1	2	1	2	
Persons w/ Disabilities (PWD) - Diabetes								1			· ·		
Persons w/ Disabilities (PWD) - Hearing II	mnairment									1			
Persons w/ Disabilities (PWD) - Medically		dication or	d Madical S	upplies						- 1	1		
				upplies						- 4			
Persons w/ Disabilities (PWD) - Mobility D		neeicnair	or Scooter)						4	1		1	
Persons w/ Disabilities (PWD) - Ostomy/C									1				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway										1	
Property - Special Handling								2			1	1	
Property - Special Handling - Missing Item												1	
Property - Special Handling - Missing Item	ns - Checked							2			1		
Screening			1	1	1	5	3	1	4	1	1	2	2
Screening - Inconsistency					1	1			1				
Screening - Lengthy Lines						1	1	1	1	1			
Screening - Procedures/Process			1	1		3	2		2		1	2	1
2025	5	6	12	3	3	5	12						4
Airline							1						
Airline - Policy/Regulations/Service							1						
Civil Rights					1	1							
Civil Rights - Race					1	1							
Customer Service	2	1	4	2	1		2						1
Customer Service - TSO	2	1	4	2	1		2						1
Locks	1	'	-		- '								'
Locks - Missing or Damaged Lock	1												
<u> </u>	1												
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	iaged/Missing It	emsCarr	y-on Luggag	е			1						
No Jurisdiction						1							
No Jurisdiction - No Referral						1							
Notice of Violation/Civil Penalties							1						
Notice of Violation/Civil Penalties - General	al						1						
Patdown		2	1		1	2	1						
Patdown - Children			1										
		2			1	2							
Patdown - Flyer							1						
Patdown - Flyer Patdown - Flyer as Observer													
Patdown - Flyer as Observer	2	1	1			1	1						
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	2 /Developments	1 I /Ment	1			1	1						
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	/Developmenta		1			1	1						
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	/Developmenta 1	I /Ment				1							
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D	/Developmenta 1 Devices - At												
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Im	/Developmenta 1 Devices - At	I /Ment	1			1	1						
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp	/Developmenta 1 Devices - At 1	I /Ment	1										
Patdown - Flyer as Observer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical D  Persons w/ Disabilities (PWD) - Metal Imp  Property - Special Handling  Property - Special Handling - Damaged Ite	/Developmenta 1 Devices - At 1 ems - Carry-On	I /Ment	1				1						
Patdown - Flyer as Observer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical D  Persons w/ Disabilities (PWD) - Metal Imp  Property - Special Handling  Property - Special Handling - Damaged Ite  Property - Special Handling - Damaged Ite	/Developmenta 1 Devices - At 1 ems - Carry-On	I /Ment	1 1 1				1 1						
Patdown - Flyer as Observer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical D  Persons w/ Disabilities (PWD) - Metal Imp  Property - Special Handling  Property - Special Handling - Damaged Ite  Property - Special Handling - Damaged Ite  Screening	/Developmenta 1 Devices - At 1 ems - Carry-On	1 /Ment	1 1 1 5	1			1						1
Patdown - Flyer as Observer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical D  Persons w/ Disabilities (PWD) - Metal Improperty - Special Handling  Property - Special Handling - Damaged Ite  Property - Special Handling - Damaged Ite	/Developmenta 1 Devices - At 1 ems - Carry-On	I /Ment	1 1 1	1 1			1 1						
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Improperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening	/Developmenta 1 Devices - At 1 ems - Carry-On	1 /Ment	1 1 1 5				1 1						1

		TS	A Contact (	Center Trav	eler Com	olaints Repo	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK		1	5	1		3	2	1		1			14
2024		1	2	1		1		1		1			7
Civil Rights		1								1			2
Civil Rights - Age										1			1
Civil Rights - Other		1											1
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged	Items - Carry	-On				1							1
Screening			1										1
Screening - Procedures/Process			1										1
2025			3			2	2						7
Customer Service						2							2
Customer Service - TSO						2							2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Wheelc	hair/ Scooter	/ Segway	1										1
Screening			2				1						3
Screening - Inconsistency			1										1
Screening - Procedures/Process			1				1						2

					•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC	1	1											2
2024	1												1
Patdown	1												1
Patdown - Flyer	1												1
2025		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
CDV			1	1									2
2024			1										1
Patdown			1										1
Patdown - Flyer			1										1
2025				1									1
Civil Rights				1									1
Civil Rights - Age				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
CEC						1							1
2025						1							1
Customer Service						1							1
Customer Service - TSO						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
CEZ		1											1
2025		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	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
CGI			1										1
2024			1										1
No Subject			1										1
No Subject - General			1										1

		TS.				eler Comp								
Categories	10-Oct	11-Nov	12-Dec		n	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	1	3		9	4	4	2	5		4		2	3	37
2024		2		4	1	2	1	1		4		2	3	20
Advanced Imaging Technology (AIT)		1												
Advanced Imaging Technology (AIT) - Fly	/er	1												
Customer Service				2	1					1		1		:
Customer Service - TSO				2	1					1		1		
Locks						1								
Locks - Missing or Damaged Lock						1								
Mishandling of Passenger Property		1								1			2	
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on L	uggage									1	
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked E	Baggage						1				
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsU	Inspecifie	d Luggage	)								1	
Mishandling of Passenger Property - Disa	arrayed Item	1												
No Jurisdiction				1										
No Jurisdiction - Refer to CBP				1										
Patdown								1						
Patdown - Flyer								1						
Persons w/ Disabilities (PWD)						1								
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Med	dical Supp	lies	1								
Screening				1			1			2		1	1	
Screening - Inconsistency				1										
Screening - Procedures/Process										2		1	1	
Screening - Security Breach							1							
2025	1	1		5	3	2	1	4						1
Airline				1										
Airline - Policy/Regulations/Service				1										
Mishandling of Passenger Property	1				1	1		1						
Mishandling of Passenger Property - Dan	1				1			1						
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked E	Baggage		1								
Patdown				1				1						
Patdown - Flyer				1				1						
Persons w/ Disabilities (PWD)					2									
Persons w/ Disabilities (PWD) - General					1									
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelch	air or Sco	oot	1									
Property - Special Handling								2						
Property - Special Handling - Damaged It	tems - Check	ed						1						
Property - Special Handling - Missing Iter	ns - Carry-Or	1						1						
Screening		1		3		1	1							
Screening - Inconsistency		1					1							
Screening - Lengthy Lines						1								
Screening - Procedures/Process				2										
Screening - Security Breach				1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHO	10-001	11-NOV				03-IVIAI 2	04-Api					09-3ep	
2024		1	3 2			2	3	-	•	4		1	2
-	1	1		1				1	1	4		1	1
Civil Rights						1				1			
Civil Rights - Age						1				-			
Civil Rights - Race Customer Service		1								1			
		1	1			1				1			
Customer Service - Others										1			
Customer Service - TSO		1	1			1							
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage						1			
No Jurisdiction			1										
No Jurisdiction - No Referral			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 - Damaged Ite	ems - Carry-	On		1									
Property - Special Handling - Missing Item	1												
Screening								1		1			
Screening - Procedures/Process								1		1			
2025			1	2			3						
Civil Rights				1									
Civil Rights - Constitutional Rights				1									
Customer Service							1						
Customer Service - TSO							1						
No Jurisdiction			1										
No Jurisdiction - No Referral			1										
Patdown							2						
Patdown - Flyer							1						
Patdown - Flyer as Observer							1						
Screening				1									
Screening - Inconsistency													

Categories	10-Oct			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	32	25	26	22	18	25	24	15	21	21	18	17	264
2024	12	5	9	10	11	11	9	15	21	21	18	17	159
Additional Information Required/Insufficient In	formation	1											1
Additional Information Required/Insufficie	nt Informatic	1											1
Airline											1		1
Airline - Policy/Regulations/Service					4			4			1	4	1
Civil Rights Civil Rights - Age					1			1		3	3 1	1	9
Civil Rights - Hair Patdowns											1		1
Civil Rights - Not Specified												1	1
Civil Rights - Perceived Religion										1			1
Civil Rights - Race										1	1		2
Civil Rights - Sex					1			1		1			3
Customer Service	6	1	5	4	2	5	4	4	11	7	5	8	62
Customer Service - TCC						1							1
Customer Service - TSO HAZMAT Endorsement	6	1	5	4	2 1	4	4	4	11	7	5	8	61
HAZMAT Endorsement - Status					1								1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2	1	2	1	2	2		4	1	2	2	2	21
Mishandling of Passenger Property - Dam	2	1	2		2	2		2	1	2	2	2	18
Mishandling of Passenger Property - Dan								2					2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or (	Checke	1									1
No Jurisdiction					1			2					3
No Jurisdiction - No Referral No Jurisdiction - Refer to Other					1			2					2
Patdown	1			1		1			2	1			6
Patdown - Flyer	1			1		1			2	1			6
Persons w/ Disabilities (PWD)	·	1					3	3	1	3	3	2	16
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			1
Persons w/ Disabilities (PWD) - Cancer (		reast Cancer							1				1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Masks						1				1	2
Persons w/ Disabilities (PWD) - General	L							1		1			2
Persons w/ Disabilities (PWD) - Internal M							1						1
Persons w/ Disabilities (PWD) - Medical I				unnlina			1				2		1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im		ledication and	i Medicai S	upplies							3	1	3
Persons w/ Disabilities (PWD) - Wheelch		Seaway						1				1	1
Property - Special Handling	2	ogway	2	2	3	2	1	1		3	2	1	19
Property - Special Handling - Damaged It			1	1		2		1		1		1	8
Property - Special Handling - Damaged It		d			1					1			2
Property - Special Handling - Missing Iter				1	2		1			1			6
Property - Special Handling - Missing Iter	ns - Checked		1								2		3
Screening	1	1		2	1	1	1		5	2	2	3	19
Screening - Crew Member or Airline Emp	loyee	1		1									2
Screening - Inconsistency										4		1	1
Screening - Lengthy Lines	1			1	1	1			5	1	2	2	1 14
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	cated Items			- '		1	1		3	- 1			14
2025	20	20	17	12	7	14	15						105
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights			3		1								4
Civil Rights - National Origin			1										1
Civil Rights - Race			2		1								3
Customer Service	1	7	3	1_	3	2	4						21
Customer Service - TSO	1	7	3	1	3	2	4						21
Lost and Found  Lost and Found - Airport/TSA			1 1	1									2
Mishandling of Passenger Property	1	1	2	1	1	4							10
Mishandling of Passenger Property - Dam		1	1	1	- '	4							8
Mishandling of Passenger Property - Dam			1	•	1								2
No Jurisdiction	1	1				2							4
No Jurisdiction - No Referral	1	1				2							4
Patdown	1	2		2	1	1	1						8
Patdown - Flyer	1	2		2	1	1	1						8
Persons w/ Disabilities (PWD)	4	2		1		2	3						12
Persons w/ Disabilities (PWD) - Autism S							1						1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental D	isability			1	1						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	1												<u>1</u>
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Metal Im				1									1
Persons w/ Disabilities (PWD) - Mobility I		2											2
Persons w/ Disabilities (PWD) - Respirate						1							1
Persons w/ Disabilities (PWD) - Service A		1 1 1000											1
Property - Special Handling	5	2	3	2	1	1	1						15
Property - Special Handling - Damaged It		1	2	2		1	1						10
Property - Special Handling - Missing Iter													2
Property - Special Handling - Missing Iter		1	1		1								3
Screening	7	5	5	4		2	5						28
Screening - Inconsistency	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
Screening - Lengthy Lines	3	1											4
Screening - Procedures/Process	3	4	4	3		2	5						21

				Center Tra									
Categories	10-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	4	2	3	3	5	4	3	4	2	1	2		33
2024	3	1	1	1	4	1	2	4	2	1	2		22
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights											2		2
Civil Rights - Sex											1		1
Civil Rights - Sexual Orientation											1		1
Customer Service	1				1		1			1			4
Customer Service - TSO	1				1		1			1			
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	hecked Ba	ggage					1				
Patdown					1			1	1				
Patdown - Flyer					1			1	1				
Persons w/ Disabilities (PWD)						1		1					
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	ot Wheelch	air or Scoo	iter)		1							
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway						1					
Property - Special Handling					1			1					
Property - Special Handling - Missing Iten	ns - Checke	d			1			1					
Screening	1	1	1	1	1		1						
Screening - Lengthy Lines				1									
Screening - Procedures/Process	1	1	1		1		1						Ę
2025	1	1	2	2	1	3	1						11
Customer Service	1					1							- 2
Customer Service - TSO	1					1							- 2
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	1										
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling				1		1							2
Property - Special Handling - Damaged It	ems - Carry	-On				1							
Property - Special Handling - Missing Iten	ns - Carry-O	n		1									
Screening		1		1	1	1	1						
Screening - Procedures/Process		1		1	1	1	1						5

		13	A Contact	Center Tra	veier Com	namis Kep	ort						
Categories	10-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		4
2024	1				1						1		3
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
Screening - Lengthy Lines											1		1
2025	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
СКВ					1					1			2
2024										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage						1			1
2025					1								1
Screening					1								1
Screening - Lengthy Lines					1								1

Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	42	25	40	33	24	56	43	19	32	21	10-Aug	37	382
2024	22	11	17	12	13	26	23	19	32	21	10	37	243
Additional Information Required/Insufficient Inf	1	1											2
Additional Information Required/Insufficier	1	1											2
Airline						1				1	1		3
Airline - Policy/Regulations/Service						1				1	1		3
Civil Rights		2			1	1		1	1	4		3	13
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA E	mployee)	1											1
Civil Rights - National Origin												1	1
Civil Rights - Not Specified												1	1
Civil Rights - Other		1										1	2
Civil Rights - Race	15								1	3			4
Civil Rights - Screening of Religious or Cu	liturai Garme	ents			4	1				4			1
Civil Rights - Sex					1				4	1			2
Claims Claims - Status									1				1
CLEAR						1			1			4	2
CLEAR - Registered Traveler						1						1	2
Customer Service	6	2	6	6	8	5	4	2	9	3	1	8	60
Customer Service - CSM	0		0	1	0	5	4		9	3	- '	0	1
Customer Service - TCC				· ·	1								1
Customer Service - TSO	6	2	6	5	7	5	4	2	9	3	1	8	58
Locks	2		0	J	1	1	2		9	3	'	0	6
Locks - General	1				'								1
Locks - Missing or Damaged Lock	1				1	1	2						5
Lost and Found								1	1	1			3
Lost and Found - Airport/TSA								1	1	1			3
Mishandling of Passenger Property	2	1	3			4	2	1		3	2	5	23
Mishandling of Passenger Property - Dam		1	1			2	2				1	1	8
Mishandling of Passenger Property - Dam			2			2		1		3	1	4	15
No Jurisdiction	1		2			1	1			1		1	7
No Jurisdiction - No Referral			1			1	1					1	4
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other	1									1			2
Patdown				2		2	3	3	2	1			13
Patdown - Children							1						1
Patdown - Flyer				2		2	2	3	2	1			12
Persons w/ Disabilities (PWD)			1		1	4	3	1	3	1	1	2	17
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
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	l Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General						1			1				2
Persons w/ Disabilities (PWD) - Internal N					1								1
Persons w/ Disabilities (PWD) - Medically				Supplies		1				1		1	3
Persons w/ Disabilities (PWD) - Mobility [			1				1		1				3
Persons w/ Disabilities (PWD) - Wheelcha				2			2	4	0	0	4	0	2
Property - Special Handling	4	2		3		1	2	1	2	2	1	2	20
Property - Special Handling - Damaged Ite		1		1		1	4		1		1	1	5
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item				1		1	1 1	1		1	1		4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		1		1					1	<u>1</u>		1	7
Request for Assistance		1		1					1	1		1	1
Request for Assistance - Other										1			1
Screening	6	3	5	1	2	5	6	9	12	3	4	15	
Screening - Inconsistency	1	2	1	1		<u> </u>	Ü	9	13	3	4	15	72 5
Screening - International Screening	'		- 1			1							1
Screening - International Screening Screening - Lengthy Lines	2		1		2	2	5	6	7		1	8	34
Screening - Procedures/Process	3	1	2	1			1	2	6	3	3	7	29
Screening - Retrieving Abandoned/Confise		1	1	1		1	1		U	3	3	- 1	29
Screening - Shoe Screening	2							1					1
2025	20	14	23	21	11	30	20						139
Airline		1	1	1	• •								3
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service			1	1									2
Civil Rights	3	1	1	1	2	4	1						13
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights	1				•		1						2
Civil Rights - National Origin						2							2
Civil Rights - Not Specified			1										1
Civil Rights - Other	1												1
Civil Rights - Race						1							1
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Item	IS	1	1								2
Civil Rights - Sex	1	1				1							3
Claims							1						1
Claims - Status							1						1
Customer Service	1	1	3	2	2	10							19
Customer Service - TSO	1	1	3	2	2	10							19
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found		2	1			3							6
Lost and Found - Airport/TSA		2	1			3							6
Mishandling of Passenger Property	1	2	1	2	1	3	1						11
Mishandling of Passenger Property - Dam	aged/Missii	2		2		2	1						7

					veler Comp								
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	Tota
Mishandling of Passenger Property - Dam	1		1		1	1							
No Jurisdiction	1		2	1			2						
No Jurisdiction - No Referral	1		1				1						
No Jurisdiction - Refer to CBP			1										
No Jurisdiction - Refer to Department of S	tate						1						
No Jurisdiction - Refer to FAA				1									
Notice of Violation/Civil Penalties			1										
Notice of Violation/Civil Penalties - Gener	al		1										
Patdown		1	1	1	1	1	2						
Patdown - Flyer		1	1	1	1	1	2						
Persons w/ Disabilities (PWD)	1	2	4	1	2	2	2						
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Car	1										
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1										
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies		1							
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1				1							
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	1	1									
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	1										
Persons w/ Disabilities (PWD) - Respirato	ry and Inha	ler Equipme	ent		1								
Persons w/ Disabilities (PWD) - Wheelcha	1	1			1		2						
Property - Special Handling	3	1	1	4	1		4						
Property - Special Handling - Damaged Ite	ems - Carry	-On			1		1						
Property - Special Handling - Damaged Ite	ems - Checl	1		1			1						
Property - Special Handling - Missing Item	3		1	2			1						
Property - Special Handling - Missing Item	ns - Checke	d		1			1						
Screening	9	3	7	8	2	6	7						
Screening - Crew Member or Airline Empl	1						1						
Screening - Inconsistency		1		2									
Screening - Lengthy Lines	7		3	2	1	3	1						
Screening - Procedures/Process	1	1	3	3	1	3	5						
Screening - Retrieving Abandoned/Confise	cated Items	1	1										
Screening - Shoe Screening				1									
SIDA (Security Identification Display Area)	1												
SIDA (Security Identification Display Area	1												

		13	4 Contact	Center ma	veier comp	nanns nep	OΓL						
Categories	10-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	3					1	1					8
2024	1	2					1	1					5
Customer Service		2											2
Customer Service - TSO		2											2
Screening	1						1	1					3
Screening - Procedures/Process	1						1	1					3
2025	2	1											3
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
CLT	104	101	101	102	96	122	126	91	78	78	64	61	1,124
2024	36	40	27	43	35	64	67	91	78	78	64	61	684
Additional Information Required/Insufficient In			1			•	· · ·	1			•	٧.	2
Additional Information Required/Insufficie		- EMAIL	1					1					2
Airline	1	1	1			2	1		2	3	1	1	13
Airline - Lost Baggage			1								1		2
Airline - Policy/Regulations/Service	1					2	1		2	3			9
Airline - Wheelchair Assistance		1										1	2
Civil Rights		2	2	2	3	4	3	3	1	2	3	3	28
Civil Rights - Age					1	1		1				1	4
Civil Rights - Headwear		1											1
Civil Rights - National Origin											1		1
Civil Rights - Not Specified						1	2						3
Civil Rights - Race		1	1	1	2	1		2		2	2	2	14
Civil Rights - Sex			1	1		1	1		1				5
Claims			1										1
Claims - General			1										1
Customer Service	14	16	15	19	19	32	22	38	35	31	15	21	277
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	14	15	14	19	19	32	22	38	35	31	15	21	275
DHS TRIP										1			1
DHS TRIP - General										1			1
Locks						2	1	2		2			7
Locks - Missing or Damaged Lock				4		2	1	2	4	2	0		7
Lost and Found	2			1		2	3	2	1	3	2		16
Lost and Found - Airport/TSA	2	0			4		3	2		3	2		16
Mishandling of Passenger Property	3	2	2	4	1	6	7	9	7	10	5	5	61
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		2	1	2	1	4	5	6	6	7	4	3	41
Mishandling of Passenger Property - Dam		Itome II	1	2		1	1	1	1	3	1	2	15
Mishandling of Passenger Property - Disa						1	1	2					1 4
No Jurisdiction	2	-Carry-011 0	1	2	1	3	1	1	2	5	4		23
No Jurisdiction - No Referral		1	1		1	3	- 1	- 1	1	3	1		10
No Jurisdiction - Refer to CBP		- 1	- '	2	1	3	1		1	1	1		7
No Jurisdiction - Refer to CBP					1		- 1	1	- 1	1	- 1		1
No Jurisdiction - Refer to Other	2							- 1		1	2		5
Patdown		1			6	2	2	2		1			13
Patdown - Children		ı			3								3
Patdown - Flyer		1			3	2	2	1					9
Patdown - Non-Flyer		ı			3			1					1
Persons w/ Disabilities (PWD)	2	2		4		2	9	8	8	9	7	12	63
Persons w/ Disabilities (PWD) - Autism S							3	0	1	3	2		4
Persons w/ Disabilities (PWD) - Diabetes	1			1				3	1			'	5
Persons w/ Disabilities (PWD) - Diapers/0		ssings/Mas	ks	'					1				1
Persons w/ Disabilities (PWD) - General	1	oomigoniido	ito				1		1	1		2	6
Persons w/ Disabilities (PWD) - Internal N	ı ∕ledical Devic	es							•	1		1	2
Persons w/ Disabilities (PWD) - Medical I			Body								1		1
Persons w/ Disabilities (PWD) - Medically				1		1	4			6	2	6	20
Persons w/ Disabilities (PWD) - Metal Imp		1						1		1			3
Persons w/ Disabilities (PWD) - Mobility [		Wheelchai	r or Scoot	1		1	2	1			2		7
Persons w/ Disabilities (PWD) - Prosthesi							1						1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	r Equipmen	t				1		1				2
Persons w/ Disabilities (PWD) - Service A	Animals	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)							1				1
Persons w/ Disabilities (PWD) - Wheelch	1			1				3	2			2	9
Property - Special Handling	2	5	2	5		2	4	5	4	3	9	1	42
Property - Special Handling - Damaged It	ems - Carry	2					3	2	2	1	4		14
Property - Special Handling - Damaged It	ems - Checl	3		1						1			5
Property - Special Handling - Missing Iten				3		1	1	3	1		4	1	15
Property - Special Handling - Missing Iten	1		2	1		1			1	1	1		8
Screening	10	10	2	6	5	7	14	20	18	9	18	18	137
Screening - Crew Member or Airline Emp	1												1
Screening - Inconsistency			1	2	1	1		2	3	3	2		15
Screening - Lengthy Lines	2	1		1	1		3	6	6	1	4	5	30
Screening - Opposite Sex		1											1
Screening - Procedures/Process	7	8		2	3	6	11	12	9	5	11	11	85
Screening - Retrieving Abandoned/Confis	cated Items			1							1		2
Screening - Security Breach			1									1	2
Screening - Traveling with Cash												1	1
2025	68	61	74	59	61	58	59						440
Additional Information Required/Insufficient In			1										2
Additional Information Required/Insufficie			1										2
Airline	1	1	6		2	2							12
Airline - Lost Baggage	1	1	3			4							5
Airline - Policy/Regulations/Service			3		2	1							6
Airline - Wheelchair Assistance						1							1
Civil Rights	3	1	4	2	2	2	2						16
Civil Rights - Age	11												1
Civil Rights - Civil Rights Violation (TSA E	Impioyee)			4		1							1
Civil Rights - Constitutional Rights	4			1									1
Civil Rights - National Origin	1	4	A	4	0		4						1
Civil Rights - Race	1	1	4	1	2	4	1						10
Civil Rights - Sexual Orientation						1	4						1
Civil Rights - Sexual Orientation Customer Service	20	4.5	00	40	40	00	1						120
Customer Service	20	15	23	13	12	26	20						129

Categories	10-Oct	11-Nov	12-Dec	Center Trav 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	20	15	23		12	26			00-0uii	07-0ui	00-Aug	00-оср	129
DHS TRIP	20	1	20	10	12	20	20						120
DHS TRIP - General		1											
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											
Lost and Found	3	2	3	4									12
Lost and Found - Airport/TSA	3	2	3	4									12
Mishandling of Passenger Property	5	7	6	5	9	3	4						39
Mishandling of Passenger Property - Da		5	6	2	7	2							27
Mishandling of Passenger Property - Da		1		3	2	1							
Mishandling of Passenger Property - Di		1					1						3
No Jurisdiction	3	2	2	2	1	2							12
No Jurisdiction - No Referral	2	1	1		1	_							
No Jurisdiction - Refer to CBP	1		1	1		2							
No Jurisdiction - Refer to Other		1		1									2
Notice of Violation/Civil Penalties		1											
Notice of Violation/Civil Penalties - Ger	ieral	1											1
Patdown	1	1		1	1	2							6
Patdown - Flyer	1	1		1	1	1							5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	11	10	4	9	5	10	11						60
Persons w/ Disabilities (PWD) - Autism	S 1			1									2
Persons w/ Disabilities (PWD) - Cogniti	ve 1	3		2		1							7
Persons w/ Disabilities (PWD) - Diabete	es	1			1		1						3
Persons w/ Disabilities (PWD) - General	al 1						2	2					3
Persons w/ Disabilities (PWD) - Hearing	g Impairment					1							1
Persons w/ Disabilities (PWD) - Interna			1			2							4
Persons w/ Disabilities (PWD) - Medica	I Devices - Att	ached to th	e Body				1						1
Persons w/ Disabilities (PWD) - Medica	ılly 1	2	1	3	1	2	2						12
Persons w/ Disabilities (PWD) - Metal I	mr 2	3				1							6
Persons w/ Disabilities (PWD) - Mobility	y E 4			1	1	1	1						8
Persons w/ Disabilities (PWD) - Prosthe	esis/Amputees	and Casts				1	1						2
Persons w/ Disabilities (PWD) - Respira		er Equipme	1	1			2	2					4
Persons w/ Disabilities (PWD) - Service			1										1
Persons w/ Disabilities (PWD) - Wheele		1		1	2	1							(
Property - Special Handling	3	8	8	7	8	5							46
Property - Special Handling - Damaged		5	4		2	2	3	}					17
Property - Special Handling - Damaged		ed		1	1								2
Property - Special Handling - Missing It		3	4	5	3	3							22
Property - Special Handling - Missing It				1	2		1						5
Screening	16	11	17	16	21	6							102
Screening - Crew Member or Airline En	1,7				1		1						2
Screening - Inconsistency	1	3	1		1		2						11
Screening - Lengthy Lines	7	3	2	3	6	1	1						23
Screening - Procedures/Process	7	5	13	9	13	4	11						62
Screening - Retrieving Abandoned/Con	fis 1		1	1		1							

Categories	10-Oct		2-Dec 01	l-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СМН	36	45	25	32	33	41	34	27	21	16	15	19	344
2024	25	28	12	17	21	21	23	27	21	16	15	19	245
Additional Information Required/Insufficient In										1			1
Additional Information Required/Insufficie	nt Information	- EMAIL ON	ILY							1			1
Airline				1						1			2
Airline - Policy/Regulations/Service	2	•		2			4		4	1			2
Civil Rights Civil Rights - Not Specified	2	2		2			1	2 1	1	1			11
Civil Rights - Other								1		1			<u> </u>
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	1	1		1				1	1				5
Civil Rights - Sex	1						1						2
Civil Rights - Sexual Orientation		1											1
Claims					1		1						2
Claims - General	40			10	1		1					_	2
Customer Service - CSM	12	19	5	10	2	11	9	5	6	4	4	7	94
Customer Service - Others				- 1	1								1
Customer Service - TSO	12	19	5	9	1	11	9	5	6	4	4	7	92
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			1					3
Lost and Found - Airport/TSA	1		4		1	0	4	3	2	0	1		3
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	 	teme Carr	v-on Luggage	9		2	1	1	3	2			13
Mishandling of Passenger Property - Dam			y-on Luggage				1	2	2	2	1		9
No Jurisdiction		,				2				1			3
No Jurisdiction - No Referral						2				1			3
Patdown	4	1	1		3		3		2	1	1	1	17
Patdown - Flyer	4	1	1		2		2		1	1	1	1	14
Patdown - Flyer as Observer					1		1						2
Patdown - Non-Flyer	4			0	7				1	4	0	4	1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive	1 /Developme	ntal /Mental F	2 Disability	2	7	3	3	3	3	1	2	4	31
Persons w/ Disabilities (PWD) - Diabetes		illai /ivierilai L	Disability				1			1		1	4
Persons w/ Disabilities (PWD) - General						1		1					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) - Medical I					1				1				2
Persons w/ Disabilities (PWD) - Medically		/ledication an	nd Medic	1	2	1		1				2	7
Persons w/ Disabilities (PWD) - Metal Imp		1 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	( + )		4	4	1		4		4	1	2
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/0		vvneeicnair	or Scooter)		1	1			1 1		1		4
Persons w/ Disabilities (PWD) - Ostorny/C		and Casts			1				- 1				<u>'</u>
Persons w/ Disabilities (PWD) - Touch Av			1				1				1		3
Persons w/ Disabilities (PWD) - Wheelch			1		1								2
Property - Special Handling	1	2	2	1	1	1	1	5	1	1	2	1	19
Property - Special Handling - Damaged It			1	1	1			1			2		6
Property - Special Handling - Damaged It								1					1
Property - Special Handling - Missing Item		1	1			1	4	1	1	4		4	7
Property - Special Handling - Missing Iten Screening	4	1 4	1	1	6	1	<u>1</u>	2 8	5	1	5	6	46
Screening - Children	4		'	'	0	'		0	1	'	3	0	1
Screening - Crew Member or Airline Emp	loyee				1								1
Screening - Inconsistency	1	1			1			1	2	1		1	8
Screening - Lengthy Lines			1					2				1	4
Screening - Procedures/Process	3	2		1	4	1	4	5	2		4	4	30
Screening - Retrieving Abandoned/Confis		1									1		2
2025	11	17	13 1	15	12	<b>20</b>	11						99
Civil Rights Civil Rights - Age		2 1	1	1	1	ı	1						7
Civil Rights - National Origin		1			1								1
Civil Rights - Not Specified						1							1
Civil Rights - Race		1		1			1						3
Civil Rights - Sex			1										1
Customer Service	3	5	5	2	6	8	4						33
Customer Service - TCC					1								1
Customer Service - TSO	3	5	5	2	5	8	4						32
DHS TRIP	1												1
DHS TRIP - General	1		1	1	2		1						1
Lost and Found  Lost and Found - Airport/TSA			1	1	2		1 1						5
Mishandling of Passenger Property	1	2	1	!		1							5
Mishandling of Passenger Property - Dam		1	1			1							3
Mishandling of Passenger Property - Dam		1											2
No Jurisdiction			2										2
No Jurisdiction - No Referral			2										2
Patdown				1	1	1							3
Patdown - Flyer				1	1	1							3
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	nectrum 1	2	2	5	1	3							14
Persons W/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes	1			2									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing I	1			'		1							2
	1												

		134	Contact	center ira	veier Comp	iainis Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical I	Devices - At	1											1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	2	1	1								4
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelcha	air or Scoot	er)		2							2
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	1											1
Property - Special Handling	2	2				1	1						6
Property - Special Handling - Missing Iter	ns - Carry-C	2					1						3
Property - Special Handling - Missing Iter	2					1							3
Screening	3	4	1	5	1	5	4						23
Screening - Inconsistency		2		1									3
Screening - Lengthy Lines						1							1
Screening - Military				1									1
Screening - Procedures/Process	3	2	1	3	1	3	4						17
Screening - Security Breach						1							1

		13	4 Contact (	senter ma	veier Comp	iainis Kep	ort						
Categories	10-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	1	1	4		1	1		1	2		1		12
2024	1	1	3		1			1	2		1		10
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			2										2
Civil Rights - Race			2										2
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medic	ally Necessary	Medication	and Medica	al Supplies	;						1		
Property - Special Handling		1											
Property - Special Handling - Damage	d Items - Carry	1											
Screening								1	2				
Screening - Inconsistency									1				1
Screening - Procedures/Process								1					
Screening - Security Breach									1				
2025			1			1							2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobil	ty Disability (No	ot Wheelch	air or Scoot	er)		1							1
Screening			1										1
Screening - Inconsistency			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
CMX										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
CNY	1							1					2
2024	1							1					2
Customer Service								1					1
Customer Service - TSO								1					1
Patdown	1												1
Patdown - Flyer	1												1

		10	- Contact	Deniter 116	veier com	namis itepi	J1 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
COD		2	2			1	1			1		1	8
2024		2								1		1	4
Customer Service		1										1	2
Customer Service - TSO		1										1	2
Screening		1								1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process		1											1
2025			2			1	1						4
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Patdown			1										1
Patdown - Non-Flyer			1										1
Screening							1						1
Screening - Procedures/Process							1						1

Catagories	10.0=+ 11		Contact Ce		02-Feb			OE M	06 1	07 11	00 4	00 0	Total
Categories		-Nov				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
cos	13	7	17	12	4	8	10	5	5	6			95
2024	3	2	10	7	1	3	5	5	5	6	5	3	55
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service			6	4		2		2	1	3	1	2	21
Customer Service - CSM						1							1
Customer Service - TSO			6	4		1		2	1	3	1	2	20
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property		1				1	1		2				5
Mishandling of Passenger Property - Dan	naged/Missi	1				'	'		1				2
Mishandling of Passenger Property - Dan		ame_Ch	acked Bagga	ngo.		1			1				2
Mishandling of Passenger Property - Disa				ige		- 1	1		- '				
		arry-orr o					1			0	4	4	
Patdown	1		3							2	1	1	8
Patdown - Children	1												1
Patdown - Flyer			3							2			7
Persons w/ Disabilities (PWD)	1		1				2				1		5
Persons w/ Disabilities (PWD) - Mobility I			1										2
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Seg	gway					1				1		2
Property - Special Handling	1			1				1					3
Property - Special Handling - Damaged It	ie 1												1
Property - Special Handling - Missing Iter	ns - Carry-On			1				1					2
Screening				1	1		2	2	1	1	2		10
Screening - Lengthy Lines							1						1
Screening - Military							1						1
Screening - Procedures/Process				1	1			2		1	1		6
Screening - Retrieving Abandoned/Confis	cated Items										1		1
Screening - Shoe Screening									1				1
2025	10	5	7	5	3	5	5		'				40
Advanced Imaging Technology (AIT)	1	,	- '			,	J						40
													1
Advanced Imaging Technology (AIT) - Fly													
													4
Cargo	1												1
Cargo Cargo - Indirect Air Carrier (IAC)	1												1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights	1	1				1							1 1 3
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified	1 1 1	1											1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex	1 1 1	1				1							1 2
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service	1 1 1 1 2	1		2	1								1 2 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO	1 1 1	1		2 2	1								1 2 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service	1 1 1 1 2	1											1 2 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO	1 1 1 1 2	1			1								1 2 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety	1 1 1 1 2	1			1		1						
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General	1 1 1 1 2	1			1		1 1						1 2 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA	1 1 1 1 2	1	1		1								1 2 6 6 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 1 2 2 2	1 1 1	1 1		1								1 2 6 6 1 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 1 1 2 2 2 1 1 nagged/Missii	1 1 1			1								1 2 6 6 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 1 1 2 2 2 1 1 nagged/Missii	1 1 1 1 1	1		1								1 2 6 6 1 1 1 1 3 2
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Patdown	1 1 1 2 2 2 1 1 nagged/Missii	1 1 1	1		1								1 2 6 6 1 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Patdown Patdown - Flyer	1 1 2 2 2 1 1 naged/Missii 1	1 1 1 1 1	1	2	1 1 1	1							1 2 6 6 1 1 1 1 1 2 2 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 2 2 2 1 1 naged/Missil 1 2 2	1 1 1 1 1	1		1								1 2 6 6 6 1 1 1 1 1 1 3 2 2 1 1 2 2 6 6 6 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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)	1 1 2 2 2 1 1 magged/Missin 1 2 2 1 1	1 1 1 1 1 1	1 1 1 1 1	1	1 1 1	1							1 2 6 6 6 1 1 1 1 1 1 3 3 2 1 1 2 2 6 6 6 6 7 1 1 1 2 1 2 1 1 1 2 1 2 1 1 2 1 2 1 2
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Cognitive	1 1 1 2 2 2 1 naged/Missin 1 2 1 2 1 0 1 1 2 0 1 1 0 1 0 1 0 0 1 0 0 0 0	1 1 1 1 1 1	1 1 1 1 1	2	1 1 1	1							1 2 6 6 6 1 1 1 1 1 3 3 2 2 1 2 2 2 2 2 2 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Inabetes	1 1 2 2 2 1 1 naged/Missin 1 2 2 1 1 e /Developmenta	1 1 1 1 1 1	1 1 1 1 1	1	1 1 1	1							1 2 6 6 6 6 1 1 1 1 1 3 3 2 2 2 2 6 6 6 6 6 6 6 6 6 6 6 7 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	1 1 2 2 2 1 1 agged/Missil 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 2 2 2 2	1 1 1 1 1 1 1 1 1   I /Mental	1 1 1 1 1	1	1 1 1	1	1						1 2 6 6 6 6 1 1 1 1 1 3 3 2 2 2 6 6 2 6 6 6 6 2 1 1 1 2 2 2 6 6 6 6
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically	1 1 1 1 2 2 2  Inaged/Missin 1 2 Company of the com	1 1 1 1 1 1	1 1 1 1 1	1	1 1 1	1	1						1 2 6 6 6 1 1 1 1 1 2 2 2 2 2 2 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	1 1 1 1 2 2 2 Inaged/Missin 1 2 Inaged/Missin 1 1 1 2 Inaged/Missin 1 1 1 1 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 /Mental	1 1 1 1 1	1	1 1 1	1	1						1 2 6 6 6 1 1 1 1 1 2 2 2 2 2 2 2 3 3 1 1 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It	1 1 1 1 2 2 2 1 naged/Missin 1 2 in 1 e/Developmenta 1 tems - Carry-On 1	1 1 1 1 1 1 1 1 1   I /Mental	1 1 1 1 1	1	1 1 1	1	1						1 2 6 6 6 1 1 1 1 1 1 2 2 2 2 6 6 2 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 1 1 1 2 2 2 1 naged/Missin 1 2 in 1 e/Developmenta 1 tems - Carry-On 1	1 1 1 1 1 1 1 1 1   I /Mental	1 1 1 1 1	1	1 1 1	1	1						1 2 6 6 6 1 1 1 1 1 1 2 2 2 6 6 2 2 2 1 1 2 2 3 3 1 1 1 1 2 2 3 3 3 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It	1 1 1 1 2 2 2 1 naged/Missin 1 2 in 1 e/Developmenta 1 tems - Carry-On 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1	1 1 1	1	1						1 2 6 6 6 1 1 1 1 1 1 2 2 2 2 6 6 2 1 1 1 1
Cargo Cargo - Indirect Air Carrier (IAC) Civil Rights Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO Hazardous Materials Safety Hazardous Materials Safety - General Lost and Found Lost and Found - Airport/TSA 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) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 1 1 2 2 2 1 maged/Missin 1 2 1 terms - Carry-On 1 ms - Checke	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 Disability	1	1 1 1	1	1 1 1						1 2 6 6 6 1 1 1 1 1 1 2 2 2 6 6 2 2 2 1 1 2 2 3 3 1 1 1 1 2 2 3 3 3 1 1 1 1

		10/	- Contact	Jeniter may	cici Comp	nannis itepi	Oit						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COU		1	2	1	2	1	1					2	10
2024			1		2							2	5
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch A	version (pai	n/trauma)			1								1
Screening												1	1
Screening - Procedures/Process												1	1
2025		1	1	1		1	1						5
Screening		1	1	1		1	1						5
Screening - Procedures/Process		1	1	1		1	1						5

		18	A Contact	Center Tra	veier Comp	iaints Rep	ort						
Categories	10-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		1	1	1	2	3	2	1	1			1	13
2024				1			1	1	1			1	5
Civil Rights												1	1
Civil Rights - Age												1	1
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
Screening								1					1
Screening - Procedures/Process								1					1
2025		1	1		2	3	1						8
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medicall	, Necessary	Medication	and Medic	al Supplies		1							1
Property - Special Handling		1				1							2
Property - Special Handling - Missing Iter	ns - Checke	1				1							2
Screening					2	1	1						4
Screening - Inconsistency						1							1
Screening - Procedures/Process					2		1						3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	veler Comp 02-Feb		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRP	10-001	4	12-Dec 2			03-iviai 3			4	07-Jul		19-3eh	10tai
2024	2	2	2	1		3	4		4	1		1	1
Customer Service				1			3		4	1		1	1
Customer Service - TSO							2						
Lost and Found										-			
Lost and Found  Lost and Found - Airport/TSA										1			
Patdown										1			
									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)				1			1		2				
Persons w/ Disabilities (PWD) - Diabetes	N	N.A 12 42		1					1				
Persons w/ Disabilities (PWD) - Medically		Medication	and Medic	al Supplies			1						
Persons w/ Disabilities (PWD) - Ostomy/C	Jstomates								1				
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening	1	2							1			1	
Screening - Inconsistency												1	
Screening - Procedures/Process	1	2							1				
2025	3	2	2	3	2	3	1						1
Civil Rights	1			1									
Civil Rights - Other	1												
Civil Rights - Race				1									
Customer Service	1	1			2		1						
Customer Service - TSO	1	1			2		1						
Ombudsman			1										
Ombudsman - General			1										
Patdown		1		2									
Patdown - Flyer		1		2									
Persons w/ Disabilities (PWD)						2							
Persons w/ Disabilities (PWD) - Diabetes						2							
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Check	ked				1							
Screening	1		1										
Screening - Procedures/Process	1		1										

		13	4 Contact	senter ma	veier Comp	iaiiilo nep	υιι						
Categories	10-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	1	2	3		1	3	2		2		2		16
2024	1	2				1	1		2		2		9
Customer Service	1						1				1		3
Customer Service - TSO	1						1				1		3
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown											1		1
Patdown - Flyer											1		1
Screening		2				1			1				4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1				1			1				3
2025			3		1	2	1						7
Airline					1								1
Airline - Lost Baggage					1								1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Da	maged/Missii	ng ItemsC	1										1
Patdown						1							1
Patdown - Flyer						1							1
Screening			2			1							3
Screening - Procedures/Process			2			1							3

		15	A Contact	Center Tra	veier Comp	naints Rep	ort						
Categories	10-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		1		1	2			2				1	7
2024				1				2				1	4
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsL	Inspecified	l 1									1
Patdown								1					1
Patdown - Flyer								1					1
2025		1			2								3
Customer Service		1											1
Customer Service - TSO		1											1
Patdown					2								2
Patdown - Flyer					2								2

Categories	10-Oct			1-Jan	02-Feb	03-Mar		05-May 0	)6-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	23	26	19	20	22	21	28	13	15	11	21	22	241
2024	11	13	5	7	12	14	15	13	15	11	21	22	159
Airline												3	3
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service												2	2
Civil Rights Civil Rights - Not Specified				1			1			1			4
Civil Rights - Race							1			1			2
Civil Rights - Sex				1			'						1
CLEAR						1					3		4
CLEAR - Registered Traveler						1					2		3
CLEAR - TSA PreCheck Application Prog	ram										1		1
Customer Service	5	3		1	2	2	3	2	7	4	7	5	41
Customer Service - CSM				1									1
Customer Service - Others	_	0					0	0	1	4	7		1
Customer Service - TSO  Locks	5	3			2	2	3	2	6	4	7	5	39
Locks - Missing or Damaged Lock	1								1				2
Mishandling of Passenger Property		3		2	1	5	2	1	2		1	1	18
Mishandling of Passenger Property - Dam	ı naged/Missiı	1		1	1	3	2	1	1		1	1	12
Mishandling of Passenger Property - Dam		2		1		2			1				6
No Jurisdiction			1		2	1					3	3	10
No Jurisdiction - No Referral			1		1	1					2	1	6
No Jurisdiction - Refer to CBP					1							1	2
No Jurisdiction - Refer to Other											1	1	2
Patdown	1		1	1		1	1	1	2	3	1		12
Patdown - Children										1	-		1
Patdown - Flyer	1		1	1		1	1	1	2	2	1		11
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	nectrum				4	2	1	4	1	2	1	4	19
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (		reast Cancor			1				1				1
Persons w/ Disabilities (PWD) - Caricel (		reast Garicer						1	ı				1
Persons w/ Disabilities (PWD) - General								1				1	1
Persons w/ Disabilities (PWD) - Hearing I	I Impairment										1	1	2
Persons w/ Disabilities (PWD) - Medical I		ched to the Bo	ody		1								1
Persons w/ Disabilities (PWD) - Medically				upplies	1	2		1		1			5
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				1					1		1	3
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheelchair c	r Scooter)					1					1
Persons w/ Disabilities (PWD) - Ostomy/0								1					1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S						1					1	2
Property - Special Handling		2				1					1		4
Property - Special Handling - Damaged It		1									1		2
Property - Special Handling - Damaged It						1							1
Property - Special Handling - Missing Iter Request for Assistance	ns - Carry-C	1									1		1
Request for Assistance - Other											1		1
Screening	4	5	3	1	3	1	6	4	2	1	3	6	39
Screening - Crew Member or Airline Emp							1						1
Screening - Inconsistency	1	1					1			1			4
Screening - Lengthy Lines	2	2			1		2		1				8
Screening - Procedures/Process	1	2	3	1	1	1	2	4	1		3	5	24
Screening - Retrieving Abandoned/Confis	cated Items				1							1	2
SIDA (Security Identification Display Area)	L			1				1					2
SIDA (Security Identification Display Area	i	40	44	1	40		40	1					2
2025 Airline	12	13 1	14	13	10	7	13						82
Airline - Policy/Regulations/Service		1											
Civil Rights	1	3	1	1									6
Civil Rights - Age		1	'										1
Civil Rights - Race	1	2		1									4
Civil Rights - Sex			1										1
CLEAR				1			1						2
CLEAR - Registered Traveler				1			1						2
Customer Service	1		3	2	4	2	4						16
Customer Service - TSO	1		3	2	4	2	4						16
Freedom of Information Act (FOIA)	1												1
Freedom of Information Act (FOIA) - Gen	1												1
Locks			1			1	1						3
Locks - Missing or Damaged Lock			1			1	1						3
Lost and Found  Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	1	1	1	2		1	2						8
Mishandling of Passenger Property - Dam		1		2		· ·	1						4
Mishandling of Passenger Property - Dan		•	1			1	1						4
No Jurisdiction	1					1							2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other						1							1
Patdown		1	1		2								4
Patdown - Flyer		1	1		2								4
Persons w/ Disabilities (PWD)	2			1			2						5
Persons w/ Disabilities (PWD) - Breast C							1						1
Persons w/ Disabilities (PWD) - Cognitive		itai /Mental D	isability	1									1
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling	1	3		2	1		1						6
Property - Special Handling - Damaged It	ems - Carry	1		2	1								3
sporty - opoolar rianding - Danlayeu It	Curry	1											

		13/	4 Contact	Center ma	veier comp	nanns nep	OΓL						
Categories	10-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 - Checke	2			1								3
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	5	3	7	4	3	1	3						26
Screening - Crew Member or Airline Emp	loyee						1						1
Screening - Inconsistency	1		1	1									3
Screening - Lengthy Lines	1	3	1										5
Screening - Procedures/Process	3		4	2	2	1	2						14
Screening - Retrieving Abandoned/Confis	cated Items		1	1									2
Screening - Security Breach					1								1

		13	A Contact	Center Tra	veier Com	Diaints Rep	ort						
Categories	10-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			2		2		2		9
2024			1	1			2		2		2		8
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Mishandling of Passenger Property							1				1		- 1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage							1		
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsL	Inspecified I	Luggage			1						
Property - Special Handling			1						1				
Property - Special Handling - Damage	l Items - Chec	ked	1										
Property - Special Handling - Missing	tems - Checke	d							1				
Screening				1							1		
Screening - Inconsistency				1									
Screening - Procedures/Process											1		
2025	1												1
Screening	1												
Screening - Procedures/Process	1												

		13	A Contac	Center Tra	iveiei coilik	nanns nep	JUIL						
Categories	10-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	2	1		1	1		1	2	2	1	1		1:
2024	1						1	2	2	1	1		
Customer Service								1			1		
Customer Service - TSO								1			1		
Mishandling of Passenger Property	1						1						- ;
Mishandling of Passenger Property - Da	amaged/Missii	ng ItemsC	arry-on Lu	iggage			1						
Mishandling of Passenger Property - Da	am 1												
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Medica	ally Necessary	Medication	and Med	ical Supplies	3				1				
Screening								1		1			
Screening - Procedures/Process								1		1			
2025	1	1		1	1								
Civil Rights	1												
Civil Rights - National Origin	1												
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Da	amaged/Missii	ng ItemsC	hecked Ba	aggage	1								
Property - Special Handling				1									
Property - Special Handling - Missing It	ems - Checke	d		1									
Screening		1											
Screening - Lengthy Lines		1											

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CYS				1	1						1		3
2024											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	)									1		1
2025				1	1								2
Customer Service					1								1
Customer Service - TSO					1								1
Screening				1									1
Screening - Procedures/Process				1									1

		TSA			eler Comp		ort						
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	3	3	4	4	2	4		7	~	2			3
2024	1			2		1	1	7	3	2	2		1
Civil Rights								1			1		
Civil Rights - National Origin											1		
Civil Rights - Race								1					
Customer Service								2	1	2			
Customer Service - TSO								2	1	2	1		
Locks				1									
Locks - Missing or Damaged Lock				1									
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property								2					
Mishandling of Passenger Property - Dan								1					
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on c	r Checked					1					
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Prosthes	i 1												
Screening				1		1		1	1				
Screening - Inconsistency								1					
Screening - Lengthy Lines				1									
Screening - Procedures/Process						1			1				
2025	2	3	4	2	2	3	1						1
Airline						1							
Airline - Policy/Regulations/Service						1							
Customer Service			2				1						
Customer Service - TSO			2				1						
Mishandling of Passenger Property	100	1			1								
Mishandling of Passenger Property - Dan			rry-on Lugo	gage	1								
Mishandling of Passenger Property - Dan	naged/Missii	1											
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)	1		1	1									
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Metal Im			1										
Persons w/ Disabilities (PWD) - Visual Im	i			1									
Property - Special Handling	1	1			1								
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iter					1								
Property - Special Handling - Missing Iter	η 1												
Screening		1	1	1		1							
Screening - Inconsistency			1										
Screening - Procedures/Process		1		1		1							

Categories	10.0-4		Contact Ce					OE Me	06 1	07 11	00 A	00 80-	Total
	10-Oct		12-Dec 28	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAL	42	38		33	37	44	58	38	26	22			434
2024	23	16	6	18	20	17	30	38	26	22	38	30	284
Advanced Imaging Technology (AIT)	0.5								1 1				1
Advanced Imaging Technology (AIT) - Fly Airline	ei						1		I				1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1			1	2	2	1		1	1	1		10
Civil Rights - Age				1			'		1		'		1
Civil Rights - National Origin						1			'				1
Civil Rights - Race				1	2	1				1			5
Civil Rights - Sex				1		1	1				1		2
Civil Rights - Sexual Orientation	1						'				'		1
Claims							1						1
Claims - General							1						1
Customer Service	6	5	2	7	3	8	9	10	7	7	8	5	77
Customer Service - TCC	, and the second							1					1
Customer Service - TSO	6	5	2	7	3	8	9	9	7	7	8	5	76
Intranet/Internet Inquiries												1	1
Intranet/Internet Inquiries - General												1	1
Locks	1						2				1		4
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	4			1	4	1	1	8	6	7	5	4	41
Mishandling of Passenger Property - Dam	1			1	1	1		4	5	6	3		24
Mishandling of Passenger Property - Dam					3		1	3	1	1	2		15
Mishandling of Passenger Property - Dam		g ItemsUns	specified Lu	ggage			*	1				1	2
No Jurisdiction	5			1			2					1	4
No Jurisdiction - No Referral				1			1						2
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other												1	1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - Gener	al								1				1
Patdown	4	3		3	3	2	2	5	2	4	3	3	34
Patdown - Children				1		1						1	3
Patdown - Flyer	3	2		2	2	1	1	5	2	4	3	2	27
Patdown - Flyer as Observer	1	1			1		1						4
Persons w/ Disabilities (PWD)	-	1		1	2	1	4	4	3		4	5	25
Persons w/ Disabilities (PWD) - Autism S	pectrum							1					1
Persons w/ Disabilities (PWD) - Breast Ca						1							1
Persons w/ Disabilities (PWD) - Diabetes								1			1	1	3
Persons w/ Disabilities (PWD) - Medical D		1											1
Persons w/ Disabilities (PWD) - Medically			nd Medical	Supplies			1				2		3
Persons w/ Disabilities (PWD) - Metal Imp				- ' '			2					2	4
Persons w/ Disabilities (PWD) - Mobility D		ot Wheelchair	r or Scooter	.)				2	2				4
Persons w/ Disabilities (PWD) - Prosthesi				,	1		1						2
Persons w/ Disabilities (PWD) - Respirato			t									1	1
Persons w/ Disabilities (PWD) - Touch Av				1									1
Persons w/ Disabilities (PWD) - Wheelcha					1				1		1	1	4
Property - Special Handling	2	1	1	1	2		2	3	2		2	2	18
Property - Special Handling - Damaged Ite	1	1	1		1			2			1	1	8
Property - Special Handling - Damaged Ite							1				1		3
Property - Special Handling - Missing Item		n		1	1		1	1				1	5
Property - Special Handling - Missing Item									2				2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	5	5	3	3	4	2	5	8	3	3	14	8	63
Screening - Crew Member or Airline Empl	loyee										1		1
Screening - Inconsistency	1	1	1	1	2		1	1		1	2	1	12
Screening - Lengthy Lines								2			2	3	7
Screening - Procedures/Process	4	4	2	2	2	2	3	5	3	2	8	4	41
Screening - Retrieving Abandoned/Confis	cated Items						1				1		2
2025	19	22	22	15	17	27	28						150
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights	1	1	1	2		2	3						10
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified			1										1
Civil Rights - Race				1		2	2						5
Civil Rights - Sex	1	1											2
Customer Service	4	4	1	3	4	5	3						24
Customer Service - TSO	4	4	1	3	4	5	3						24
Human Capital					1								1
Human Capital - Prospective Employment	t with TSA				1								1
Locks			2			1							3
Locks - Missing or Damaged Lock			2			1							3
Lost and Found	1			1			1						3
Lost and Found - Airport/TSA	1			1			1						3
Mishandling of Passenger Property	3	2	4	2	2	2	2						17
Mishandling of Passenger Property - Dam			2	2	1	2							7
Mishandling of Passenger Property - Dam		1	1		1		2						6
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa			1										3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1

		TSA	A Contact (	Center Trav	veler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	1	4	1		3	4	1						14
Patdown - Children		1											1
Patdown - Flyer	1	3	1		3	4	1						13
Persons w/ Disabilities (PWD)	3	2	2	2		5	10						24
Persons w/ Disabilities (PWD) - Autism S	pectrum						1						1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											1
Persons w/ Disabilities (PWD) - Diabetes						1	3						4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal N	1					1							2
Persons w/ Disabilities (PWD) - Medically	Necessary	1					2						
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1	1						
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelcha	air or Scoot	er)		1	1						
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts					1						
Persons w/ Disabilities (PWD) - Respirato	1			1									
Persons w/ Disabilities (PWD) - Service A	nimals			1		1							
Persons w/ Disabilities (PWD) - Wheelcha	1		2										
Property - Special Handling	2	4	3		2	4	2						1
Property - Special Handling - Damaged Ite	ems - Carry	1				2							;
Property - Special Handling - Damaged Ite	ems - Check	ed				1							
Property - Special Handling - Missing Iten	1		3										4
Property - Special Handling - Missing Iten	1	3			2	1	2						(
Screening	4	5	8	5	4	4	5						35
Screening - Gate Pass							1						
Screening - Inconsistency			1	1		1	1						4
Screening - Lengthy Lines	1			2		1							4
Screening - Procedures/Process	3	5	6	1	3	2	3						23
Screening - Retrieving Abandoned/Confis	cated Items		1	1	1								3

		TSA	Contact C	enter Trav	veler Comp		ort						
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
DAY	8	3	6	6	4	9	3	5		2	2	5	
2024	4	2	3	1	2	6	2	5		2	2	5	
Airline										1			
Airline - Policy/Regulations/Service										1			
Civil Rights	1		1									1	
Civil Rights - Not Specified			1									1	
Civil Rights - Sexual Orientation	1												
Customer Service			1	1	2	2	1	2					
Customer Service - CSM								1					
Customer Service - TSO			1	1	2	2	1	1					
Locks			1				1						
Locks - Missing or Damaged Lock			1				1						
Mishandling of Passenger Property		1				1		1					
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	arry-on Lugo	age				1					
Mishandling of Passenger Property - Dam		1				1							
Ombudsman						1							
Ombudsman - General						1							
Patdown	1							1				1	
Patdown - Flyer	1							1				1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	ir or Scoote	er)						1			
Property - Special Handling	2			,							1		
Property - Special Handling - Damaged Ite	2												
Property - Special Handling - Damaged Ite		d									1		
Screening		1				2		1			1	3	
Screening - Crew Member or Airline Empl	lovee	1											
Screening - Inconsistency						1						1	
Screening - Procedures/Process						1		1			1		
2025	4	1	3	5	2	3	1	'					
Civil Rights	-	•	•	•	1	•	•						
Civil Rights - Race					1								
Customer Service	1		2	2	1	1	1						
Customer Service - Others			1										
Customer Service - TSO	1		1	2	1	1	1						
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dam	l naged/Missir	1	1										
No Jurisdiction				1									
No Jurisdiction - Refer to CBP				1									
Gallodiolio I Toloi to ODI				1		1							
Patdown													
Patdown - Flyer													
Patdown - Flyer				1		1							
Patdown - Flyer Persons w/ Disabilities (PWD)	plants (ioint)					1							
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp				1		1							
Patdown - Flyer Persons w/ Disabilities (PWD)	plants (joint)					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
DBQ			1			1					1		3
2024						1					1		2
Customer Service						1					1		2
Customer Service - Others											1		1
Customer Service - TSO						1							1
2025			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	ot Wheelch	1										1

Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	85	99	99	70	65	82	71	56	42	61	56		830
2024	31	48	38	28	20	35	29	56	42	61	56	44	488
Additional Information Required/Insufficient In			1					1					2
Additional Information Required/Insufficien	nt Information		1					1					2
Airline Lost Roggogo		2						1	1	2	1		7
Airline - Lost Baggage Airline - Policy/Regulations/Service		2						1	1	2	- 1		6
Civil Rights	1	4	2	2		3	2	2	2	1	3	3	25
Civil Rights - Age		,		1			1						2
Civil Rights - Constitutional Rights						1					1	1	3
Civil Rights - National Origin				1						1			2
Civil Rights - Not Specified						1	1						2
Civil Rights - Other			1								1	1	3
Civil Rights - Race	4	1	4			1		2	1		1	1	7
Civil Rights - Sex CLEAR	1	3	1						1	1			6 1
CLEAR - Registered Traveler										1			1
Customer Service	11	25	25	13	7	19	9	25	17	15	16	17	199
Customer Service - Others				2	1			1				1	5
Customer Service - TSO	11	25	25	11	6	19	9	24	17	15	16	16	194
DHS TRIP						1			1				2
DHS TRIP - General						1			1				2
Hazardous Materials Safety				1					1	1			3
Hazardous Materials Safety - General			1	1	- 1				1	1	1		3 4
Locks Locks - General			1		1					- 1	- 1		1
Locks - Missing or Damaged Lock					1					1	1		3
Lost and Found					2		1		1	2	1		7
Lost and Found - Airport/TSA					2		1		1	2	1		7
Mishandling of Passenger Property	3	1	1		3	3		7	3	6	3	8	38
Mishandling of Passenger Property - Dam			1			1		4	3	3	1	6	21
Mishandling of Passenger Property - Dam		1	16. 11		1	2		2		2	2	2	13
Mishandling of Passenger Property - Dam				iggage	1					1			1
Mishandling of Passenger Property - Disa  No Jurisdiction	irrayed items.	Carry-orr 0	or Checked		<u>1</u>			2	1	1	1	1	9
No Jurisdiction - No Referral	1	'			'			1		1	- '	1	4
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other					1			1			1		3
Patdown		1	2		1	1	4	2	3	6	6		26
Patdown - Children						1			1				2
Patdown - Flyer		1	2		1		4	2	2	5	6		23
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1	1		2	2	2	1	5	3	3	4	4	28
Persons w/ Disabilities (PWD) - Autism S		- 1					1	5	3	3	4	4	1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Menta	I Disability	1				1			- '		2
Persons w/ Disabilities (PWD) - Diabetes					1							1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing I						1						1	2
Persons w/ Disabilities (PWD) - Internal N								1			1		2
Persons w/ Disabilities (PWD) - Medical [				Committee	4		1			1	0		2
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp		viedication	and Medical	Supplies	1			1	1	1	2		2
Persons w/ Disabilities (PWD) - Metal IIII		t Wheelcha	ir or Scoote	r)				1	1			1	3
Persons w/ Disabilities (PWD) - Wheelcha		TTTTOOTOTIC	01 0000101	1		1		1	1	1		1	7
Property - Special Handling	3	2	2	3	1	3	2	5		2	5	2	30
Property - Special Handling - Damaged It				1	1	1		4		1	2	2	14
Property - Special Handling - Damaged Ite			1	1		1		1			1		5
Property - Special Handling - Missing Iten			1	1			1			1	1		5
Property - Special Handling - Missing Iten		2				1	1				1		6
Screening Screening - Children	11	11	4	7	2	3	10	6	9	20	15	9	107
Screening - Children Screening - Inconsistency	1	1		1			1		1	2		1	8
Screening - Lengthy Lines	1	3		'	1		3		3	5	2		18
Screening - Opposite Sex												1	1
Screening - Procedures/Process	9	6	4	6	1	3	6	5	4	11	13	7	75
Screening - Retrieving Abandoned/Confis	cated Items	1						1					2
Screening - Security Breach									1	1			2
2025	54	51	61	42	45	47	42						342
Airline Lost Boggogo			3 1										3
Airline - Lost Baggage Airline - Policy/Regulations/Service			2										1 2
Civil Rights	2	4		2	1	2	4						15
Civil Rights - Age		1			'								13
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - National Origin		1					1						2
Civil Rights - Not Specified							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		1		1	1	1	1						5
Civil Rights - Screening of Religious or Cu	. 1												1
Civil Rights - Sex	4	1				1							2
CLEAR CLEAR - Registered Traveler	1		2 1			1							2
CLEAR - Registered Traveler  CLEAR - TSA PreCheck Application Prog			1			1							2
Customer Service	13	12	12	17	9	9	16						88
Customer Service - Others	10	12	12	- 17	<u> </u>	1	10						1
Customer Service - TSO	13	12	12	17	9	8	16						87

		15/	A Contact (	Senter Trav		laints Rep							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP					1		1						
DHS TRIP - General					1		1						
Hazardous Materials Safety							1						
Hazardous Materials Safety - General							1						
Locks	1				1								
Locks - Missing or Damaged Lock	1				1								
Lost and Found	2	1	2			3	1						
Lost and Found - Airport/TSA	2	1	2			3	1						
Mishandling of Passenger Property	4	2	6	2	3	3	1						2
Mishandling of Passenger Property - Dan	3		4	1	2	2	1						1
Mishandling of Passenger Property - Dan	1	1	2	1	1	1							
Mishandling of Passenger Property - Disa	arrayed Item	1											
No Jurisdiction	2	2	3	1	1								
No Jurisdiction - No Referral	2	2	3										
No Jurisdiction - Refer to CBP					1								
No Jurisdiction - Refer to FAA				1									
Notice of Violation/Civil Penalties		1											
Notice of Violation/Civil Penalties - General	ral	1											
Patdown	5	3		3	2	4	3						2
Patdown - Children							1						
Patdown - Flyer	3	3		3	2	4	2						1
Patdown - General	1												
Patdown - Non-Flyer	1												
Persons w/ Disabilities (PWD)	7	9	7	4	4	6	6						4
Persons w/ Disabilities (PWD) - Autism S	pectrum						3						
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	1											
Persons w/ Disabilities (PWD) - Diabetes	1			1									
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dr	essings/Ma	1										
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Hearing	1				1								
Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1	1										
Persons w/ Disabilities (PWD) - Medical	Devices - Att	ached to th	e Body				1						
Persons w/ Disabilities (PWD) - Medically		2					2						
Persons w/ Disabilities (PWD) - Metal Im			1		1								
Persons w/ Disabilities (PWD) - Mobility I	1	2	1			2							
Persons w/ Disabilities (PWD) - Prosthes				1	1								
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Touch Av	version (pain	/trauma)				1							
Persons w/ Disabilities (PWD) - Visual Im		1											
Persons w/ Disabilities (PWD) - Wheelch			2	2	1	3							1
Property - Special Handling	6	8		3	7		2						4
Property - Special Handling - Damaged It		4	3	1	2		2						1
Property - Special Handling - Damaged It		1	2	1	1								
Property - Special Handling - Missing Iter		2	4	1	2	4							1
Property - Special Handling - Missing Iter		1			2								
Screening	11	9	17	10	16		7						3
Screening - Inconsistency	1	1	2	2	1	2							`
Screening - Lengthy Lines	·	1	2		1	2	1						
Screening - Procedures/Process	9	7		7	14	5	6						5
Screening - Retrieving Abandoned/Confis			3	1									
Screening - Shoe Screening						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
DDC			1	1								1	3
2024												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2025			1	1									2
Customer Service				1									1
Customer Service - TSO				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Hearing I	mpairment		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					2
							1					1
							1					1
naged/Missi	ng ItemsC	hecked Bag	ggage				1					1
			1									1
			1									1
ns - Checke	d		1									1
	naged/Missi		naged/Missing ItemsChecked Ba	naged/Missing ItemsChecked Baggage  1	naged/Missing ItemsChecked Baggage  1 1	naged/Missing ItemsChecked Baggage  1 1	naged/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 1 1 1 1 1

Categories	40.0-4					aints Repo		05.14	00 1	07 11	00 4	00.0	T-4-1
			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	238	174	187	157	178	189	198	116	121	122	133	124	1,937
2024	112	89	77	64	100	83	90	116	121	122	133	124	1,231
Additional Information Required/Insufficient Inf	3	3											6
Additional Information Required/Insufficier	3	3											6
Airline			1		1		2	2		3	2	1	12
Airline - Baggage Requirements							1						1
Airline - Lost Baggage							1			2			3
Airline - Policy/Regulations/Service			1		1			2		1	2		8
Civil Rights	1	3	2	3	2	3	4	5	6	5	8	8	50
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns					1								1
Civil Rights - National Origin				1							2		3
Civil Rights - Not Specified											1		1
Civil Rights - Other									1	1		1	3
Civil Rights - Perceived Religion							1					2	3
Civil Rights - Race	1	2	2	1	1	2	2	1	2	1	4	4	23
Civil Rights - Sex		1		1		1	1	4	2	2	1		13
Claims						1							1
Claims - Status						1							1
CLEAR												1	1
CLEAR - Registered Traveler												1	1
Customer Service	42	29	36	30	36	27	30	36	30	29	35	34	394
Customer Service - Others				1									1
Customer Service - TCC	1				1			1					3
Customer Service - TSO	41	29	36	29	35	27	30	35	30	29	35	34	390
DHS TRIP									1				1
DHS TRIP - Status									1				1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks	2	1			1						4		10
Locks - Missing or Damaged Lock	2	1			1						4	2	10
Lost and Found	2		2	1				1	1	1			8
Lost and Found - Airport/TSA	2		2	1				1	1	1			8
Mishandling of Passenger Property	6	6	8	3	8	8	13	11	14	16	13		121
Mishandling of Passenger Property - Dam		4	3	1	6	3	10	9	9	12	10		80
Mishandling of Passenger Property - Dam		1	3	1	2	4	3	1	3	3	3	4	32
Mishandling of Passenger Property - Dam		ltemsUns	pecified I	1				1	2	1			5
Mishandling of Passenger Property - Disa	-	1	2			1							4
No Jurisdiction	1		3	2	8	2	4	4		3	5		35
No Jurisdiction - No Referral				2	4	1	4	2			1	2	16
No Jurisdiction - Refer to CBP	1		3			1				3	1	1	10
No Jurisdiction - Refer to Department of S	tate										1		1
No Jurisdiction - Refer to Other					4			2			2		8
No Subject			1	1									2
No Subject - General			1	1									2
Notice of Violation/Civil Penalties								1			1		2
Notice of Violation/Civil Penalties - Gener								1			1		2
Patdown	3	3	6	3	3	4		4	3	5	3	4	41
Patdown - Children	1	1		1		2			1		1		7
Patdown - Flyer	2	2	6	2	2	2		4	2	5	2	4	33
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	3	2	2	5	12	10	14	17	12	12	12	105
Persons w/ Disabilities (PWD) - Autism Sp				2		1			2				5
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental I	Disability		1	1		1					3
Persons w/ Disabilities (PWD) - Diabetes					1	2		1		1		2	7
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dre		S							1			1
Persons w/ Disabilities (PWD) - General		1						1					2
Persons w/ Disabilities (PWD) - Hearing I						1			1		2		5
Persons w/ Disabilities (PWD) - Internal N		1				1	2	1	1	3	1	1	11
Persons w/ Disabilities (PWD) - Medical D						2	1	1	2				6
Persons w/ Disabilities (PWD) - Medically		/ledication ar	nd Medica	l Supplies	1	2	2	3	4	1	2	1	16
Persons w/ Disabilities (PWD) - Metal Imp	,					1	1		2	1	1	1	7
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	2		1	1	1	4	1	2	2		16
Persons w/ Disabilities (PWD) - Prosthesi							1	1	1		2	2	9
Persons w/ Disabilities (PWD) - Service A									1				1
Persons w/ Disabilities (PWD) - Touch Av					1		2			1			4
Persons w/ Disabilities (PWD) - Wheelcha		1						1	2	2	2		12
Property - Special Handling	7	5	2	3	3	2	9	8	7	5	13		76
Property - Special Handling - Damaged Ite	3	1	1	2	2		3	5	4	1	7		39
Property - Special Handling - Damaged Ite	1				1	1	1		1	1	3		9
Property - Special Handling - Missing Item	1	2	1			1	4	3	1	2	2		18
Property - Special Handling - Missing Item	2	2		1			1		1	1	1	1	10
Request for Assistance						1	1				1		3
Request for Assistance - Other						1	1						2
Request for Assistance - Wounded Warrio											1		1
Screening	41	36	13	16	33	23	17	30	42	43	36	31	361
Screening - Children											1		1
Screening - Crew Member or Airline Empl	-				1								1
Screening - Inconsistency	5	2	2	2	1	4		1	4	5	4		30
Screening - International Screening		1											1
Screening - Lengthy Lines	2	10	1	6	21	7	7	11	17	16	9	8	115
Screening - Opposite Sex											1		1
Screening - Procedures/Process	33	23	8	8	9	11	10	16	20	22	21	22	203
Screening - Retrieving Abandoned/Confis	1		2		1	1		2	1			1	9
SIDA (Security Identification Display Area)			1										1

						nts Report		
ategories	•	1-Nov 1		1-Jan 0	2-Feb (	)3-Mar (	04-Apr 05-Ma	y 06-Jun 07-Jul 08-Aug 09-Sep Tota
SIDA (Security Identification Display Area			1	•••		400	400	
2025	126	85	110	93	78	106	108	
Additional Information Required/Insufficient In Additional Information Required/Insufficie				1				
Airline	1		4	1	3	3	1	
Airline - Lost Baggage	'		2	1	1	3	ı	
Airline - Policy/Regulations/Service	1		2	1	2	3	1	
Civil Rights	5	7	6	5	4	9	1	
Civil Rights - Age		1	-			3		
Civil Rights - Constitutional Rights				1	1	1		
Civil Rights - National Origin	1	1	1		1	•		
Civil Rights - Not Specified	·	1		1	1			
Civil Rights - Other		1	1					
Civil Rights - Profiling			1					
Civil Rights - Race	2	2	3	2		4		
Civil Rights - Sex	2	1		1	1	1	1	
Claims		1						
Claims - Status		1						
CLEAR				1				
CLEAR - Registered Traveler				1				
Customer Service	33	15	23	18	16	17	17	
Customer Service - Others	1		1					
Customer Service - TCC	1				1			
Customer Service - TSO	31	15	22	18	15	17	17	
DHS TRIP			1	1				
DHS TRIP - General			1	1				
Hazardous Materials Safety	1	1				2		
Hazardous Materials Safety - General	1	1				2		
Locks	1		1	1			1	
Locks - Missing or Damaged Lock	1		1	1			1	
Lost and Found	3	3	1	3	1			
Lost and Found - Airport/TSA	3	3	1	3	1			
Mishandling of Passenger Property	11	8	13	15	5	16	18	
Mishandling of Passenger Property - Dan	7	7	10	13	3	12	14	
Mishandling of Passenger Property - Dan	3	1	3	1		3	3	
Mishandling of Passenger Property - Dan	1 1					1	1	
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on or	Checked	1	2			
No Jurisdiction	2	3	1	2	2	5	6	
No Jurisdiction - No Referral	1	1		2	1	2	2	
No Jurisdiction - Refer to CBP					1	3	3	
No Jurisdiction - Refer to Other	1	2	1				1	
Notice of Violation/Civil Penalties					1			
Notice of Violation/Civil Penalties - Gener	ral				1			
Patdown	3	3	5	1	3	4	1	
Patdown - Flyer	3	2	5	1	3	3	1	
Patdown - Non-Flyer		1				1		
Persons w/ Disabilities (PWD)	16	18	19	8	15	19	17	
Persons w/ Disabilities (PWD) - Autism S	1				1			
Persons w/ Disabilities (PWD) - Cognitive		4	1	2	1		1	
Persons w/ Disabilities (PWD) - Diabetes	:		1		1	2	1	
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dress	ings/Masks	3			1		
Persons w/ Disabilities (PWD) - General		1	3					
Persons w/ Disabilities (PWD) - Hearing						1		
Persons w/ Disabilities (PWD) - Internal N	у 3	4	5	3	2	7	7	
Persons w/ Disabilities (PWD) - Medical	Devices - At	3		1	1	2		
Persons w/ Disabilities (PWD) - Medically	2	1	2	1	3	1	4	
Persons w/ Disabilities (PWD) - Metal Im	2	1	2			1	2	
Persons w/ Disabilities (PWD) - Mobility I	2	1	2		2	1		
Persons w/ Disabilities (PWD) - Prosthes	i 1				1		1	
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	1				1		
Persons w/ Disabilities (PWD) - Touch Av	version (pain/tra	uma)			1	1		
Persons w/ Disabilities (PWD) - Visual Im	pairment	1				1		
Persons w/ Disabilities (PWD) - Wheelch	2	1	3	1	2		1	
Property - Special Handling	10	7	13	20	8	7	11	
Property - Special Handling - Damaged It		4	9	14	4	5	7	
Property - Special Handling - Damaged It						1		
Property - Special Handling - Missing Iter		3	1	4	1	1	1	
Property - Special Handling - Missing Iter			3	2	3		3	
Request for Assistance	1				1	1		
Request for Assistance - Other	1				1	1		
Screening	38	19	23	16	19	23	35	
Screening - Crew Member or Airline Emp			2				1	
	3	1		3	2	2	2	
Screening - Inconsistency								
Screening - Inconsistency Screening - Lengthy Lines	9		4		3	5	4	
• •		17	4 16	13	3 13	5 16	4 28	

Cotomonico	100					laints Repo			•••				
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	240	214	256	208	242	259	259	126	116	137	169	160	2,386
2024	73	103	99	99	111	117	157	126	116	137	169	160	1,467
Additional Information Required/Insufficient In	formation								1		1		2
Additional Information Required/Insufficie	nt Information	- EMAIL OI	NLY						1		1		2
Airline				1	1	1		2	3	4	2	1	15
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service				1		1		2	3	2		1	10
Airline - Positive Bag Match Program					1								1
Airline - Wheelchair Assistance										1	1		2
Cargo							1						1
Cargo - Known Shipper							1						1
Civil Rights	2	1	3	9	4	1	9	4	3	8	11	8	63
Civil Rights - Age		'	- 0				<u> </u>			0	1	0	1
Civil Rights - Civil Rights Violation (TSA E	mployee)										'	1	1
Civil Rights - National Origin	Imployee)			1			2	1		2	2		10
			1				2	1	0				
Civil Rights - Not Specified			- 1				2		2			4	5
Civil Rights - Other												1	1
Civil Rights - Perceived Religion	1			3									4
Civil Rights - Race		1	2	3	3		2	2		5	6	2	26
Civil Rights - Screening of Religious Cultu	ıral and Cere	monial Items	S	1									1
Civil Rights - Sex	1			1	1	1	3	1	1	1	2	2	14
Claims	1		1			1			2				5
Claims - General			1			1			2				4
Claims - Status	1												1
Customer Service	28	43	59	50	56	69	85	55	50	63	71	44	673
Customer Service - CSM			1				1						2
Customer Service - Others			2		2		1	1					6
Customer Service - TCC		1	1		1		2		1	1			7
Customer Service - TSO	28	42	55	50	53	69	81	54	49	62	71	44	658
DHS TRIP	20	-12	00			00	01	1	-10	2			3
DHS TRIP - General								1		2			3
Human Capital								1					1
Human Capital - Current Employee								1					1
	4		0	0	4							0	
Locks	1		2	2	1			2				2	10
Locks - Missing or Damaged Lock	1		2	2	1			2				2	10
Lost and Found	1	2	2			1	1	3			2		13
Lost and Found - Airport/TSA	1	2	2			1	1	3			2		13
Mishandling of Passenger Property	4	8	7	7	13	8	9	6	3	9	11	3	88
Mishandling of Passenger Property - Dam		1	3	4	5	5	5	2	1	5	4		36
Mishandling of Passenger Property - Dam		7	2	2	5	2	4	4	1	3	7	2	42
Mishandling of Passenger Property - Dam		g ItemsUns	specified I	1	1				1				3
Mishandling of Passenger Property - Disa	1		2		2	1				1			7
No Jurisdiction		1	1		1	4	2	5	3	6	1	4	28
No Jurisdiction - No Referral						2		1	1	2	1	2	9
No Jurisdiction - Refer to CBP		1			1	2	2	4	1	3		2	16
No Jurisdiction - Refer to Other			1						1	1			3
Notice of Violation/Civil Penalties							1				1		2
Notice of Violation/Civil Penalties - Gener	al						1				1		2
Patdown	5	4	2	2	3	3	8	5	5	5	7	6	55
Patdown - Children	1				1	1				1			4
Patdown - Flyer	4	4	2	2	2	2	8	4	5	4	6	6	49
Patdown - General	· ·	•						1					1
Patdown - Non-Flyer								'			1		1
Persons w/ Disabilities (PWD)	1	0	2	7	4	7	11	8	11	12	14	22	
		8	3		4		11	8	11	13	14	33	120
Persons w/ Disabilities (PWD) - Autism S		2	1	1				-		1			5
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Cancer (g									1			1	2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability							1	1	1	3
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - General		1				2		1	1		3		8
Persons w/ Disabilities (PWD) - Hearing I				1						1	1	2	5
Persons w/ Disabilities (PWD) - Internal N							1			3		2	6
Persons w/ Disabilities (PWD) - Medical I		ched to the	Body		1								1
Persons w/ Disabilities (PWD) - Medically	1	1					2	2	1	2	1	3	13
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)		1						2	1	1	16	21
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	1		3	1	1	2	2	1	3	4	3	21
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts	1	1		1		1			1	1	6
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	r Equipmen	t				1						1
Persons w/ Disabilities (PWD) - Service A		1			1				1			1	4
Persons w/ Disabilities (PWD) - Touch Av		rauma)					2					1	3
Persons w/ Disabilities (PWD) - Visual Im		1			1			1	1		1		5
Persons w/ Disabilities (PWD) - Wheelch		1		1		3	2		2	1	1	2	13
Property - Special Handling	4	13	8	6	11	4	7	6	9	5	8		91
			3		8	1	1		1	1	3		
Property - Special Handling - Damaged It		3 4	1	3	1	2	1	1	3	1	3	2	31
Property - Special Handling - Damaged It				4				1	4				14
Property - Special Handling - Missing Iten		5	2	1	2		2			3	2		22
Property - Special Handling - Missing Iten	2	1	2	2		1	3	2	1		3	7	24
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	26	23	11	15	17	18	22	28	26	22	39	48	295
Screening - Children											1		1
Screening - Crew Member or Airline Emp	2	1					1				1		5
Screening - Inconsistency	3	2	1	1		4		2	5	2	5	4	29
Screening - Lengthy Lines	6	4	5	6	2	9	7	11	10	6	12		94
Screening - Procedures/Process	15	15	4	8	14	4	12	13	10	14	19		155
Screening - Retrieving Abandoned/Confis		1			1	1	2	2			1	1	9
	2				- '	- '					'	- '	

Screening - Searchy Research	Categories	10-Oct		12-Dec	Center Trav 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening   State Science	-	10-001	1 1-NOV	12-Dec	U I-JdII	02-F8D	00-IVIAI	υΑρι	UJ-IVIAY			vo-Aug	оз-зер	i otai
Sign   Security   Se				1						1				1
\$\frac{1}{2023}\$ Signature functional protections of the control of the con				- 1								1		1
Application   Information		Conoral												1
Auditional Information Required Functional Control of Auditional Information Expenditure of Part Part Part Part Part Part Part Part			111	157	100	121	142	102				- 1		919
Additional Information Required Hamiltonin FlaMML DNA VI Anna Anna Charles (1998)   1			111	157		131	142	102						
Artine Lott Belgings Artine Lott Belgings Artine Lott Belgings Carlot Springs Car			- FMAIL O	NII V										1
Author - Les Baugage   1		t information												1
Author - Pricipy Regularion Service			2	2		3	1							13
Cut Rights - Age Rights - Visible of TSA Employee)  Cut Rights - Age Rights - Visible of TSA Employee)  Cut Rights - Age Rights - Visible of TSA Employee)  Cut Rights - Resident Glight					1									3
Child Rights - Age														10
Colif ligitles - Contest Stories   Figure   Stories   Colif lightles - Contest Stories   Colif lightles - Contest Stories   Colif lightles - Percivate Religion   Colif lightles - Per														55
Coli lights - National Rights   1   3   2   1   1   2   2   1   1   2   2   1   1			1	2		1	1	1						8
Cold Rights - Not Specified   2   1   2   2   2   2   2   2   2   2		mployee)			1									1
Coli Rights - Not Specified   2   1   1   2   2			1			3								4
Cold Rights - Processor Religion				2										4
Coult Rights - Rober   1		2	1			1	2	2						8
Civil Rights - Sex coverage of Religious Cultural and Ceremonial heres	Civil Rights - Perceived Religion	1						1						2
Coli Rights - Sexua   Col Rights - Sexua   Coli Rights - Sexua	Civil Rights - Race	1	2	6	3	2	1	2						17
California - Status	Civil Rights - Screening of Religious Cultur	al and Cere	monial Item	S	1									1
Calarins - Status 66 30 40 31 46 59 26  Customer Service - Others 1	Civil Rights - Sex	2		2	1	2		2						9
Calarias  Calarias Services  68 00 40 31 48 59 26  Caustomer Services  Caustomer Servi	Civil Rights - Sexual Orientation				1									1
Customer Service Others  Customer Service - TOCO  Customer Service - TOCO  Customer Service - TOCO  Customer Service - TOCO  SS	-					1								1
Customer Service - TOCC						1								1
Customer Service - TOCC		66	30	40	31	46	59	26						298
Customer Service - TCC  Customer Service - TSCO 65 30 40 31 45 59 26  DHS TRIP - General 1 1 1 1  Hiszardous Materials Safety - General 1 1 1 1  Hiszardous Materials Safety - General 1 1 1 1  Hiszardous Materials Safety - General 1 1 1 1  Hiszardous Materials Safety - General 1 1 1 1  Locks - Material - Former Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														1
Customers Service - TSO						1								1
DHS TRIP   1		65	30	40	31		50	26						296
DHS TRIP - General		00	30		01			20						3
Hazardous Materials Safety - Ceneral Human Capital - Fermer Employee														
Hazardous Materials Safety - General   Human Capital - Former Employee   1   1   1   1   1   1   1   1   1	-			1		1	1							3
Human Capital														1
Lock   Cock   Sinsing or Damaged Lock   3	The state of the s							1						1
Locks - Missing or Damaged Lock  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - 2 1 1 1 1 4 2  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Damaged/Missing Illema-Linspecified Lugages  No. Jurisdiction - Refer to CPB  No. Jurisdiction - Refer to														1
Lost and Found - AirportTSA							1							1
Lost and Found														8
Lost and Found - Airport/TSA				2		2								8
Mishandling of Passenger Property		2	1	1		1	4	2						11
Mishanding of Passenger Property - Dam	Lost and Found - Airport/TSA	2	1	1		1	4	2						11
Mishandring of Passenger Property - Damy Agadinshing Items—Unspecified Lugage         1         1         2           Mishandring of Passenger Property - Disarrayed Item         2         1         1         2           No. Jurisdiction         7         3         5         5         2         1         6           No. Jurisdiction         Refer to CBP         3         1         1         5         1         1         5           No. Jurisdiction         Refer to CBP         3         2         3         3         1         5         1         2         2         3         3         1         3         2	Mishandling of Passenger Property	6	7	9	4	7	11	5						49
Mishandling of Passenger Property - Diamaged Missing Items—Unspecified Luggage   1	Mishandling of Passenger Property - Dam	2	3	5	1	1	6	2						20
Mishandling of Passenger Property - Disarrayed Item   2	Mishandling of Passenger Property - Dam	4	2	4	2	5	4	1						22
No Jurisdiction - No Referral   3   1   2   1	Mishandling of Passenger Property - Dama	aged/Missin	g ItemsUns	specified L	uggage	1								1
No Jurisdiction - No Referral   3   1   2   1	Mishandling of Passenger Property - Disarr	rayed Item	2		1		1	2						6
No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties of Violaties Notice of Violaties (PWD) - Autism Spectrum Notice of Violaties of Violaties (PWD) - Autism Spectrum Notice of Violaties of Violaties Notice of Violaties of Violatie			3	5	5	2	1	6						29
No Jurisdiction - Refer to CRP No Jurisdiction - Refer to CRP	No Jurisdiction - No Referral	3	1	1	2	1								8
No Jurisdiction - Refer to DFAA   No Lurisdiction - Refer to Other   1			2	3			1	5						18
Notice of Violation/Civil Penalties														1
Notice of Violation/Civil Penalties   1		1		1										2
Notice of Violation/Civil Penalties - General				•	1			1						2
Patdown		1												2
Patdown - Flyer			2	2		3	1							19
Persons w/ Disabilities (PWD)   26   10   24   10   11   16   13							1							18
Persons w/ Disabilities (PWD) - Autism Spectrum						- 0	'							10
Persons w/ Disabilities (PWD) - Autism Spectrum	,	26		24	10	11	16	10						110
Persons w/ Disabilities (PWD) - Breast Cancer	. ,													
Persons w/ Disabilities (PWD) - Cancer (general) Not			1	1	1	1	1							6
Persons w/ Disabilities (PWD) - Cognitive								1						1
Persons w/ Disabilities (PWD) - Diabetes   2   5   1   2   2   2			1			1								2
Persons w/ Disabilities (PWD) - General   2   5   1   2   2	, , ,	1		1	1		2							5
Persons w/ Disabilities (PWD) - Hearing Impairment   2	, ,													2
Persons w/ Disabilities (PWD) - Internal Medical Devices	. , ,				1		2	2						12
Persons w/ Disabilities (PWD) - Medical I				2										2
Persons w/ Disabilities (PWD) - Medically   3		edical Devic	ces				1							1
Persons w/ Disabilities (PWD) - Metal Imit	,	1				1								2
Persons w/ Disabilities (PWD) - Mobility I	Persons w/ Disabilities (PWD) - Medically	3	1	2	2	2	3	1						14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates   1	Persons w/ Disabilities (PWD) - Metal Imp	13	2	3	2	3	3							26
Persons w/ Disabilities (PWD) - Prosthesis   1	Persons w/ Disabilities (PWD) - Mobility [	4	2	3	3	1	3	3						19
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	Persons w/ Disabilities (PWD) - Ostomy/Os	stomates		1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)   1	Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)   1	Persons w/ Disabilities (PWD) - Respirator	y and Inhale	er Equipmer	nt		1								1
Persons w/ Disabilities (PWD) - Wheelch         1         3         5         1         1         3           Property - Special Handling         6         12         12         9         14         7         8           Property - Special Handling - Damaged It         1         3         3         4         6         3         1           Property - Special Handling - Damaged It         1         3         4         3         1         1         2           Property - Special Handling - Missing Iten         1         2         4         1         5         1         2           Property - Special Handling - Missing Iten         3         4         1         5         1         2           Property - Special Handling - Missing Iten         3         4         1         5         1         2           Request for Assistance         3         4         1         1         2         2         3           Screening         39         37         44         36         31         35         24           Screening - Crew Member or Airline Employee         2         1         3         3         3														1
Property - Special Handling         6         12         12         9         14         7         8           Property - Special Handling - Damaged It         1         3         3         4         6         3         1           Property - Special Handling - Missing Iten         1         3         4         3         1         1         2           Property - Special Handling - Missing Iten         1         2         4         1         5         1         2           Property - Special Handling - Missing Iten         3         4         1         5         1         2           Property - Special Handling - Missing Iten         3         4         1         5         1         2           Property - Special Handling - Missing Iten         3         4         1         2         2         3           Request for Assistance         3         4         1         1         2         2         3           Screening         39         37         44         36         31         35         24           Screening - Crew Member or Airline Employee         2         1         3         3         3           Screening - Cruise Ships         1						1	1	3						14
Property - Special Handling - Damaged It       1       3       3       4       6       3       1         Property - Special Handling - Missing Item       1       3       4       3       1       1       2         Property - Special Handling - Missing Item       1       2       4       1       5       1       2         Property - Special Handling - Missing Item       3       4       1       1       2       2       3         Request for Assistance         Request for Assistance - Other         Screening       39       37       44       36       31       35       24         Screening - Crew Member or Airline Employee       2       1       3 <td>, ,</td> <td>6</td> <td></td> <td></td> <td>9</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>68</td>	, ,	6			9									68
Property - Special Handling - Damaged It       1       3       4       3       1       1       2         Property - Special Handling - Missing Item       1       2       4       1       5       1       2         Property - Special Handling - Missing Item       3       4       1       1       2       2       3         Request for Assistance       3       3       3       4       3       3       3       4       3       4       3       4       3       4       3       4       3       4       3       4       3       4       3       4       4       3       4       4       4       3       4       4       3       4       4       3       4       4       4       3       4<														21
Property - Special Handling - Missing Item         1         2         4         1         5         1         2           Property - Special Handling - Missing Item         3         4         1         1         2         2         3           Request for Assistance         3         3         8         8         8         8         8         8         9														15
Property - Special Handling - Missing Item         3         4         1         1         2         2         3           Request for Assistance         3         3         3         3         4         3         3         3         4         36         31         35         24         3	. , ,													16
Request for Assistance       3         Request for Assistance - Other       3         Screening       39       37       44       36       31       35       24         Screening - Crew Member or Airline Employee       2       1       3         Screening - Cruise Ships       1       3														16
Request for Assistance - Other         3           Screening         39         37         44         36         31         35         24           Screening - Crew Member or Airline Employee         2         1         3           Screening - Cruise Ships         1         3		3	4		1			3						
Screening         39         37         44         36         31         35         24           Screening - Crew Member or Airline Employee         2         1         3           Screening - Cruise Ships         1         1														3
Screening - Crew Member or Airline Employee 2 1 3 Screening - Cruise Ships 1	· · · · · · · · · · · · · · · · · · ·													3
Screening - Cruise Ships 1			37		36		35							246
		yee		2		1		3						6
														1
	Screening - Inconsistency		3	2	6	3	2	4						20
Screening - Lengthy Lines 12 14 13 8 9 8 3	0 0 7													67
Screening - Procedures/Process         26         20         22         20         17         25         14			20				25	14						144
Screening - Retrieving Abandoned/Confis 1 5 1 1		1		5	1	1								8
TSA Contact Information 1			1											1
TSA Contact Information - General 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
DHN	1	2	1	3	1	1		3					1
2024	1	2	1	2		1		3					1
Customer Service						1							
Customer Service - TSO						1							
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										
No Subject				1									
No Subject - General				1									
Patdown	1			1									
Patdown - Flyer	1			1									
Property - Special Handling		1											
Property - Special Handling - Damaged It	ems - Checl	1											
Screening								3					
Screening - Crew Member or Airline Emp	loyee							1					
Screening - Procedures/Process								2					
2025				1	1								
Civil Rights					1								
Civil Rights - Race					1								
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)			1									

		TS	A Contact	Center Trav	veler Comp	laints Rep	ort						
Categories	10-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	3	2	2	1	2	1	5	3	1	1	2	2
2024		2				2	1	5	3	1	1	2	1
Customer Service		2						1					
Customer Service - TSO		2						1					
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property						2			1			1	
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	arry-on Lug	gage		1							
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	hecked Bag	ggage		1						1	
Mishandling of Passenger Property - D	isarrayed Item	sCarry-on	or Checked	d					1				
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Metal	mplants (joint)									1			
Screening							1	3	2		1	1	
Screening - Lengthy Lines									1				
Screening - Procedures/Process							1	3	1		1	1	
2025	1	1	2	2	1								
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)		1	1	1									
Persons w/ Disabilities (PWD) - Autism	Spectrum			1									
Persons w/ Disabilities (PWD) - Diabet	es	1											
Persons w/ Disabilities (PWD) - Metal	mplants (joint)		1										
Screening	1			1	1								
Screening - Inconsistency					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
DLG												1	1
2024												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checke	d										1	1

		TS	A Contact	Center Tra	iveler Com	plaints Rep	ort						
Categories	10-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		1	1				5		1	3	1		12
2024			1				2		1	3	1		8
Customer Service										2	2		2
Customer Service - TCC										1			1
Customer Service - TSO										1			1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lug	ggage					1				1
Patdown											1		1
Patdown - Children											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	n and Medic	al Supplies	S					1			1
Screening							1						1
Screening - Procedures/Process							1						1
TWIC							1						1
TWIC - Status							1						1
2025		1					3						4
Civil Rights							1						1
Civil Rights - Race							1						1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown							1						1
Patdown - Flyer							1						1
Screening		1											1
Screening - Procedures/Process		1											1

				t Center Tra									
Categories	10-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	4	4		1 2	1	5	2	5	1	6	2	3	36
2024	3			1	1	2		5	1	6	2	3	24
Customer Service						1		1		3	1		6
Customer Service - TSO						1		1		3	1		6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lu	iggage								1	1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	aggage		1							1
Patdown					1			2					3
Patdown - Flyer					1			2					3
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Metal In	nplants (joint	)						1	1				2
Property - Special Handling										1			
Property - Special Handling - Damaged	Items - Chec	ked								1			
Screening	3			1				1		1	1	2	ç
Screening - Inconsistency	1											1	2
Screening - Procedures/Process	2			1				1		1	1	1	7
2025	1	4		2		3	2						12
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights				1		1							2
Civil Rights - Constitutional Rights						1							
Civil Rights - Race				1									1
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
No Jurisdiction	1	1											2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other		1											1
Patdown		1											1
Patdown - Flyer		1											1
Screening		1				1	1						3
Screening - Procedures/Process		1				1	1						3

tegories	10-Oct 1		ontact Cent 2-Dec 01	l-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
DSM	6	8	9	5	9	15	8 8	5 Table 1	6	4			Tota
2024	1	3	3	3	2	6	3	5		4			
		3	3	3	2	0		5	ь	4	11		
Additional Information Required/Insufficient Inf		E14411 O11	1.37				1						
Additional Information Required/Insufficier	nt Information -		LY				1						
Airline		1									1		
Airline - Policy/Regulations/Service		1									1		
Civil Rights			1						1				
Civil Rights - National Origin			1										
Civil Rights - Race			•						1				
Customer Service				4	4	2	4	0	1	4	2		
				1	1	2	1	2		1			
Customer Service - TSO				1	1	2	1	2	1	1	3		
Locks										1			
Locks - General										1			
Mishandling of Passenger Property		1		2		2				1	3		
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry	v-on Lua	2		1				1	3		
Mishandling of Passenger Property - Dam						1							
			ncu baggag			- '							
Mishandling of Passenger Property - Disa	nayeu ilelli	1											
Patdown			1					1	1	1			
Patdown - Flyer			1					1	1				
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)							1	1				1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Prosthesi	l s/Δmnutees an	d Casts					1						
								1					
Persons w/ Disabilities (PWD) - Wheelcha	aii/ 3000tei/ 3e	gway						- 1					
Property - Special Handling									1		1	1	
Property - Special Handling - Damaged Ite	ems - Carry-On								1		1		
Property - Special Handling - Missing Item	s - Checked											1	
Screening	1	1	1		1	2		1	2		3	4	
Screening - Lengthy Lines			1			2			1				
Screening - Procedures/Process	1	1			1			1	1		3	4	
2025	5	5	6	•	7	•	-		- 1		3	4	
	5		ь	2		9	5						
Advanced Imaging Technology (AIT)		1											
Advanced Imaging Technology (AIT) - Fly	er	1											
Civil Rights	1												
Civil Rights - Race	1												
Customer Service	1		2		1	1							
Customer Service - TSO	1		2		1	1							
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						
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry	v-on Luggag	е	1	2	1						
No Jurisdiction	3 . 3	1	1										
No Jurisdiction - No Referral		1											
		1											
No Jurisdiction - Refer to Other			1										
Patdown		1					1						
Patdown - Flyer		1					1						
Persons w/ Disabilities (PWD)				2			3						
Persons w/ Disabilities (PWD) - Breast Ca	ncer			1									
. c.cc.ic ii. D.cabiilioo (1 17D) Dicast Oc				1									
Persons w/ Disabilities (PM/D) - Ceneral							-						
Persons w/ Disabilities (PWD) - General	NI	Att 1 44 1 1 1 1 1 1 1					1						
Persons w/ Disabilities (PWD) - Medically				upplies									
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D	isability (Not V			upplies			1						
Persons w/ Disabilities (PWD) - Medically	isability (Not V			иррпеѕ			1						
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C	isability (Not V			upplies	2	1							
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling	Disability (Not V Distomates	/heelchair	or Scooter)	иррпеѕ									
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged It	Disability (Not V Distomates 1	/heelchair	or Scooter)	иррпеѕ	1	1							
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	Disability (Not V Ostomates 1 1 ems - Checked	/heelchair (	or Scooter)	иррпеѕ									
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Disability (Not V Distomates 1 1 ems - Checked ns - Checke	/heelchair o	or Scooter) 2 2	ирриеѕ	1	1							
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its	Disability (Not V Ostomates 1 1 ems - Checked	/heelchair (	or Scooter)	ирриеѕ	1								
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Disability (Not V Distomates 1 1 ems - Checked ns - Checke	/heelchair o	or Scooter) 2 2	ирриеѕ	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
DTW	107	130	129	88	106	125	132	71	97	82	65	64	1,196
2024	47	74	62	42	56	62	64	71	97	82	65	64	786
Additional Information Required/Insufficient Information	1	• •				1	· ·	•	1	1		•	4
Additional Information Required/Insufficien						1			1	1			4
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Airline		1			1				1		3	1	7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		1			1				1		1	1	5
Airline - Wheelchair Assistance											1		1
Civil Rights	3	3	1	3	2	2	5	7	2	3	4	1	36
Civil Rights - Age				1				1			2		4
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1				1		1					3
Civil Rights - Not Specified							1						1
Civil Rights - Other	1							1		1			3
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race		2	1	1		1	2	4	2	1		1	15
Civil Rights - Screening of Religious Cultu	1												1
Civil Rights - Sex	1				1					1	2		5
Civil Rights - Sexual Orientation							1						1
Claims	1												1
Claims - Status	1												1
CLEAR											1		1
CLEAR - Registered Traveler											1		1
Customer Service	17	23	37	18	25	26	23	30	41	32	19	15	306
Customer Service - CSM					1						1		2
Customer Service - Others			1		1	1	1	1	1		1		7
Customer Service - TCC									1				1
Customer Service - TSO	17	23	36	18	23	25	22	29	39	32	17	15	296
DHS TRIP											1		1
DHS TRIP - Status											1		1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		2					1	2					5
Locks - Missing or Damaged Lock		2					1	2					5
Lost and Found		1							1			1	3
Lost and Found - Airport/TSA		1							1			1	3
Mishandling of Passenger Property	3	3	6	2	10	7	3	6	5	5	4	6	60
Mishandling of Passenger Property - Dam		3	4	2	7	5	2	2	2	3	2	4	39
Mishandling of Passenger Property - Dam			2		3	2	1	2	2	2	1	2	17
Mishandling of Passenger Property - Dam				iggage							1		1
Mishandling of Passenger Property - Disa	rrayed Items-							2	1				3
No Jurisdiction		3	3			2		5	1	3	3	1	21
No Jurisdiction - No Referral		1	2						1	2		1	7
No Jurisdiction - Refer to CBP		1	1			1		4		1	1		9
No Jurisdiction - Refer to Department of S	State	1											1
No Jurisdiction - Refer to Other						1		1			2		4
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - Gener	aı	-		4	0					1	4	4	1
Patdown	ı	- 1	2	1	3		5		4	О	4	4	31
Patdown - Children	4	4			0				4	4	4	2	1
Patdown - Flyer	1	1	2		2		5		4	4	4		26
Patdown - Flyer as Observer					4					1		1	2
Patdown - Non-Flyer Persons w/ Disabilities (PWD)		1	1	1	1	2	4	6		6	4	9	39
Persons w/ Disabilities (PWD) - Autism S	poetrum	· ·	1	1			4 1	0	5	0	4	9	
Persons w/ Disabilities (PWD) - Autism 5 Persons w/ Disabilities (PWD) - Breast Ca				1			1		1			1	3
Persons w/ Disabilities (PWD) - Diabetes								2				1	2
Persons w/ Disabilities (PWD) - General						1	1			1		2	5
Persons w/ Disabilities (PWD) - General	I mpairment					- 1				1			1
Persons w/ Disabilities (PWD) - Internal N		1							1	'			2
Persons w/ Disabilities (PWD) - Medically			and Medical	Supplies					1		2	2	5
Persons w/ Disabilities (PWD) - Metal Imp			arra moaroar	o appoo			1			1			2
Persons w/ Disabilities (PWD) - Mobility [		Wheelch	1						1	1	1	2	6
Persons w/ Disabilities (PWD) - Ostomy/0						1						_	1
Persons w/ Disabilities (PWD) - Touch Av		rauma)						1				1	2
Persons w/ Disabilities (PWD) - Visual Im								1				1	2
Persons w/ Disabilities (PWD) - Wheelcha		Segway					1	2	1	2	1		7
Property - Special Handling	9	8	3	7	4	5	4	3	5	4	4	5	61
Property - Special Handling - Damaged It		4	3	4	1	2		2	1		3	2	28
Property - Special Handling - Damaged It		1		1		2	1					1	7
Property - Special Handling - Missing Iten		3		1	2		2	1		1		2	12
Property - Special Handling - Missing Iten				1	1	1	1		4	3	1		14
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	12	27	9	9	11	17	18	11	31	21	18	21	205
Screening - Crew Member or Airline Empl		1										1	2
Screening - Gate Pass	_				1								1
Screening - Inconsistency	3	3	1		1	3	2	2	4	2		3	24
Screening - International Screening			1							1			2
Screening - Lengthy Lines	2	8	2	3	1	9	5	3	9	8	6	1	57
Screening - Opposite Sex			1										1
Screening - Procedures/Process	7	15	4	5	8	4	11	6	17	10	9	15	111
Screening - Retrieving Abandoned/Confis	cated Items			1		1			1		3		6
Screening - Shoe Screening												1	1

		TSA	Contact (	Center Trav	eler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportab		1											1
2025	60	56	67	46	50	63	68						410
Additional Information Required/Insufficient In		PR	21111			1							1
Additional Information Required/Insufficie		n - EMAIL (				1							1
Airline	2		2			3	1						3
Airline - Lost Baggage	1					1	1						3
Airline - Policy/Regulations/Service	1		1			2							
Airline - Wheelchair Assistance Civil Rights	4		1		4								200
Civil Rights - Constitutional Rights	4	5 1	6	5	1	5 1							26
Civil Rights - Constitutional Rights  Civil Rights - Headwear	1	1		1		I							
Civil Rights - National Origin	1	1		- 1		1							;
Civil Rights - Not Specified			1	1		1							
Civil Rights - Perceived Religion			'	1		'							
Civil Rights - Profiling			1	'									
Civil Rights - Race		2	4	1		2							
Civil Rights - Screening of Religious Culti	2												
Civil Rights - Sex	_	1		1	1								
Customer Service	13	16	16	13	14	8	14						94
Customer Service - Others	1	1											1
Customer Service - TCC			1										
Customer Service - TSO	12	15	15	13	14	8	14						9
Hazardous Materials Safety					1								
Hazardous Materials Safety - 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	1	3	5	4	3	5	2						2
Mishandling of Passenger Property - Dan		1	2	3	1	3	1						1:
Mishandling of Passenger Property - Dan		1	3	1	2	1	1						!
Mishandling of Passenger Property - Disa		1				1							
No Jurisdiction	3	1	1	4	2	5	3						1
No Jurisdiction - No Referral	2	1	4	3	0	3	2						1
No Jurisdiction - Refer to CBP  Patdown	1 2		1	1	2	2	1						1:
Patdown - Children			I			4 1	3						1.
Patdown - Flyer	2		1		2	3	3						1
Persons w/ Disabilities (PWD)	8	7	9		8	8	14						5
Persons w/ Disabilities (PWD) - Autism S		1	3		0	2	1						J.
Persons w/ Disabilities (PWD) - Cancer (	1												
Persons w/ Disabilities (PWD) - Cognitive		1											
Persons w/ Disabilities (PWD) - Diabetes		2				1							
Persons w/ Disabilities (PWD) - Diapers/			1			1							
Persons w/ Disabilities (PWD) - General	1	J -					1						
Persons w/ Disabilities (PWD) - Internal M	n Medical Devi	ces					2						
Persons w/ Disabilities (PWD) - Medically		2	2		3		4						1
Persons w/ Disabilities (PWD) - Metal Im	1		1		2	1	2						
Persons w/ Disabilities (PWD) - Mobility I	2		1		2	2	2						
Persons w/ Disabilities (PWD) - Prosthes		and Casts	1		1	1							
Persons w/ Disabilities (PWD) - Respirate		er Equipme	1										
Persons w/ Disabilities (PWD) - Visual Im			1										
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1	1				2						4
Property - Special Handling	4	4	7	7	2	1							2
Property - Special Handling - Damaged It		1	3	2	1								!
Property - Special Handling - Damaged It		2		1	1								
Property - Special Handling - Missing Iter			1	1		1							
Property - Special Handling - Missing Iter		1	3	3									
Screening	22	19	19	13	17	23	30						14
Screening - Children	leves	_	1										
Screening - Crew Member or Airline Emp	loyee	2											
Screening - Gate Pass						1							1
Screening - Inconsistency	1	3	3	1	3	1	3						1
Screening - Lengthy Lines	8	3	5	2	5	7							40
Screening - Procedures/Process	13	11	10	8	8	14	17						8
Screening - Retrieving Abandoned/Confis	l lead items			1	1								
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
DVL		1	1										2
2025		1	1										2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	iaged/Missii	1											1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - Gener	al		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
EAT			3	2	1				1				7
2024				1					1				2
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	gage					1				1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	1									1
2025			3	1	1								5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			3	1									4
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	2	1									3
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsU	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
EAU						1							1
2024						1							1
Screening						1							1
Screening - Procedures/Process						1							1

Catagories	40.0-4		Contact Co					0E M	06 1	07 11	00 4	00.0	Total
Categories		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	6	8	5	2	15	7	5			4			71
2024	3	5	3	1	1	5	1	4		4	1	3	42
Airline									2		1		3
Airline - Policy/Regulations/Service									2		1		3
Civil Rights			1			1		1					3
Civil Rights - Race			1					1					2
Civil Rights - Sex						1							1
Customer Service			1			3		1		1			10
Customer Service - TSO			1			3		1	4	1			10
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property	1	2		1		1		1	1				7
Mishandling of Passenger Property - Dam		2		1									3
Mishandling of Passenger Property - Dam	1					1		1					3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsUn	specified Lu	ggage					1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Property - Special Handling		1							1				2
Property - Special Handling - Damaged It	ı ems - Carry-O	n							1				1
Property - Special Handling - Damaged It		1											1
Screening	2	2	1		1		1	1	1	3		2	14
Screening - Crew Member or Airline Empl												1	1
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines	1	1	1						1	1		•	5
Screening - Procedures/Process	1	1						1		2			5
Screening - Retrieving Abandoned/Confis							1						1
2025	3	3	2	1	14	2							29
Civil Rights	J			•			1						1
Civil Rights - Race							1						1
Customer Service	1	1			1		1						4
Customer Service - CSM	'	- 1			1		- 1						1
Customer Service - CSW	1	1			1		1						3
	1	1					1						1
Mishandling of Passenger Property	// Ai i	l4 C-											
Mishandling of Passenger Property - Dam	iaged/iviissing I	itemsCa	rry-on Lugga	age	-		1						1
No Jurisdiction					1								1
No Jurisdiction - Refer to CBP					1								1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)		1	1	1									3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											1
Property - Special Handling	1					1							2
Property - Special Handling - Damaged It													1
Property - Special Handling - Damaged It	ems - Checke	d				1							1
Screening	1	1	1		11		1						15
Screening - Inconsistency			1		2								3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1			9		1						11

				Center Tra									
Categories	10-Oct	11-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	1	1	1	8	8	6	8			2			38
2024		1		4	5	4	3			2	!		19
Civil Rights					1	1							2
Civil Rights - Race					1	1							2
Customer Service		1		2	4	1	1			1			10
Customer Service - Others				1									1
Customer Service - TSO		1		1	4	1	1			1			9
Patdown										1			1
Patdown - Flyer										1			1
Screening				2		2	2						6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2		1	1						4
Screening - Retrieving Abandoned/Confis	cated Items					1							1
2025	1		1	4	3	2	5						16
Civil Rights				1		1	1						3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1						1
Civil Rights - Sexual Orientation						1							1
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage		1							1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1				1		1						3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)				1								1
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	ot Wheelch	air or Scoo	ter)			1						1
Property - Special Handling					1								-
Property - Special Handling - Damaged It	ems - Carry	-On			1								1
Screening			1	1			2						
Screening - Procedures/Process				1			2						3
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
EKO	1										1		2
2024											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Iten	ns - Carry-O	)n									1		1
2025	1												1
Screening	1												1
Screening - Procedures/Process	1												1
Screening	1 1												

		18	A Contact	Center Tra	veler Com	olaints Rep	ort						
Categories	10-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	1	1		2			1	1	1	1	10
2024						2			1	1	1	1	6
Civil Rights												1	1
Civil Rights - Not Specified												1	1
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) - Medicall	y Necessary	/ Medication	and Medic	cal Supplies						1			1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1
2025		2	1	1									4
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disa	arrayed Item	nsCarry-or	or Checke	( 1									1
Patdown		2											2
Patdown - Flver		2											2

	10-Oct 44			1-Jan	02-Feb	aints Repo	04-Apr	05-May	06-Jun	07-Jul	08-4110	09-Sep	Total
Categories											08-Aug	•	Total
ELP 2024	21 8	13 8	15 5	12 7	13 8	14 10	17 12	11 11	11 11	9			15
Additional Information Required/Insufficient In	1	8	5	,	8	10	12	11	11	9	8	13	110
Additional Information Required/Insufficie	1												
Civil Rights	'						2		1	1			4
Civil Rights - Age									1				
Civil Rights - Age							2		- 1	1			;
Customer Service		4		3	2	3	3	2	5	3		1	30
Customer Service - TSO		4		3	2	3	3	2	5	3			30
Human Capital		4		3		1	3		3	J	) 4	1	
Human Capital - Current Employee						1							
Mishandling of Passenger Property				1		1	2			1		2	-
Mishandling of Passenger Property - Dam	  aged/Missing It	ome_Carr	-on Lua	1		- 1				1			
Mishandling of Passenger Property - Dan						1	2					2	-
No Jurisdiction	laged/ivilssifig to	emschec	keu bayya	ge	1	1		1					
No Jurisdiction - No Referral					1	1		1					
Patdown					- 1	1		1		1	1	1	
Patdown - Flyer								1		1			
Persons w/ Disabilities (PWD)	2	1	1	1	1	1	1	1		1			1
Persons w/ Disabilities (PWD) - Diabetes	1	1	- 1	- 1	- 1	- 1	- 1	1			1	1	
Persons w/ Disabilities (PWD) - General	1					1						1	
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	l mnairment					1				1			
Persons w/ Disabilities (PWD) - Hearing I		ad to the P	lody	1									
Persons w/ Disabilities (PWD) - Medically		1	ouy	- 1									
Persons w/ Disabilities (PWD) - Metal Im		1					1						
Persons w/ Disabilities (PWD) - Metal IIII							- 1				1	1	
Persons w/ Disabilities (PWD) - Ostomy/0					1						1	'	
Persons w/ Disabilities (PWD) - Service A					- '			1					
Persons w/ Disabilities (PWD) - Wheelch		NAMON.	1					ı					
Property - Special Handling	ali/ Scoolei/ Set	yway	- 1			1		1					
Property - Special Handling - Damaged It	ome Corry On					1		ı					
Property - Special Handling - Missing Iter						- 1		1					
Screening	5	3	4	2	4	2	4	5	5	2	2 2	7	4
Screening - Inconsistency	1	3	7			1	7	3	3	1		1	
Screening - Lengthy Lines	1	1	2		2	1	1	1	1	'	1		1
Screening - Procedures/Process	3	2	2	2	2	'	3	4	4	1			2
2025	13	5	10	5	5	4	5	-	-				4
Airline		•				1	•						
						1							
Airline - Policy/Regulations/Service Civil Rights	1		1			1							
Civil Rights	1		1			1							
Civil Rights  Civil Rights - Constitutional Rights			1			1							
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion	1					1	1						
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims						1	1						
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status	1	2	1	2	2								
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service	1	2 2	2	2 2	2 2	2							1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO	1	2 2	2 2	2 2	2 2								1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property	2 2	2	2 2 2			2							1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 2 2 2 anaged/Missing It	2 emsC	2 2 2 1			2							1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 2 2 2 anaged/Missing It	2 emsC	2 2 2			2							1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 2 2 2 anaged/Missing It	2 emsC	2 2 2 1 1 1 1			2							1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 2 2 2 anaged/Missing It	2 emsC	2 2 2 2 1 1 1			2 2	1						1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 2 2 2 anaged/Missing It	2 emsC	2 2 2 1 1 1 1			2 2							1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO 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) - Metal Im	1 2 2 2 naged/Missing It	2 emsC	2 2 2 2 1 1 1 1			2 2	1						1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims Claims - Status Customer Service Customer Service - TSO 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) - Metal Im Persons w/ Disabilities (PWD) - Wounded	1 2 2 2 lagged/Missing Iterrayed ItemsC	2 emsC	2 2 2 2 1 1 1	2		2 2	1						1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wounder Property - Special Handling	1 2 2 2 lagged/Missing Iterrayed ItemsC	2 emsC	2 2 2 2 1 1 1 1	1		2 2	1						1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO 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) - Metal Im Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling	1 2 2 2 lagged/Missing Iterrayed ItemsC blants (joint) t Warrior 2 ems - Carry-On	2 emsC	2 2 2 2 1 1 1 1	2		2 2	1						1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 2 2 2 lagged/Missing Iterrayed ItemsC blants (joint) d Warrior 2 ems - Carry-On 1	2 emsC	2 2 2 2 1 1 1 1	1		2 2	1						1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wounder Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It	2 2 2 aaged/Missing It rrrayed ItemsC blants (joint) 3 Warrior 2 ems - Carry-On 1 1	2 emsC arry-on	2 2 2 2 1 1 1 1 1	1 1	2	2 2	1 1						1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims - Status Customer Service Customer Service - TSO 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) - Wetal Im Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening	1 2 2 2 lagged/Missing Iterrayed ItemsC blants (joint) d Warrior 2 ems - Carry-On 1	2 emsC	2 2 2 2 1 1 1 1	1	2	2 2	1						1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims Claims - Status Customer Service Customer Service - TSO 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) - Metal Im Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Children	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 emsC arry-on	2 2 2 2 1 1 1 1 1	1 1 2	2	2 2	1 1						1 1 1
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims Claims - Status Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Children Screening - Inconsistency	1 2 2 2 laged/Missing Iturrayed ItemsC blants (joint) Warrior 2 ems - Carry-On 1 8	2 emsC arry-on	2 2 2 2 1 1 1 1 1	1 1 1	2	2 2	1 1						1 1 1 1 2 2
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Claims Claims Claims - Status Customer Service - TSO 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) - Metal Im Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Children	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 emsC arry-on	2 2 2 2 1 1 1 1 1	1 1 2	2	2 2	1 1						1: 1: 2: 2: 2: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1:

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Categories 10-	Oct 11-No	/ 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI				2	1	2	2	2			1	10
2024							2	2			1	
Civil Rights							1					
Civil Rights - Race							1					
Customer Service								2				;
Customer Service - TSO								2				
Property - Special Handling							1					
Property - Special Handling - Missing Items - Cl	necked						1					
Screening											1	
Screening - Procedures/Process											1	
2025				2	1	2						
Mishandling of Passenger Property						1						
Mishandling of Passenger Property - Disarrayed	I ItemsCarry-	on or Checke	d			1						
Persons w/ Disabilities (PWD)					1							
Persons w/ Disabilities (PWD) - Wheelchair/ So	ooter/ Segway				1							
Screening				2		1						
Screening - Procedures/Process				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
ESC						1							1
2025						1							1
Customer Service						1							1
Customer Service - TSO						1							1

		TS	A Contact (	Center Trav	eler Comp	laints Repo	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	5	5	1	1	2	3	2	2	1	2	1	1	2
2024	2	1	1		1		1	2	1	2	1	1	1
Civil Rights					1								
Civil Rights - Age					1								
Mishandling of Passenger Property	1		1								1		
Mishandling of Passenger Property - Dam	i aged/Missin	g ItemsC	arry-on Lug	gage							1		
Mishandling of Passenger Property - Dam	1		1										
Patdown	1								1				
Patdown - Flyer	1								1				
Property - Special Handling								1					
Property - Special Handling - Missing Item	ı ns - Carry-Oı	n						1					
Screening		1					1	1		2		1	
Screening - Inconsistency								1		1			
Screening - Lengthy Lines												1	
Screening - Procedures/Process		1											
Screening - Retrieving Abandoned/Confis	cated Items						1						
Screening - Security Breach										1			
2025	3	4		1	1	3	1						
Mishandling of Passenger Property	1	2		1			1						
Mishandling of Passenger Property - Dam	aged/Missi	1		1			1						
Mishandling of Passenger Property - Dam	1	1											
Property - Special Handling	1	1			1	2							
Property - Special Handling - Damaged Ite	ems - Carry-	-On				1							
Property - Special Handling - Missing Item	1	1			1	1							
Screening	1	1				1							
Screening - Inconsistency						1							
Screening - Procedures/Process	1	1											

		18	A Contact	Center Trav	veier Comp	iaints Rep	orτ						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV		2	1	2	2	2	1			1		1	12
2024			1		2	1	1			1		1	7
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Cognitive	Developm	ental /Ment	al Disability	,	1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1										1
Screening												1	1
Screening - Procedures/Process												1	1
2025		2		2		1							5
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Screening				1									1
Screening - Inconsistency				1									1

0-4													
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
EWN				1		1	1				1	1	5
2024				1			1				1	1	4
Customer Service				1			1				1		3
Customer Service - TSO				1			1				1		3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Av	/ersion (pair	n/trauma)										1	1
2025						1							1
Screening						1							1
Screening - Procedures/Process						1							1

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	232	249	305	272	225	272	260	189	124	127	111	129	2,495
2024	102	135	145	141	119	163	150	189	124	127	111	129	1,635
Additional Information Required/Insufficient Inf						1					1		2
Additional Information Required/Insufficien		- EMAIL ON	LY			1					1		2
Airline	1			4		1		1		2	2	4	15
Airline - Baggage Requirements										1			1
Airline - Lost Baggage				2						1	1		4
Airline - Policy/Regulations/Service				2		1		1			1	4	9
Airline - Wheelchair Assistance	1												1
Civil Rights	5	3	5	6	4	4	8	7	6	7	7	11	73
Civil Rights - Age	1								2				3
Civil Rights - Constitutional Rights		1		2	1							1	5
Civil Rights - National Origin							4				1	1	2
Civil Rights - Not Specified Civil Rights - Other				1			1	2	1		1	1	5 3
Civil Rights - Perceived Religion			3	1	1		4	1	1	2	1	1	15
Civil Rights - Profiling			3	1	I		4	ı	1		1	1	15
Civil Rights - Race	4	2	2	1	2	4	2	2	1	4	3	3	30
Civil Rights - Screening of Religious Cultu						-	1			-			1
Civil Rights - Sex		mornial italia						1	1	1	1	2	6
Civil Rights - Sexual Orientation								1				1	2
Claims		1					1		1				3
Claims - General							1						1
Claims - Status		1							1				2
CLEAR						1	1			1			3
CLEAR - Registered Traveler										1			1
CLEAR - TSA PreCheck Application Prog	, Iram					1	1						2
Customer Service	39	48	61	54	55	47	55	61	47	48	30	32	577
Customer Service - CSM						1	1		1				3
Customer Service - Others		1	1		2	2	1						7
Customer Service - TCC	2		1		1	1	1				1		7
Customer Service - TSO	37	47	59	54	52	43	52	61	46	48	29		560
DHS TRIP				1				2	1		3		7
DHS TRIP - General				1				2	1		3		7
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Hazardous Materials Safety		1			2					1			4
Hazardous Materials Safety - General		1			2					1			4
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General	1						1						1
Intranet/Internet Inquiries Conord	1												
Intranet/Internet Inquiries - General Locks	4	3	1			2	2			1		1	14
Locks - Missing or Damaged Lock	4	3	1			2	2			1		1	14
Lost and Found	1	2	2	3	2	5	3	2	2	6	2		32
Lost and Found - Airport/TSA	1	2	2	3	2	5	3	2	2	6	2		32
Mishandling of Passenger Property	4	11	16	19	13	30	26	22	18	11	9		188
Mishandling of Passenger Property - Dam		10	13	13	10	24	21	10	14	7	4		134
Mishandling of Passenger Property - Dam			2	5	1	6	4	9	4	2	4		39
Mishandling of Passenger Property - Dam		1	1		2		1	2		1	1	1	10
Mishandling of Passenger Property - Disa				1				1		1		1	5
No Jurisdiction	3	2			1	5	6	4	2	5	9	6	43
No Jurisdiction - No Referral	1					2	1	2	1	4	2		13
No Jurisdiction - Refer to CBP	2	1				2	3	2	1	1	2	4	18
No Jurisdiction - Refer to Department of S	State						1						1
No Jurisdiction - Refer to Other		1			1	1	1				5	2	11
Notice of Violation/Civil Penalties						1			1				2
Notice of Violation/Civil Penalties - Gener	al					1			1				2
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	1	5	1	2	2	4	2	5	1	1	2	3	29
Patdown - Children		•		1		1					1		3
Patdown - Flyer	1	3	1	1	2	3	2	4	1	1	1	3	23
Patdown - Flyer as Observer	6	7	7	4.4	4	7	7	1	7	10	40	40	3
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S			- /	11	4	7	7	15 1	1	13 4	13		116
Persons w/ Disabilities (PWD) - Autism 5 Persons w/ Disabilities (PWD) - Breast Ca						I			I	4	2	1	10
Persons w/ Disabilities (PWD) - Cancer (g		Preact Cal	- 1									1	1
Persons w/ Disabilities (PWD) - Cognitive			)ieahility							2			2
Persons w/ Disabilities (PWD) - Diabetes		1	1 1	1	1		3	2	1				10
Persons w/ Disabilities (PWD) - General		1		'	'	1	0	1	'		1	1	5
Persons w/ Disabilities (PWD) - Internal N	ı ∕ledical Devic					1	1	2	2			2	8
Persons w/ Disabilities (PWD) - Medical I			lodv									1	1
Persons w/ Disabilities (PWD) - Medically		2	-,	2	1	2	3	2	2	3	5		32
Persons w/ Disabilities (PWD) - Metal Imp		_	1					1		1			3
Persons w/ Disabilities (PWD) - Mobility D			1	5	1	1		1	1		2	2	17
Persons w/ Disabilities (PWD) - Prosthesi		and Casts										2	2
Persons w/ Disabilities (PWD) - Respirato		1	1							1			3
Persons w/ Disabilities (PWD) - Service A						1		1					2
Persons w/ Disabilities (PWD) - Visual Im	pairment									1	1		2
Persons w/ Disabilities (PWD) - Wheelcha	1	2	2	3	1			4		1	2	1	17
Property - Special Handling	11	13	16	14	8	18	8	11	12	7	11	8	137
Property - Special Handling - Damaged It		6	7	9	3	7	2	6	4	3	2	1	54
Property - Special Handling - Damaged It			2	2			1	1	1		2		11
Property - Special Handling - Missing Iten		5	5	1	2	7	4	3	5		3		43
Property - Special Handling - Missing Iten	2	2	2	2	3	4	1	1	2	4	4	2	29

Catagorias	40.0-4			Center Trav				OF Mari	00 1	07 1	00 4	00 0	Tatal
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	25	39	36	27	28	36	30	59	25	23	22	34	384
Screening - Children						1							1
Screening - Crew Member or Airline Emp	loyee			1					2		1		4
Screening - Inconsistency	1	1	2	3	2	4	. 3	5	1	2	1		25
Screening - Lengthy Lines	3	9	15	8	12	11	9	21	8	3	1	7	107
Screening - Procedures/Process	21	25	18		11	16		29	14	16			217
Screening - Retrieving Abandoned/Confis		4	1		2	2		4		2			27
Screening - Shoe Screening				'	1	2							3
2025	120	114	460	424									
	130	114	160	131	106	109							860
Additional Information Required/Insufficient In			1			1							3
Additional Information Required/Insufficie			1			1							3
Airline	2	2	7	4	1	3	5						24
Airline - Baggage Requirements	1												1
Airline - Lost Baggage	1		1				2						4
Airline - Policy/Regulations/Service			5	4	1	3	3						16
Airline - Wheelchair Assistance		2	1										3
Civil Rights	6	8	9	2	2	5	11						43
Civil Rights - Age	-		1										1
Civil Rights - Constitutional Rights	3	1	2			1	1						8
	3				4								
Civil Rights - National Origin		3	1		1	1							8
Civil Rights - Not Specified			2			1	1						4
Civil Rights - Other			2	1									3
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	3				2	3						9
Civil Rights - Screening of Religious Cultu	iral and Cere	emonial Item	S	1	1								2
Civil Rights - Screening of Religious or Co							2						2
Civil Rights - Sex	1		1				2						4
Civil Rights - Sexual Orientation	1		- 1										1
Claims Claims	1		4										
Claims Claims - General			1										2
	1												1
Claims - Status			1										1
CLEAR		3			1		1						5
CLEAR - Registered Traveler		1			1		1						3
CLEAR - TSA PreCheck Application Prog	ram	2											2
Customer Service	31	20	43	39	21	26	21						201
Customer Service - Others	1	1											2
Customer Service - TSO	30	19	43	39	21	26	21						199
DHS TRIP	30	1	1	2		1							8
					2								
DHS TRIP - General		1	1		2	1							8
Hazardous Materials Safety	1			2	4		2						9
Hazardous Materials Safety - General	1			2	4		2						9
Locks	1			2	1								4
Locks - Missing or Damaged Lock	1			2	1								4
Lost and Found	3	5	3	8	4	1	6						30
Lost and Found - Airport/TSA	3	5	3	8	4	1	6						30
Mishandling of Passenger Property	15	9	15	9	6	8	5						67
Mishandling of Passenger Property - Dam		6	7		5	4							39
Mishandling of Passenger Property - Dam		3	7		1	3							24
					'								
Mishandling of Passenger Property - Dam		ig itemson	specified i	Luggage			1						
Mishandling of Passenger Property - Disa						1							3
No Jurisdiction	6	9	6		8	4							44
No Jurisdiction - No Referral	2	3	1		3	1							13
No Jurisdiction - Refer to CBP	4	4	3	1	4	2	. 7						25
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		2	1		1	1							5
No Subject		1											1
No Subject - General		1											1
Notice of Violation/Civil Penalties		1	1										2
Notice of Violation/Civil Penalties - Gener	al	1	1										2
Patdown	1	4	- 1	2	1	_	. 4						14
						2							
Patdown - Flyer	1	4		2	1	2							13
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	11	11	19	15	15	14	. 9						94
Persons w/ Disabilities (PWD) - Autism S	pectrum	1				1							2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	Disability	1		1	1						3
Persons w/ Disabilities (PWD) - Diabetes		1	1	2		3	1						8
Persons w/ Disabilities (PWD) - Diapers/0		1											1
Persons w/ Disabilities (PWD) - General	2				1	1							4
Persons w/ Disabilities (PWD) - Hearing I				1			1						3
. , ,													
Persons w/ Disabilities (PWD) - Internal N			2		3	1							6
Persons w/ Disabilities (PWD) - Medical I			2		1								3
Persons w/ Disabilities (PWD) - Medically		6	6		5		4						25
Persons w/ Disabilities (PWD) - Metal Imp	1		1	3	1								6
Persons w/ Disabilities (PWD) - Mobility [	3	1	3	1	1	5	1						15
Persons w/ Disabilities (PWD) - Prosthesi					1	1							2
Persons w/ Disabilities (PWD) - Respirato		2 1010	2		1								4
Persons w/ Disabilities (PWD) - Service A				1									2
Persons w/ Disabilities (PWD) - Service P		1		I	- 1								
. ,		1	_	_									
Persons w/ Disabilities (PWD) - Wheelch			2			1							9
Property - Special Handling	13	13	17		18	12							104
Property - Special Handling - Damaged It		3	4		7	5	4						28
Property - Special Handling - Damaged It	2		2	2	1								7
Property - Special Handling - Missing Iten	4	5	5	9	5	5	4						37
Property - Special Handling - Missing Iten		5	6		5	2							32

		10,	- Contact v	Jeniter may	cici comp	idilita itepe	011						
Categories	10-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								1
Request for Assistance - Other					1								1
Screening	38	27	37	22	21	31	27						203
Screening - Crew Member or Airline Emplo	oyee	1		1			1						3
Screening - Inconsistency	2	3	2	1		4	1						13
Screening - International Screening				1									1
Screening - Lengthy Lines	7	2	8	2	2	3	6						30
Screening - Opposite Sex				1									1
Screening - Procedures/Process	26	21	21	13	17	22	17						137
Screening - Retrieving Abandoned/Confis	3		6	3	2	2	2						18
SIDA (Security Identification Display Area)						1							1
SIDA (Security Identification Display Area	) - General					1							1

				Center Trav									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW	4	4	5	6	4	7	6	8	2	5	3	2	56
2024	1	1	3	2	1	4	3	8	2	5	3	2	35
Additional Information Required/Insufficient Info	ormation							1					1
Additional Information Required/Insufficien	nt Informatio	n - EMAIL	ONLY					1					1
Customer Service		1	3	1		3	3	4		3	1	1	20
Customer Service - TSO		1	3	1		3	3	4		3	1	1	20
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Dama	aged/Missir	ng ItemsC	arry-on Lu	1									1
Mishandling of Passenger Property - Dama	aged/Missir	ng ItemsC	hecked Ba	ggage				1					1
Patdown											2	1	3
Patdown - Flyer											2	1	3
Property - Special Handling								2	1				3
Property - Special Handling - Damaged Ite	ems - Carry-	-On						1	1				2
Property - Special Handling - Missing Item	is - Checke	d						1					1
Screening	1				1	1			1	2			6
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process	1									2			3
Screening - Retrieving Abandoned/Confisc	cated Items				1								1
2025	3	3	2	4	3	3	3						21
Civil Rights		1				1							2
Civil Rights - Not Specified		1											1
Civil Rights - Sex						1							1
Customer Service	1		1	3	1	1	1						8
Customer Service - TSO	1		1	3	1	1	1						8
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown				1			1						2
Patdown - Flyer				1			1						2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1								1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Ite	1	1											2
Screening			1		1	1	1						4
Screening - Inconsistency					1								1
Screening - Procedures/Process			1			1	1						3

	10.0						laints Rep				<b>^-</b>			
gories	10-Oct	11-Nov	12-0		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
d .	1	7		3	1	2	7		3		4		3	
2024		2		2		1	4	2	3	4	4	5	3	
Additional Information Required/Insufficient In											1			
Additional Information Required/Insufficie	nt Information	n - EMAIL	ONLY								1			
Airline											1			
Airline - Policy/Regulations/Service											1			
Civil Rights												1		
Civil Rights - Race												1		
Customer Service						1	2				1	1		
Customer Service - CSM							1							
Customer Service - TSO						1	1				1	1		
Human Capital								1						
Human Capital - Prospective Employmen	t with TSA							1						
Locks									1					
Locks - Missing or Damaged Lock									1					
Mishandling of Passenger Property							1		1	1		1	1	
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-oi	n Luggag	е		1							
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecke	d Baggag	ge				1	1		1	1	
No Jurisdiction													1	
No Jurisdiction - No Referral													1	
Persons w/ Disabilities (PWD)				1					1	1		1		
Persons w/ Disabilities (PWD) - Cognitive	Developme	ntal /Ment		1										
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and N	Medical S	upplies							1		
Persons w/ Disabilities (PWD) - Metal Im									1					
Persons w/ Disabilities (PWD) - Prosthes		and Casts								1				
Property - Special Handling							1			1	1	1		
Property - Special Handling - Damaged It	ems - Check	ed					1			1	1			
Property - Special Handling - Missing Iter												1		
Screening		2		1				1		1			1	
Screening - Inconsistency		1		1				1						
Screening - Procedures/Process		1								1			1	
2025	1	5		1	1	1	3	3						
Customer Service	-	2		•	1	•		1						
Customer Service - TSO		2			1			1						
Mishandling of Passenger Property		1												
Mishandling of Passenger Property - Dan	l naged/Missir	1												
Persons w/ Disabilities (PWD)	lagoamioon					1								
Persons w/ Disabilities (PWD) - Cancer (	neneral) Not	Breast Car	ncer			1								
Screening	1	2		1		1	3	2						
Screening - Crew Member or Airline Emp	lovee						2							
Screening - Crew Member of Affiliae Emp		1												
Screening - Procedures/Process	1			1			1	2						
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis	1	1		- 1			ı							

					veler Comp		ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	5	3	5	2	5	4	2	1	3	2	3	3	38
2024	1	2	4	1	2	1	1	1	3	2	3	3	24
Civil Rights				1	1						2		
Civil Rights - National Origin											1		
Civil Rights - Other				1									
Civil Rights - Race					1						1		
Customer Service			2		1				2	1	1	1	- 1
Customer Service - Others										1			
Customer Service - TSO			2		1				2		1	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) - Diabetes			1										
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	/ Segway							1				
Property - Special Handling	1						1	1		1		1	
Property - Special Handling - Damaged It	ems - Carry	-On								1			
Property - Special Handling - Missing Iter	ns - Carry-C	)n					1	1				1	
Property - Special Handling - Missing Iter	1												
Screening		2	1			1							
Screening - Procedures/Process		2	1			1							
2025	4	1	1	1	3	3	1						1-
Civil Rights				1									
Civil Rights - National Origin				1									
Customer Service	3				2	1							
Customer Service - TSO	3				2	1							
Patdown					1	1							
Patdown - Flyer					1	1							
Property - Special Handling			1										
Property - Special Handling - Damaged It	ems - Carry	-On	1										
Screening	1	1				1	1						
Screening - Inconsistency		1				1							
Screening - Procedures/Process	1						1						2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	laints Rep	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAT	9	9	12 B00	4	8	8	6	6	2	3		2	64
2024	5	6	1	1	2	7	3	6	2	3	2	2	40
Customer Service	2	3	1	1	2	4			2	1			16
Customer Service - TSO	2	3	1	1	2	4			2	1			16
Patdown		J	'					1		1			2
Patdown - Children										1			
Patdown - Flyer								1		- 1			
Persons w/ Disabilities (PWD)	1					1		3			2		-
Persons w/ Disabilities (PWD) - Cancer (c	neperal) Not	Breast Can	cor			- '		3			1		
Persons w/ Disabilities (PWD) - Cantel (g	, ,							1			1		
Persons w/ Disabilities (PWD) - Internal M			al Disability					1					
		Jes						1			4		
Persons w/ Disabilities (PWD) - Wheelcha						1		1		1	1		41
Screening	2	3				2	3	2		1		2	15
Screening - Inconsistency												2	2
Screening - Lengthy Lines	1					1	2	1		1			(
Screening - Procedures/Process	1	3					1	1					(
Screening - Retrieving Abandoned/Confis						1							
2025	4	3	4	3	6	1	3						24
Civil Rights					1		1						
Civil Rights - Perceived Religion							1						
Civil Rights - Race					1								
Customer Service	1	2	2										į
Customer Service - TSO	1	2	2										ţ
DHS TRIP						1							
DHS TRIP - General						1							•
No Jurisdiction				2									2
No Jurisdiction - No Referral				2									2
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)	1	1			1								;
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)				1								
Persons w/ Disabilities (PWD) - Prosthesi	1												
Property - Special Handling					2		1						
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								
Property - Special Handling - Damaged Ite							1						
Property - Special Handling - Missing Item	ns - Checked	i			1								
Screening	2		1	1	2		1						
Screening - Inconsistency	1			1									2
Screening - Procedures/Process	1		1		2		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
FAY	2	2	4		1	2	3			3	2	1	20
2024		1	1			1	2			3	2	1	1
Civil Rights						1	1						- 1
Civil Rights - Constitutional Rights							1						
Civil Rights - Not Specified						1							
Customer Service		1											
Customer Service - TSO		1											
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage						1			
No Jurisdiction			1										
No Jurisdiction - No Referral			1										
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	Segway									1		
Screening							1			2	1	1	
Screening - Lengthy Lines										1			
Screening - Procedures/Process							1			1	1	1	
2025	2	1	3		1	1	1						
Airline			1										
Airline - Policy/Regulations/Service			1										
Civil Rights			1										
Civil Rights - Race			1										
Customer Service	1					1							
Customer Service - TSO	1					1							
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dan	naged/Missi	1											
Persons w/ Disabilities (PWD)	1						1						
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	ressings/Ma	asks				1						
Property - Special Handling			1										
Property - Special Handling - Damaged It	ems - Chec	ked	1										

		10/	4 Contact	senter ira	veler Comp	iainis Kep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	1	3	2	1	2	2	1	2		1		2	17
2024	1	3	1		1	1		2		1		2	12
Civil Rights		1											1
Civil Rights - Race		1											
Customer Service		1				1				1			3
Customer Service - TSO		1				1				1			3
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling								2					
Property - Special Handling - Missing Item	s - Carry-O	n						1					
Property - Special Handling - Missing Item	s - Checked	d						1					
Screening		1			1							2	4
Screening - Inconsistency		1			1								
Screening - Lengthy Lines												1	
Screening - Retrieving Abandoned/Confisc	cated Items											1	
2025			1	1	1	1	1						
Civil Rights					1								1
Civil Rights - Sex					1								
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Property - Special Handling				1			1						- 2
Property - Special Handling - Missing Item	s - Checked	d		1			1						2

Page		40.0-4			enter Trav				05.14	00 1	07 1	00 4	00.0	<b>T</b> -4-1
March   Marc	<u> </u>				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional information Required fundamental information Required fundamental f														1,115
Additional Information Required Information				43	38	53	51	47	61	57	54	55	57	606
Anime - Lost Baggage														2
Affire - Lest Baggage			1	0		0				4		0		2
Alfrien - Fooligologistorics General COH Register - Constitutional Register - Country				3							2			16
Civil Rights		1				2				1				7
Civil Engils - Age														9
Civil English - Constitutional Rights				3	1	6		4		1			1	32
Cold Rights - National Origin									1		1			4
Cavil Rights - Niter   1   3   1												1		2
Coult Rights - Profiling							1							3
Civil Rights - Rice	ů i							3			1			5
Child Rights - Stace	<u> </u>						1							2
Colores														1
Claims	•				1			1	2		1	2	1	12
Claims - Sentral				1						1				3
CLEAR   CLEAR												1		3
CLEAR - Registered Traveler  CLEAR - Registered Traveler  CLEAR - TSA Pric'hoek Application Program  CLEAR - TSA Pric'hoek Application Program  7 17 16 11 20 18 13 10 13 18 13 16  Customer Service - Others  Customer Service - Others  7 17 16 10 20 16 13 10 13 18 13 16  DHS TRIP  DHS TRIP  DHS TRIP  DHS TRIP- General  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						1					1			2
CLEAR - Replated Traveler														1
CLEAR - TSA ProClosck Application Program   1												1		2
Customer Service - CSM											1			1
Customer Service - CSM														1
Customer Service - Others		7	17	16		20		13	10	13	18	13	16	172
Customer Service - TSO					1									2
DHS TRIP							1							1
DHS TRIP.   General		7	17	16	10	20	16	13	10	13	18	13	16	169
Hazardous Materials Safery   1								1						1
Locks   1	DHS TRIP - General							1						1
Locks   Missing or Damaged Lock	Hazardous Materials Safety			1	1			1		1			1	5
Lots and Found   1	Hazardous Materials Safety - General			1	1			1		1			1	5
Lost and Found	Locks	1		1	1									3
Lost and Found - Airport/TSA	Locks - Missing or Damaged Lock	1		1	1									3
Mishandling of Passenger Property - Dam	Lost and Found			1				2		2	1	1		7
Mishandling of Passenger Property - Dam	Lost and Found - Airport/TSA			1				2		2	1	1		7
Mishandling of Passenger Property - Damagod/Missing ItemsUnspecified Luggage   Mishandling of Passenger Property - Damagod/Missing ItemsUnspecified Luggage   Mishandling of Passenger Property - Damagod/Missing ItemsUnspecified Luggage   Mishandling of Passenger Property - Disa	Mishandling of Passenger Property	7	6	6	5	6	6	6	8	5	7	11	6	79
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage   Mishandling of Passenger Property - Disa   No Jurisdiction   1	Mishandling of Passenger Property - Dan	3	1	3	3	3	1	4	6	1	4	2	3	34
Mishandling of Passenger Property - Disal	Mishandling of Passenger Property - Dan	3	3	2	1	3	5	1	2	4	3	8	3	38
No Jurisdiction	Mishandling of Passenger Property - Dan	naged/Missing	g ItemsUnsp	pecified L	uggage			1						1
No Jurisdiction	Mishandling of Passenger Property - Disa	1	2	1	1							1		6
No Jurisdiction - No Refer to CBP					1		4		3	4	1	4	3	20
No Jurisdiction - Refer to Other	No Jurisdiction - No Referral						2				1			6
No Subject General	No Jurisdiction - Refer to CBP				1					1		4	1	9
No Subject	No Jurisdiction - Refer to Other								1	3			1	5
No Subject - General   1				1	1		1							3
Notice of Violation/Civil Penalties   1	•			1	1		1							3
Notice of Violation/Civil Penalties - General   1	•		1				1							2
Patdown		ı al					1							2
Patdown - Flyer as Observer			3		1	1	2	3	4	3	6	2	2	30
Patdown - Flyer as Observer   Persons w/ Disabilities (PWD) - Autism S   1														27
Persons w/ Disabilities (PWD) - Autism S	•	, and the second					1							3
Persons w/ Disabilities (PWD) - Autism S   1	•	3	2	1	3	2	5	5	6			5	9	52
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer	. ,													5
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability   1	· , ,	1	Breast Cance	er			1							
Persons w/ Disabilities (PWD) - Diabetes	· , , , , , , , , , , , , , , , , , , ,					1				1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	· , , -		ricar / ricorricar i		2								1	6
Persons w/ Disabilities (PWD) - General   1   1   1   1   1   1   1   1   1	· , ,		essings/Mask					1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices - Attached to the Body       1       2       2       2       1       1       1       3       3       1       1       1       3       3       1       1       3       3       3       1       1       3       3       3       1       1       3       3       3       1       1       3       3       3       1       1       1       2       2       1       1       2       2       1       1       1       1       1       1       1       1 </td <td></td> <td></td> <td>oon igo/maon</td> <td></td> <td></td> <td></td> <td></td> <td>'</td> <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td>2</td>			oon igo/maon					'		1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	· , ,	l /ledical Devic	es											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic	· , ,			Body						1			1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)	· , ,				1			2						5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)   3				. a modio	1					1	1	1	1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			t Wheelchair	or Scoote	r)		3		1		'		3	8
Persons w/ Disabilities (PWD) - Touch Aversion (pair   Persons w/ Disabilities (PWD) - Visual Impairment   Persons w/ Disabilities (PWD) - Wheelcha   1				01 000010	11)		0						0	1
Persons w/ Disabilities (PWD) - Visual Impairment														2
Persons w/ Disabilities (PWD) - Wheelche         1         1         1         1         1         3         2         1         1           Property - Special Handling         6         9         7         3         7         4         3         9         9         4         4         7           Property - Special Handling - Damaged Ite         2         3         1         1         2         1         1         1         1         2         3           Property - Special Handling - Damaged Ite         1         1         1         1         1         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         <	, ,		'					2	'					2
Property - Special Handling         6         9         7         3         7         4         3         9         9         4         4         7           Property - Special Handling - Damaged It         2         3         1         1         2         1         1         1         1         2         3           Property - Special Handling - Damaged It         1         1         1         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         1         1         1         1         4         2         1         2         4         2         1         1         1         1         1         1         3         1         1         1			1			1	1		2	2	1		1	11
Property - Special Handling - Damaged It         2         3         1         1         2         1         1         1         1         2         3           Property - Special Handling - Damaged It         1         1         1         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         1         1         1         1         1         2         1         2         2         1         1         2         1         1         1         1         1         1         1         1         1         1         1         2         1         2         2         1         1         2         1				7	2			2				1		72
Property - Special Handling - Damaged It         1         1         1         1         2         1         1         2           Property - Special Handling - Missing Item         2         5         1         2         2         1         5         2         1         1           Property - Special Handling - Missing Item         1         1         4         4         2         1         2         4         2         1         1           Screening         14         8         3         10         8         6         9         16         9         6         7         9           Screening - Crew Member or Airline Empl         1         1         1         1         3         1         3         1							4							18
Property - Special Handling - Missing Item         2         5         1         2         2         1         5         2         1           Property - Special Handling - Missing Item         1         1         4         4         2         1         2         4         2         1         1           Screening         14         8         3         10         8         6         9         16         9         6         7         9           Screening - Crew Member or Airline Empl         1         1         1         1         3         1         1			3		I									
Property - Special Handling - Missing Item         1         1         4         4         2         1         2         4         2         1         1           Screening         14         8         3         10         8         6         9         16         9         6         7         9           Screening - Crew Member or Airline Empl         1         1         1         3         1         1			-			1	-	4			1	1		10 21
Screening         14         8         3         10         8         6         9         16         9         6         7         9           Screening - Crew Member or Airline Empl         1         1         1         3         1         1						4								
Screening - Crew Member or Airline Empl 1 1 1 3 1					40									23
	<u> </u>			3	10		0	9		9	0		9	105
Our contract to constitute and the same of					4		4	4		4				7
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				9
Screening - International Screening												1		1
Screening - Lengthy Lines 1 1 1 4 1 2 1 2 1														14
Screening - Procedures/Process 10 5 1 5 5 2 6 11 7 4 4 8			5		5	5	2			7	4	4	8	68
Screening - Retrieving Abandoned/Confis 1 1 2 1		1		1				2	1					5
Screening - Shoe Screening 1			_											1
2025 57 51 85 81 83 75 77					81	83		77						509
Additional Information Required/Insufficient Information 1 1 1 1														3
Additional Information Required/Insufficient Informatic 1 1 1														3
Airline 1 1 4 5 2 2 3		1	1											18
Airline - Lost Baggage 2 1 1 1 1														6
Airline - Policy/Regulations/Service 1 1 2 4 1 1 2														12
Civil Rights 5 5 7 6 5 4 7	Civil Rights	5	5	7	6	5	4	7						39

Categorie	26	10-Oct	11-Nov				02-Feb	laints Repo		OE Moss	06-Jun	07-Jul	09 4~	00 800	Total
Jalegori				12-00	. U1-J		v∠-reD	us-iviar	04-Apr	05-May	บช-มนท	o/-Jul	08-Aug	09-Sep	Total
	Civil Rights - Age	1		1	2	1		4	1						;
	Civil Rights - Constitutional Rights			1	2	4		1							
	Civil Rights - National Origin			2		1	2								
	Civil Rights - Not Specified	1						1	1						
	Civil Rights - Perceived Religion	1			_										
	Civil Rights - Race			1	3	1		1	1						,
	Civil Rights - Screening of Religious Cultu	ıral and Ce	remonial It	eı	1	1			2						4
	Civil Rights - Sex			1	1	1	3	1	2						
	Civil Rights - Sexual Orientation					1									
	CLEAR			1	3	1		1							(
	CLEAR - Registered Traveler							1							
	CLEAR - TSA PreCheck Application Prog	ram		1	3	1									
	Customer Service	8	3 !	9	16	10	17	12	19						9
	Customer Service - Others				1										
	Customer Service - TSO	8	3 !	9	15	10	17	12	19						90
	DHS TRIP	,		1	2			2	1						(
	DHS TRIP - General			1	2			2	1						
	Hazardous Materials Safety			1	1		1		- '						
	•														
	Hazardous Materials Safety - General				1		1		4						
	Human Capital								1						
	Human Capital - Prospective Employmen	t with ISA							1						
	Intranet/Internet Inquiries								1						
	Intranet/Internet Inquiries - General								1						
	Locks					1		1							
	Locks - Missing or Damaged Lock					1		1							:
	Lost and Found	1	1 :	2		2	1	2							
	Lost and Found - Airport/TSA	1	1 :	2		2	1	2							
	Mishandling of Passenger Property	7	7 :	3	6	8	5	5	6						40
	Mishandling of Passenger Property - Dam	3	3	1	3	7	3	5	3						2
	Mishandling of Passenger Property - Dam		1 :	2	3	1	2		3						1
	No Jurisdiction	2		3	4	2	4		1						10
	No Jurisdiction - No Referral	-		1	1	1	1		1						
	No Jurisdiction - Refer to CBP	-		1	2	1	3								
	No Jurisdiction - Refer to Other			1	1	- '									
	Notice of Violation/Civil Penalties			1	1			1							
		-ol						1							
	Notice of Violation/Civil Penalties - Gener			4	4	4	0		0						0
	Patdown	3	3 4	4	1	4	3	3	3						2
	Patdown - Children								1						
	Patdown - Flyer			4	1	4	3	3	2						2
	Persons w/ Disabilities (PWD)		7	8	10	12	6	13	9						6
	Persons w/ Disabilities (PWD) - Autism S				1	1	1								
	Persons w/ Disabilities (PWD) - Breast Ca														
	Persons w/ Disabilities (PWD) - Cognitive	/Developr	mental /Mer	ntal Disabi	lity			2							
	Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1	1		2							
	Persons w/ Disabilities (PWD) - General				1	1		2	1						
	Persons w/ Disabilities (PWD) - Hearing I	1	1												
	Persons w/ Disabilities (PWD) - Internal N		v	1											
	Persons w/ Disabilities (PWD) - Medical [						1								
	Persons w/ Disabilities (PWD) - Medically			1	1	3	3	1	1						1
	Persons w/ Disabilities (PWD) - Metal Imp				1			1							
	Persons w/ Disabilities (PWD) - Metal IIII			2	1	2		2							
	Persons w/ Disabilities (PWD) - Mobility I			<u> </u>	1										
	Persons w/ Disabilities (PWD) - Respirato			1											
	Persons w/ Disabilities (PWD) - Touch Av		ın/trauma)		1										
	Persons w/ Disabilities (PWD) - Visual Im				1										
	Persons w/ Disabilities (PWD) - Wheelch				2	4	1	3	5						1
	Property - Special Handling	10	) 4	4	12	10	10	11	10						6
	Property - Special Handling - Damaged It			1	6	2	2	3	5						2
	Property - Special Handling - Damaged It	ems - Ched	ol	1	1	2	1								
	Property - Special Handling - Missing Iten	(	3	2	1	1	1	3	1						1:
	Property - Special Handling - Missing Iten				4	5	6	5	4						2
	Request for Assistance				2			1							
	Request for Assistance - Other				2			1							
	Screening	13	3	9	16	20	29	16	16						11
	Screening - Children	10	,			1	1	10	10						
	Screening - Crimitering Screening - Crew Member or Airline Empl	1	1		3	1	1	1							
							0	1							
	Screening - Inconsistency	1		4	1	2	2		_						4
	Screening - Lengthy Lines	1		1	1	2	8	3	3						19
	Screening - Procedures/Process	10		7	11	13	18	12	13						84
	Screening - Retrieving Abandoned/Confis	cated Item				1									
	Screening - Security Breach			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
FLO												1	1
2024												1	1
Customer Service												1	1
Customer Service - TSO												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
FNL						1							1
2025						1							1
Customer Service						1							1
Customer Service - TSO						1							1

					veler Comp								
Categories	10-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	2	4	3	4	1	3	1		2	1	1	25
2024	1	1	1	2		1	2	1		2	1	1	13
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Mishandling of Passenger Property			1							1	1		3
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1							1	1		3
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown	1			1			1	1		1		1	6
Patdown - Flyer	1			1			1	1				1	5
Patdown - Flyer as Observer										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Iter	ns - Checke	d					1						1
2025	2	1	3	1	4		1						12
Customer Service		1	1		1								3
Customer Service - TSO		1	1		1								3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage	1								1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling			1	1			1						3
Property - Special Handling - Damaged It	ems - Carry	-On	1				1						2
Property - Special Handling - Missing Iter	ns - Carry-C	)n		1									1
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
FOD						1							1
2024						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	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
FPR			1		1								2
2024			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missii	ng ItemsC	1										1
2025					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1

					veler Comp								
Categories	10-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	1	7	6	1	3	2	3	1	6	4	2		3
2024	1	2	4			1	1	1	6	4	2		2
Civil Rights										2			
Civil Rights - Age										1			
Civil Rights - Race										1			
Customer Service			3						4	1	1		
Customer Service - TSO			3						4	1	1		
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)		1					1	1		1			
Persons w/ Disabilities (PWD) - Medic	ally Necessary	1					1						
Persons w/ Disabilities (PWD) - Mobili	ty Disability (No	ot Wheelcha	air or Scoote	er)				1					
Persons w/ Disabilities (PWD) - Oston	y/Ostomates									1			
Screening	1	1	1			1			1		1		
Screening - Procedures/Process	1	1	1			1			1		1		
2025		5	2	1	3	1	2						1
Customer Service			2	1		1	2						
Customer Service - TSO			2	1		1	2						
Locks		1											
Locks - General		1											
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	arry-on Lug	gage	1								
No Jurisdiction					1								
No Jurisdiction - No Referral					1								
Persons w/ Disabilities (PWD)		3											
Persons w/ Disabilities (PWD) - Hearing	ng Impairment	1											
Persons w/ Disabilities (PWD) - Mobili	ty Disability (N	1											
Persons w/ Disabilities (PWD) - Oston	y/Ostomates	1											
Screening		1			1								
Screening - Procedures/Process		1			1								

		15	A Contact	Center Tra	iveier Comp	iaints kep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	1	1	3		1	2	4		1				13
2024	1	1	1		1	1	4		1				10
Civil Rights	1						1						2
Civil Rights - National Origin							1						1
Civil Rights - Race	1												1
Customer Service			1				1		1				3
Customer Service - TSO			1				1		1				3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Patdown					1		1						2
Patdown - Flyer					1		1						2
Screening		1				1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process		1											1
2025			2			1							3
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Property - Special Handling			1										1
Property - Special Handling - Missing It	ems - Checke	d	1										1

Pata manda a	10.0				veler Comp					A= 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
FWA	1	4	•	3	-	1			1	1	3	1	28
2024		2	2	2	1		1		1	1	3	1	14
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service									1				1
Customer Service - TSO									1				
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property				1							2		
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lug	1									
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Bag	ggage							2		
Patdown							1			1			
Patdown - Flyer							1			1			
Property - Special Handling		1	1										
Property - Special Handling - Damaged It	ems - Carry	1											
Property - Special Handling - Damaged It	ems - Check	ed	1										
Screening			1	1	1							1	
Screening - Procedures/Process				1	1							1	
Screening - Retrieving Abandoned/Confis	cated Items		1										
2025	1	2	4	1	2	1	3	}					1-
Civil Rights		1		1									
Civil Rights - Not Specified		1		1									
CLEAR		1											
CLEAR - Registered Traveler		1											
Locks			1										
Locks - General			1										
Mishandling of Passenger Property			1		1	1							
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	1			1							
Mishandling of Passenger Property - Dam				ggage	1								
No Jurisdiction	1	_	1										
No Jurisdiction - No Referral	1		1										
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Diabetes					1								
Property - Special Handling			1				1						
Property - Special Handling - Missing Iter	ns - Checked	1	1				1						
Screening							2	2					
Screening - Inconsistency							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
GCC			1					1					2
2024			1					1					2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Patdown								1					1
Patdown - Flyer								1					1

						nts Report							
Categories									6-Jun			09-Sep	Total
GEG	32	27	23	21	22	23	16	10	12	12	22	23	243
2024	8	9	7	9	7	9	7	10	12	12	22	23	135
Civil Rights Civil Rights - Age	2			1		3			1 1				7
Civil Rights - Age  Civil Rights - Other						1			1				1
Civil Rights - Race	2			1		2							5
Customer Service	2	3	5	4	4	2	1	2	6	3	10	6	48
Customer Service - CSM		3	3	4	4	1			0	3	10	0	1
Customer Service - TSO	2	3	5	4	4	1	1	2	6	3	10	6	47
DHS TRIP						'	'		-	0	10	1	1
DHS TRIP - General												1	1
Locks		1										1	2
Locks - Missing or Damaged Lock		1										1	2
Mishandling of Passenger Property	1	1		1		2		1	1		1	3	11
Mishandling of Passenger Property - Dam	า naged/Missing It	emsCarr	y-on Luggag	je							1		1
Mishandling of Passenger Property - Dam		1		1		1		1	1			1	7
Mishandling of Passenger Property - Dam	naged/Missing It	emsUnsp	pecified Lug	gage								1	1
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on or	Checked			1						1	2
Patdown	1		1	2						1			5
Patdown - Flyer	1		1	2						1			5
Persons w/ Disabilities (PWD)					1	2		1	1	1	3	4	13
Persons w/ Disabilities (PWD) - Cognitive	e /Developmenta	al /Mental [	Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/0		ings/Mask	s									1	1
Persons w/ Disabilities (PWD) - Hearing I		-						1					1
Persons w/ Disabilities (PWD) - Metal Im						1					2	1	4
Persons w/ Disabilities (PWD) - Mobility I		/heelchair	or Scooter)							1			1
Persons w/ Disabilities (PWD) - Ostomy/0			,						1				1
Persons w/ Disabilities (PWD) - Prosthes		d Casts				1					1		2
Persons w/ Disabilities (PWD) - Wheelch												1	1
Property - Special Handling			1				2	1	1	1	1	2	9
Property - Special Handling - Damaged It	tems - Carry-On									1		1	2
Property - Special Handling - Damaged It	tems - Checked		1				1	1	1		1		5
Property - Special Handling - Missing Iter	ns - Checked						1					1	2
Screening	2	4		1	2		4	5	2	6	7	6	39
Screening - Inconsistency										1		2	3
Screening - Lengthy Lines	1	1					2	1		1			6
Screening - Procedures/Process	1	3		1	2		2	4	2	3	7	4	29
Screening - Retrieving Abandoned/Confis	cated Items									1			1
2025	24	18	16	12	15	14	9						108
Civil Rights	3	1	3	1	1	3	1						13
													3
Civil Rights - Age	1		1	1									J
Civil Rights - Age Civil Rights - Headwear	1	1	1	1									
	1	1	1	1									1
Civil Rights - Headwear		1	1	1	1								1
Civil Rights - Headwear Civil Rights - National Origin		1		1	1	1	1						1 1 2 4
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex	1	1	1	1	1	1 2	1						1 1 2 4 2
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race	1 1 6	4	1 1 3	4	1 2		1						1 1 2 4 2 20
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex	1		1 1										1 1 2 4 2 20 20
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP	1 1 6	4	1 1 3	4	2		1						1 1 2 4 2 20 20
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO	1 1 6 6	4	1 1 3	4	2		1						1 1 2 4 2 20 20
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP	1 1 6 6 6 1	4	1 1 3	4	2		1						1 1 2 4 2 20 20 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General	1 1 6 6 6 1	4 4	1 1 3	4	2 2	2	1						1 1 2 4 2 20 20 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks	1 1 6 6 6 1	4 4	1 1 3	4	2 2	2	1						1 1 2 4 2 20 20 1 1 1 4
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock	1 1 6 6 6 1	4 4	1 1 3	4	2 2 2 2	2	1						1 1 2 4 2 20 20 1 1 1 4 4
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 6 6 6 1 1 1	4 4	1 1 3	4	2 2 2 2 2	2	1						1 1 2 4 2 20 20 20 1 1 1 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 1 6 6 6 1 1 1 1 4 4 1	1 1	1 1 3 3 3	4	2 2 2 2 2	1 1	1						1 1 2 4 2 20 20 20 1 1 1 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 6 6 6 1 1 1 1 4 4 1	1 1	1 1 3 3 3	4	2 2 2 2 2	1 1 2	1						1 1 2 4 2 20 20 1 1 1 4 4 4 4 1 1 1 1 3 3 3 3 3 3 4 4 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 1 6 6 1 1 1	1 1 1	1 1 3 3 3	4	2 2 2 2 2	1 1 2 1	1 1						1 1 2 4 2 20 20 1 1 1 4 4 4 4 1 1 1 1 3 3 3 3 3 3 4 4 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 4 1 1 1	1 1 3 3 3	4	2 2 2 2 2	1 1 2 1	1 1						1 1 2 4 2 20 20 20 1 1 1 4 4 4 1 1 1 3 3 8
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 1 1 1 1	1 1 3 3 3	4	2 2 2 2 2	1 1 2 1	1 1						1 1 2 4 2 20 20 1 1 1 4 4 4 1 1 1 3 3 8 8
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 4 1 1 1 1 1 1 1	1 1 3 3 3	4	2 2 2 2 2	1 1 2 1	1 1						1 1 2 4 2 20 20 1 1 1 1 4 4 4 1 1 1 3 3 8 8 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction	1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 4 1 1 1 1 1 1	1 1 3 3 3	4	2 2 2 2 2	1 1 2 1	1 1						1 1 2 4 2 2 20 20 1 1 1 1 1 1 1 3 3 8 8 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Refer to CBP	1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 2 2	2 1 1 1	1 1						1 1 2 2 2 2 2 2 2 0 1 1 1 1 4 4 4 4 1 1 1 3 3 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost service - TSO DHS TRIP - 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 - Refer to CBP	1 1 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 2 2	2 1 1 1 2 2 1 1 2	1 1						1 1 2 4 2 2 2 0 2 0 2 0 1 1 1 1 4 4 4 4 1 1 1 1 1 3 3 8 8 8 8 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Dar Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer	1 1 6 6 6 1 1 1 1 3 naged/Missinarrayed Item	4 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 1 1	2 1 1 1 2 2 2 2	1 1 1						1 1 2 4 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction Patdown - Flyer Persons w/ Disabilities (PWD)	1  6 6 6 1 1 1  4 1 3 naged/Missilarrayed Item	4 1 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 1 1	2 1 1 1 2 2 2 2	1 1 1						1 1 2 4 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO DHS TRIP DHS TRIP - 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 Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im	1 1 6 6 6 1 1 1 3 naged/Missinarrayed Item  pectrum  Medical Devices  plants (joint)	4 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 1 1	2 1 1 1 2 2 2 2 2 2	1 1 1						1 1 2 2 2 2 2 2 2 2 2 3 3 4 4 4 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal M	1 1 6 6 6 1 1 1 3 naged/Missinarrayed Item  pectrum  Medical Devices  plants (joint)	4 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 1 1 1	2 1 1 1 2 2 2 2 2 2	1 1 1						1 1 2 2 2 2 2 2 2 2 2 3 3 4 4 4 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO DHS TRIP DHS TRIP - 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 Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im	1  6 6 6 1 1 1  4 1 3 naged/Missilarrayed Item  Depectrum  Medical Devices plants (joint)  Disability (Not W.	4 4 1 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 1 1 1	2 1 1 2 2 2 2 2 1	1 1 1						1 1 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I	1  6 6 6 1 1 1  4 1 3 naged/Missilarrayed Item  Depectrum  Medical Devices plants (joint)  Disability (Not W.	4 4 1 1 1 1 1 1 1 1 1	1 1 3 3 3	4 4	2 2 2 2 1 1	2 1 1 2 2 2 2 2 1	1 1 1						1 1 2 4 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling	1  6 6 6 1 1 1  4 1 3 naged/Missinarrayed Item  Disability (Not Waversion (pain/trail	4 4 1 1 1 1 1 1 1 1 1	1 1 3 3 3	1 1	2 2 2 2 1 1 1	2 1 1 2 2 2 2 1 1 1	1 1 1 1 1 1						1 1 2 4 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1  6 6 6 1 1 1  4 1 3 naged/Missinarrayed Item  Disability (Not Wersion (pain/trail) 2 ns - Carry-On	4 4 1 1 1 1 1 1 1 1 1	1 1 3 3 3	1 1	2 2 2 2 1 1 1	2 1 1 2 2 2 2 1 1 1	1 1 1 1 1 1						1 1 2 2 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling	1  6 6 6 1 1 1  4 1 3 naged/Missinarrayed Item  Disability (Not Wersion (pain/trail) 2 ns - Carry-On	4 4 1 1 1 1 1 1 1 1 1	1 1 3 3 3	1 1	2 2 2 2 1 1 1	2 1 1 1 2 1 1 2 2 2 2 2 1	1 1 1 1 1 1						1 1 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1  6 6 6 1 1 1  4 1 3 naged/Missinarrayed Item  Disability (Not Wersion (pain/trail) 2 ns - Carry-On	4 4 1 1 1 1 1 1 1 1 1	1 1 3 3 3 3 2 2 2 2 2 2	1 1 1	2 2 2 2 1 1 1	2 1 1 1 2 1 1 2 2 2 2 2 1	1 1 1 1 1 1 1						1 1 2 4 2 2 2 2 0 2 0 1 1 1 1 1 3 3 3 8 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	1 1 6 6 6 1 1 1 1 4 1 3 naged/Missilarrayed Item  Disability (Not Wersion (pain/trail 2 ms - Carry-On ms - Checked 8	4 4 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 2 2 2 2 or Scooter)	1 1 1 2	2 2 2 2 1 1 1	2 1 1 1 2 1 1 2 2 2 2 2 1 1	1 1 1 1 1 1 1 1						1 1 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 Mojurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	1 1 6 6 6 1 1 1 1 4 1 3 naged/Missilarrayed Item  Disability (Not Wersion (pain/trail 2 ms - Carry-On ms - Checked 8	4 4 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 3 2 2 2 2 2 2	1 1 1 2	2 2 2 2 1 1 1	2 1 1 1 2 1 1 2 2 2 2 2 1 1	1 1 1 1 1 1 1 1						1 1 2 4 2 2 2 0 2 0 2 0 1 1 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp	1 1 6 6 6 1 1 1 1 4 1 3 naged/Missilarrayed Item Medical Devices plants (joint) Disability (Not Wersion (pain/trail 2 2 2 2 2 2 3 5 6 6 6 1 1 1 2 6 2 7 8 8 loyee	4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 3 2 2 2 2 2 2	1 1 1 2	2 2 2 1 1 1 3 2 1 1 1 5	2 1 1 1 2 1 1 2 2 2 2 2 1 1	1 1 1 1 1 1 1 1						1 1 2 4 2 2 2 2 0 2 0 2 0 1 1 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1 1
Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - National Missing Iter Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency	1  1  6 6 6 1 1 1 1  4 1 3 naged/Missil arrayed Item  Medical Devices plants (joint) Disability (Not W version (pain/trat 2 2 ns - Carry-On ms - Checked 8 loyee 1	4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 3 3 2 2 2 2 2 2	1 1 1 2	2 2 2 1 1 1 3 3 2 1 1 1 5	2 1 1 1 2 1 1 1 1 1 1 3	1 1 1 1 1 1 4						1 1 2 2 20 20 20 1 1 1 1 1 1 1 3 3 8 8 1 1 1 1 1 1 1 1 1

		18	A Contact	Jenter Trav	veler Comp	ilaints Rep	ort						
Categories	10-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		1	1	1	2	1		1	1	1		13
2024	1		1		1	1			1	1	1		7
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				1
Screening	1										1		2
Screening - Procedures/Process	1										1		2
2025	3			1		1	1						6
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Carry-on Lug	gage			1						1
No Jurisdiction	1			1									2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening	1					1							2
Screening - Procedures/Process	1					1							2

					· · · · · · ·								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG			1			1							2
2024			1										1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
2025						1							1
Screening						1							1
Screening - Inconsistency						1							1

Note words a				Center Trav									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GJT	6	4	3	7	1	5		3		7		1	4
2024	5	3		4	1	3	3	3	2	7	3	1	3
Customer Service	3			2		2	2	1	1	5			10
Customer Service - TCC	1												
Customer Service - TSO	2			2		2	2	1	1	5			1
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property	1							1					
Mishandling of Passenger Property - Da													
Mishandling of Passenger Property - Dis	arrayed Items	Carry-on	or Checke	d				1					
Patdown		1			1	1							
Patdown - Flyer					1	1							
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	and Medic	1									
Property - Special Handling										1			
Property - Special Handling - Damaged	Items - Carry-	On								1			
Screening	1	2		1			1		1	1	3	1	1
Screening - Inconsistency				1			1						
Screening - Lengthy Lines											1		
Screening - Procedures/Process	1	2							1		2	1	
Screening - Retrieving Abandoned/Confi	scated Items									1			
2025	1	1	3	3		2							1
Customer Service	1	1		1		1							
Customer Service - TSO	1	1		1		1							
Lost and Found			1										
Lost and Found - Airport/TSA			1										
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Notice of Violation/Civil Penalties			1										
Notice of Violation/Civil Penalties - Gene	eral		1										
Patdown				1		1							
Patdown - Children						1							
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	1										

			~ 00uot	ounter ma		namico nep	0.1						
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	2		1	2									5
2024	2			2									4
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lug	1									1
Mishandling of Passenger Property - Dam	2												2
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
2025			1										1
Airline			1										1
Airline - Policy/Regulations/Service			1										1

Categories	10-Oct	11-Nov	12-Dec	t Center Tra	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-Oct 2							<u> </u>					
GNV	2			3 5		4				1	-		3
2024		1		4	2	2	1	4		1	3	3	2
Civil Rights				1									
Civil Rights - Race				1									
Customer Service					1	1		2			2	1	
Customer Service - TSO					1	1		2			2	1	
Human Capital												1	
Human Capital - Prospective Employmen	t with TSA											1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on L	uggage								1	
Patdown				2				1					
Patdown - Children				1									
Patdown - Flyer				1				1					
Persons w/ Disabilities (PWD)					1	1		1					
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	)			1								
Property - Special Handling		1											
Property - Special Handling - Damaged It	ems - Carry	1											
Screening				1			1			1	1		
Screening - Procedures/Process				1			1			1	1		
2025	2	3		3 1	1	2	4						1
Airline							1						
Airline - Policy/Regulations/Service							1						
Customer Service		2		1		1	1						
Customer Service - TSO		2		1		1	1						
Human Capital				1									
Human Capital - Prospective Employmen	t with TSA			1									
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC		1									
Property - Special Handling					1								
Property - Special Handling - Missing Iten	ns - Checke	d			1								
Screening	2			1		1	2						
Screening - Procedures/Process	2					1	2						
Screening - Retrieving Abandoned/Confis	_			1									

		13	A Contact C	enter rrav	reier Comp	iainis Kep	OΓL						
Categories	10-Oct 11-Nov 1 1 1 1 1 1 1 variety Missing Items—Che Inaged/Missing It	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
GPI	1		1	1	3	3		1		4		2	16
2024	1		1	1	1	2		1		4		2	13
Customer Service	1		1	1	1					1			5
Customer Service - TSO	1		1	1	1					1			5
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	gage						1			1
Persons w/ Disabilities (PWD)						2				1		1	4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies						1		1	2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	/trauma)				1							1
Screening										1		1	2
Screening - Crew Member or Airline Emp	loyee									1			1
Screening - Inconsistency												1	1
2025					2	1							3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Screening					1								1
Screening - Retrieving Abandoned/Confis	cated Items				1								1

Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	10-Oct 1	1-NOV 7	12-Dec 3	u i-Jail	02-Feb 5	03-Mar 2			06-Jun 2	07-Jul 2		09-Sep 1	1 Otal
2024	3	2	3		3	2	3		2	2		1	27
Civil Rights	3				3		3				3	1	1
Civil Rights - Race											1		1
Customer Service		- 1			4		4	0			3		9
Customer Service - TSO		1			1		1			1	3		9
DHS TRIP		1			I		1			1	3	1	9 1
DHS TRIP - General												1	1
Mishandling of Passenger Property		1										1	
Mishandling of Passenger Property - Dam	2	1											3
	1												1
Mishandling of Passenger Property - Dam	1	1											2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	Vheelcha	air or Scoote	er)			1	1					2
Property - Special Handling								1					1
Property - Special Handling - Damaged Ite	ms - Checked							1					1
Screening	1				1		1	2	2	1	1		9
Screening - Opposite Sex								1					1
Screening - Procedures/Process	1				1		1	1	2	1	1		8
2025	3	5	3		2	2	4						19
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights		1											1
Civil Rights - Sex		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	2										2
No Jurisdiction						1							1
No Jurisdiction - Refer to CBP						1							1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - Genera	al		1										1
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication	and Medica	al Supplies			1						1
Persons w/ Disabilities (PWD) - Wheelcha			ana moaro	очррос			1						1
Property - Special Handling	, 00001017 00	2					1						3
Property - Special Handling - Damaged Ite	ms - Carry	1					1						2
Property - Special Handling - Damaged Ite		1					1						
Screening	2	- 1			2	1							5
Screening - Inconsistency	1				2	1							3
	ı					4							3
Screening - Lengthy Lines	4					1							1
Screening - Procedures/Process	1												1

		13/	A Contact	Center Trav	veier Comp	Diaints Rep	ort						
Categories	10-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	1	2	2	1			2	1		1		1	11
2024			2					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	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	1										
2025	1	2		1			2						•
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Screening	1			1			2						4
Screening - Procedures/Process	1			1			2						- /

			- Comuco	ounter ma	veier comp	namico nep	0.1						
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
GRI	3	2			1						3		9
2024	3	2									3		8
Civil Rights	2	1									1		4
Civil Rights - Age	2												2
Civil Rights - Not Specified											1		1
Civil Rights - Sex		1											1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Touch	Aversion (pair	n/trauma)									1		1
Persons w/ Disabilities (PWD) - Wheeld	hair/ Scooter	Segway									1		1
2025					1								1
Customer Service					1								1
Customer Service - TSO					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
GRK				1			3	1					5
2024				1				1					2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Ite	ems - Checke	d						1					1
2025							3						3
Customer Service							2						2
Customer Service - TSO							2						2
Screening							1						1
Screening - Procedures/Process							1						1

Categories	10-Oct 1			1-Jan	02-Feb	aints Repo	04-Apr	05-May	06-Jun	07- 111	08-444	09-500	Total
										07-Jul	08-Aug	09-Sep	
GRR	10	7	11	10	6	3	8	5	6	9	4		8
2024	3	3	5	5	2	2	5	5	6	9	4		5
Civil Rights						1						1	
Civil Rights - Race						1							
Civil Rights - Sex	4	4		-			4		0		4	1	
Customer Service	1	1		1	1		1	1	2	3			1
Customer Service - TSO	1	1	4	1	1		1	1	2	3	4	1	1
Intranet/Internet Inquiries			1										
Intranet/Internet Inquiries - General			1										
Locks				1			1						
Locks - General							1						
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property		2	3	2				1		3			1
Mishandling of Passenger Property - Dan		2	1	1				1		2			
Mishandling of Passenger Property - Dan			cked Baç	1						1			
Mishandling of Passenger Property - Dan			1										
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	1										
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)						1	2	2		2			
Persons w/ Disabilities (PWD) - Diabetes										1			
Persons w/ Disabilities (PWD) - Hearing I										1			
Persons w/ Disabilities (PWD) - Internal M							1						
Persons w/ Disabilities (PWD) - Medically			nd Medical 9	Supplies			1						
Persons w/ Disabilities (PWD) - Mobility I				заррноо				1					
Persons w/ Disabilities (PWD) - Ostomy/0		riccionali	or occours)			1		'					
Persons w/ Disabilities (PWD) - Wheelch		amon.				- 1		1					
		gway	4	4			4	1				0	
Property - Special Handling	2		1	1			1					2	
Property - Special Handling - Damaged It			1	1			1						
Property - Special Handling - Damaged It												1	
Property - Special Handling - Missing Iter												1	
Property - Special Handling - Missing Iter	1												
Screening					1			1	3	1			
Screening - Children					1								
Screening - Procedures/Process								1	3	1			
2025	7	4	6	5	4	1	3						3
Civil Rights			1			1							
Civil Rights - National Origin						1							
Civil Rights - Sex													
			1										
Customer Service			1 1	1	1								
Customer Service Customer Service - TSO				1	1								
	1		1										
Customer Service - TSO	1 1		1										
Customer Service - TSO Locks Locks - Missing or Damaged Lock		1	1										
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1	1 1	1	1									
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 1	1	1 1	1									
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1 1	1	1	1									
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	1 1 1 1 1 naged/Missing l	1	1 1	1									
Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction - Refer to Department of S	1 1 1 1 1 naged/Missing l	1	1 1	1									
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown	1 1 1 1 1 naged/Missing l	1 remsU 1 1	1 1	1									
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown 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								
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 remsU 1 1	1 1	1			1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 remsU 1 1	1 1	1 1 1	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 remsU 1 1	1 1	1 1 1	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	tate  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 remsU 1 1 1 1 1 1 1	1 1	1 1 1	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 remsU 1 1 1 1 1 1 1	1 1	1 1 1	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 temsU 1 1 1	1 1	1 1 1 2 2	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Metal Im	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 temsU 1 1 1	1 1 1 2	1 1 1	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 temsU 1 1 1	1 1 1 2	1 1 1 2 2	1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Metal Im	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 temsU 1 1 1	1 1 1 2	1 1 1 2 2	1								
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch 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 emsU 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 1 1 2 2	1								
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheeloh Persons w/ Disabilities (PWD) - Wounder Persons w/ Disabilities (PWD) - Wounder Property - Special Handling Property - Special Handling	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsU 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 1 1 2 2	1 1								
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Weelch Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wounder Property - Special Handling Property - Special Handling - Damaged It	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 1 1 2 2	1 1								
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wounder Property - Special Handling - Damaged It Property - Special Handling - Damaged It	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 1 1 2 2	1 1								
Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction - Refer to Department of S  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Internal M  Persons w/ Disabilities (PWD) - Weelch  Persons w/ Disabilities (PWD) - Weelch  Persons w/ Disabilities (PWD) - Wheelch  Persons w/ Disabilities (PWD) - Wounded  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iter  Property - Special Handling - Missing Iter	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 1 2 2 1	1 1 1 1		1						
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Department of S Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wounder Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It	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 1 1 2 2	1 1								

			Contact Cen										
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
GSO	5	6	5	8	8	8	7	5	5	2	3	6	6
2024	4	2	1	4	5	5	4	5	5	2	3	6	4
Airline					1								
Airline - Policy/Regulations/Service					1								
Civil Rights				1									
Civil Rights - Race				1									
Customer Service				1	2	2	1		1		1		
Customer Service - Others							1						
Customer Service - TSO				1	2	2			1		1		
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found						1		1					
Lost and Found - Airport/TSA						1		1					
Mishandling of Passenger Property		1			1	1	1			1			
Mishandling of Passenger Property - Dam	I naged/Missing Ite		v-on Luggag	е	1	1				1			
Mishandling of Passenger Property - Dam		1	, oaggag										
Mishandling of Passenger Property - Dam		mel Ine	necified Lug	aner			1						
Patdown	laged/Missing ite	11130113	peemea Lag	Jage 1			- 1					1	
Patdown - Flyer				1								1	
Persons w/ Disabilities (PWD)	1			'	1		2				1	2	
					ļ						ļ		
Persons w/ Disabilities (PWD) - Medical I		41	- d M - di l O				1				1		
Persons w/ Disabilities (PWD) - Medically				upplies	4						- 1		
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)		1		1					1	
Persons w/ Disabilities (PWD) - Prosthes		Casts										1	
Property - Special Handling	1			1		1			1				
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged It				1					1				
Property - Special Handling - Missing Iter						1							
Screening	2		1					4	3	1		3	1
Screening - Crew Member or Airline Emp	1									1			
Screening - Inconsistency	1								1		1		
Screening - Lengthy Lines								1					
Screening - Procedures/Process	1		1					3	1			3	
2025	1	4	4	4	3	3	3						2
Customer Service			2		1	1							
Customer Service - TSO			2		1	1							
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	naged/Missing Ite	msChe	cked Baggag	ge			1						
No Jurisdiction					1								
No Jurisdiction - Refer to CBP					1								
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)		1		1	1		1						
Persons w/ Disabilities (PWD) - Breast C	ancer						1						
Persons w/ Disabilities (PWD) - Diabetes					1								
Persons w/ Disabilities (PWD) - Medically		cation ar	nd Medic	1									
Persons w/ Disabilities (PWD) - Touch Av		1											
Property - Special Handling	Landin (pun		1										
Property - Special Handling - Damaged It	l tems - Carry-On		1										
Screening	1	3	'	3		2	1						1
Screening  Screening - Crew Member or Airline Emp		J		1		1	- 1						
Screening - Grew Member of Affiline Emp	loyce			- 1		1							
Screening - Procedures/Process	1	3		2		1	1						
Screening - Procedures/Process	1	3		2			1						

			A 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
GSP	6	9		12	3	14	15	6	3		7	6	100
2024	3	2	4	7	2	9	6	6	3		7	6	61
Civil Rights										1		1	2
Civil Rights - Age												1	1
Civil Rights - National Origin										1			1
Customer Service			1	4	1	3	2	2	2	4		1	20
Customer Service - CSM						1							1
Customer Service - TSO			1	4	1	2	2	2	2	4		1	19
Mishandling of Passenger Property	1						1	1			2	2	7
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsC	arry-on Lug	gage							2	2	4
Mishandling of Passenger Property - Dam	1						1	1					3
Patdown					1	1	1					1	4
Patdown - Flyer						1						1	2
Patdown - General							1						1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1				2			1	1	5
Persons w/ Disabilities (PWD) - Autism S	pectrum							1					1
Persons w/ Disabilities (PWD) - Medical I		ched to th	ne Body					1					1
Persons w/ Disabilities (PWD) - Mobility [				er)							1		1
Persons w/ Disabilities (PWD) - Ostomy/0				,								1	1
Persons w/ Disabilities (PWD) - Visual Im				1									1
Property - Special Handling				1		3	2	1			1		. 8
Property - Special Handling - Damaged It	I ems - Carry-C	)n				1					1		2
Property - Special Handling - Damaged It				1			1						2
Property - Special Handling - Missing Iten				'		1	1						2
Property - Special Handling - Missing Iten						1	- 1	1					2
Screening	2	2	3	1		2		- '	1	1	3		15
Screening - Inconsistency		1		- 1		1			1		1		7
		1	3			1			ı		1		
Screening - Lengthy Lines	4	-		4						1	1		1
Screening - Procedures/Process	1	1		1		1				- 1	1		6
Screening - Retrieving Abandoned/Confis  2025		-	•	-		_	•						1
	3	7		5	1	5	9						39
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			1			1	3						5
Civil Rights - Age							1						1
Civil Rights - Perceived Religion							1						1
Civil Rights - Race			1				1						2
Civil Rights - Sex						1							1
Customer Service	1		4	3		2	1						11
Customer Service - TSO	1		4	3		2	1						11
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - Gene	eral						1						1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsC	arry-on Lug	gage	1								1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	1										1
Patdown		1											1
Patdown - Children		1											1
Persons w/ Disabilities (PWD)		1		1		1							3
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability			1							1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Property - Special Handling	ĺ	1	1				1						3
Property - Special Handling - Damaged It	ems - Carry	1					1						2
Property - Special Handling - Missing Iten			1										1
Screening	2	4		1		1	3						12
Screening - Inconsistency	1	1		'		- '							2
Screening - Procedures/Process	1	3		1		1	3						10
Corooning 1 1000dures/1 100033	1	3				- 1	3						10

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF				1	1		1				1		4
2024				1							1		2
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
2025					1		1						2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1

		13	A Contact	Center Tra	veier Com	piainis Rep	ort						
Categories	10-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			2	3		3	1			1			10
2024			2	1		3	1			1			8
Customer Service										1			1
Customer Service - TSO										1			1
No Subject			1										1
No Subject - General			1										1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Screening						3	1						4
Screening - Procedures/Process						3	1						4
2025				2									2
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Screening				1									1
Screening - Procedures/Process				1									1

	. •			. J. J								
10-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	2					1	1	8
1		1	1		1					1	1	6
			1							1	1	3
			1							1	1	3
1												1
1												1
		1			1							2
					1							
isability (No	ot Wheelch	1										1
				1	1							2
				1	1							2
					1							1
				1								1
	1 1 1	10-Oct 11-Nov 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 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 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  1	1 1 1 2 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 1 1 2 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	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   09-Sep   1

		TS	A Contact	Center Tra	veler Comp	laints Rep	ort						
Categories	10-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	2	2		1	3	1	2				1	1	13
2024	1	1			1	1					1	1	6
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 Other											1		•
Property - Special Handling	1	1											
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Missing Item	1												
Screening						1						1	2
Screening - Procedures/Process												1	
Screening - Retrieving Abandoned/Confis	cated Items					1							
2025	1	1		1	2		2						
Customer Service				1			1						2
Customer Service - TSO				1			1						
Persons w/ Disabilities (PWD)	1	1					1						(
Persons w/ Disabilities (PWD) - Internal M	ledical Dev	1											
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates						1						
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling					1								
Property - Special Handling - Missing Item	ns - Checked	d			1								
Screening					1								
Screening - Procedures/Process					1								

		13	A Contact (	seniter may	veier comp	iaiiilo nep	υιι						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1		2	6	6	4		2			1		2
2024	1		2	5	5	1		2			1		1
Civil Rights				1									
Civil Rights - National Origin				1									
Customer Service			1	3	4	1							
Customer Service - CSM				1									
Customer Service - TSO			1	2	4	1							
Persons w/ Disabilities (PWD)				1	1								
Persons w/ Disabilities (PWD) - Medica	ally Necessary	Medication	and Medic	1									
Persons w/ Disabilities (PWD) - Prosth	esis/Amputees	s and Casts			1								
Property - Special Handling			1								1		
Property - Special Handling - Damaged	Items - Carry	-On	1										
Property - Special Handling - Missing It	ems - Checke	d									1		
Screening	1							2					
Screening - Procedures/Process	1							2					
2025				1	1	3							
Customer Service				1		2							
Customer Service - TSO				1		2							
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medica	l Devices - At	tached to th	ne Body			1							
Screening					1								
Screening - Procedures/Process					1								

		10	A Contact	Center ma	veier com	Jiaiiilo iveh	OIL						
Categories	10-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		2		1		5
2024							1		2		1		4
Customer Service											1		1
Customer Service - TSO											1		1
Patdown							1		2				3
Patdown - Children									1				1
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
2025		1											1
Patdown		1											1
Patdown - Flver		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
HIB	2					1							3
2024	1					1							2
Screening	1					1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1
2025	1												1
Screening	1												1
Screening - Procedures/Process	1												1

		15/	4 Contact (	enter ira	veier Comp	iaints Rep	ort						
Categories	10-Oct	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	1	4		1	1				1	2		14
2024		1	3							1	2		7
Civil Rights			2										2
Civil Rights - Not Specified			1										1
Civil Rights - Race			1										1
No Jurisdiction											1		1
No Jurisdiction - Refer to FAA											1		1
Patdown										1			1
Patdown - Flyer										1			1
Screening		1	1								1		3
Screening - Inconsistency			1										1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1											1
2025	4		1		1	1							7
Customer Service	1												1
Customer Service - TSO	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	1		1		1	1							4
Screening - Procedures/Process	1		1		1	1							4

Categories	10-Oct		12-Dec (	)1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HNL	52	55	63	63	50	70	71	28	35	32	31	43	593
2024	23	26	23	28	21	25	32	28	35	32	31	43	347
Airline								1	1	1			3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service	0			4				1	1		4		2
Civil Rights Civil Rights - Constitutional Rights	2	3	2 1	4			3	3	1		1	2	<u>21</u>
Civil Rights - National Origin			ı	1								1	2
Civil Rights - Not Specified				'								1	1
Civil Rights - Other									1				1
Civil Rights - Profiling		1						1					2
Civil Rights - Race	1	2		1			3	1			1		9
Civil Rights - Sex	1		1	2				1					5
Claims				1									1
Claims - Status				1									1
Customer Service	2	9	9	11	10	14	9	9	12	12	8	13	118
Customer Service - Others								1					1
Customer Service - TCC	0		1	4.4	40	4.4		0	1	1		40	3
Customer Service - TSO	2	9	8	11	10	14	9	8	11	<u>11</u>	8	13	114
DHS TRIP  DHS TRIP - General										1	1		2
Locks				1	2				1	- 1	- 1	1	5
Locks - Missing or Damaged Lock				1	2				1			1	5
Lost and Found									1			'	1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3	3	3	4	1	1	3	5	4	5	5		37
Mishandling of Passenger Property - Dam				2		1	3	1	3	4	3		19
Mishandling of Passenger Property - Dam		3	3	2	1			4		1	2		17
Mishandling of Passenger Property - Disa		Carry-on o	r Checked						1				1
No Jurisdiction		1							1	2	1	2	7
No Jurisdiction - No Referral		1							1	1	1	2	6
No Jurisdiction - Refer to CBP										1			1
Patdown	4		2		3	2	3		3	2	1	7	27
Patdown - Children	2		1				1		1				5
Patdown - Flyer	1		1		3	2	2		2	2	1	6	20
Patdown - Flyer as Observer												1	1
Patdown - General	1												1
Persons w/ Disabilities (PWD)	2	1	1	2	1	2	4	1	3	3	5	6	31
Persons w/ Disabilities (PWD) - Autism S			D: 1.00							1			2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/0		1		2			1						3
Persons w/ Disabilities (PWD) - General	Jaments/D	1			1				1				2 2
Persons w/ Disabilities (PWD) - Hearing I	mnairment				1						1		1
Persons w/ Disabilities (PWD) - Internal N		es							1		1		2
Persons w/ Disabilities (PWD) - Medical I			Body			1							1
Persons w/ Disabilities (PWD) - Medically			1			1	3						5
Persons w/ Disabilities (PWD) - Metal Imp										1		1	2
Persons w/ Disabilities (PWD) - Mobility [		t Wheelchair	or Scooter)						1	1	2	2	6
Persons w/ Disabilities (PWD) - Service A	nimals											1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1			1	1	3
Property - Special Handling	5	6	3	4	1	2	1	4	4	2	3		40
Property - Special Handling - Damaged It		1		2		2			2	1	1	2	13
Property - Special Handling - Damaged It		2		1			1		1	1	1	1	9
Property - Special Handling - Missing Iten		1	1		1			1			1	1	8
Property - Special Handling - Missing Iten	ns - Checke	2	2	1				3	1			1	10
Request for Assistance							1						1
Request for Assistance - Other		0		-	0		1					7	1
Screening Screening - Crew Member or Airline Empl	5	3	3 1	1	3	4	8	5	4	4	6	7	53 1
Screening - Crew Member of Affiline Employers	l		ı	1			1		1		1	1	5
Screening - International Screening			1	'									1
Screening - Lengthy Lines	1		'				4	1			1	1	8
Screening - Procedures/Process	4	3	1		3	4	2	3	3	4	4		36
Screening - Retrieving Abandoned/Confis							1	1					2
2025	29	29	40	35	29	45	39						246
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Airline		1	1	1	1								4
Airline - Policy/Regulations/Service		1		1	1								3
Airline - Wheelchair Assistance			1										1
Civil Rights	2	4	3	2		3	1						15
Civil Rights - Civil Rights Violation (TSA E		1											1
Civil Rights - National Origin	1		2	1									4
Civil Rights - Race		2	1	1		1							5
Civil Rights - Sex	1	1				2	1						5
Claims			1				1						2
Claims - General			1				4						1
Claims - Status	7	-	4.4			40	1						1
Customer Service - TSO	7	6	14	9	6	12	4						58
DHS TRIP	/	ь	14	9	6	12 1	4						58
DHS TRIP - General						1 1							<u>1</u> 1
Locks	1				1	1	2						5
Locks - Missing or Damaged Lock	1				1	1	2						5
Lost and Found	'	1		2	1	1							4

ries	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA		1		2		1							
Mishandling of Passenger Property	2	2	2	3	5	2	4						2
Mishandling of Passenger Property - Dam	2	1		2	2	2	3						
Mishandling of Passenger Property - Dam	aged/Missir	1	2	1	3		1						
No Jurisdiction	1		2	1	1	4	1						
No Jurisdiction - No Referral			1		1	1							
No Jurisdiction - Refer to CBP	1		1			2	1						
No Jurisdiction - Refer to Other				1		1							
Patdown	3	1	4	3		1	2						
Patdown - Children	1						1						
Patdown - Flyer	2	1	4	3		1	1						
Persons w/ Disabilities (PWD)	3	4	5	3	5	4	6						
Persons w/ Disabilities (PWD) - Autism S	1			1	2								
Persons w/ Disabilities (PWD) - Breast Ca	ncer					1							
Persons w/ Disabilities (PWD) - Cognitive	1	1					1						
Persons w/ Disabilities (PWD) - General			1		1		1						
Persons w/ Disabilities (PWD) - Hearing Ir	npairment						2						
Persons w/ Disabilities (PWD) - Internal M		ces				1							
Persons w/ Disabilities (PWD) - Medical D	evices - Att	tached to th	ne Body	1									
Persons w/ Disabilities (PWD) - Medically				1	1	1	1						
Persons w/ Disabilities (PWD) - Metal Imp			1		1								
Persons w/ Disabilities (PWD) - Mobility D	0 /	1				1							
Persons w/ Disabilities (PWD) - Prosthesi	1												
Persons w/ Disabilities (PWD) - Visual Imp	pairment	1											
Persons w/ Disabilities (PWD) - Wheelcha		1	2				1						
Property - Special Handling	4	4			4	5	5						
Property - Special Handling - Damaged Ite	1	1			2								
Property - Special Handling - Damaged Ite	ms - Checl	1	1	1		1							
Property - Special Handling - Missing Item	1	1		1		2							
Property - Special Handling - Missing Item	2	1		1		2	5						
Screening	5	6	7	. 8	6	11	12						
Screening - Children					1	- ''	12						
Screening - Crew Member or Airline Emplo	ovee			1	'								
Screening - Inconsistency	2		2		1		1						
Screening - Lengthy Lines		2		J	2	4	1						
Screening - Procedures/Process	2	4		4	2	7	9						
Screening - Nocedures/110cess Screening - Security Breach	1	- 4	0	4		- 1	1						
SIDA (Security Identification Display Area)	1						1						
SIDA (Security Identification Display Area) SIDA (Security Identification Display Area)	1												

		13	A Contact	senter ira	veier Comp	iainis Rep	ort						
Categories	10-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		1		1	1	1	1	3	1			10
2024			1		1		1	1	3	1			8
Customer Service			1		1			1					3
Customer Service - TSO			1		1			1					3
Human Capital									1				1
Human Capital - Former Employee									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	hecked Bag	gage						1			1
Patdown							1						1
Patdown - Flyer							1						1
Screening									2				2
Screening - Procedures/Process									2				2
2025	1					1							2
Customer Service	1												1
Customer Service - Others	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal In	nplants (ioint)					1							1

			ontact Cen										
Categories				1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOU	46	64	72	36	53	41	51	23	30	28	19		491
2024	29	39	38	26	38	27	29	23	30	28	19	28	354
Airline								1	1			1	3
Airline - Policy/Regulations/Service								1	1			1	3
Civil Rights		1	2	2	2		1	1	2	1	2		14
Civil Rights - Other			1										1
Civil Rights - Race		1		2	2		1	1	2	1	1		11
Civil Rights - Sex			1								1		2
Claims							1						1
Claims - General							1						1
CLEAR											1		1
CLEAR - TSA PreCheck Application Prog	rom										1		1
		47	40	40	40	4.4	40	40	4.4	40		40	
Customer Service	9	17	18	13	16	14	13	10	14	13	8	12	157
Customer Service - Others			1										1
Customer Service - TCC			1							1		1	3
Customer Service - TSO	9	17	16	13	16	14	13	10	14	12	8	11	153
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks		1			1		1						3
Locks - Missing or Damaged Lock		1			1		1						3
Lost and Found			1									1	2
Lost and Found - Airport/TSA			1									1	2
Mishandling of Passenger Property	3		6	3	6	2		3	3	2		2	30
			1							1			
Mishandling of Passenger Property - Dam	1			2	3			2	2	- 1			12
Mishandling of Passenger Property - Dam			4	1	2	-		1	1			2	13
Mishandling of Passenger Property - Dam		•	1		1	1				1			4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked			1							1
No Jurisdiction	1		2	1	1		2		1	2		1	11
No Jurisdiction - No Referral			2						1	2		1	6
No Jurisdiction - Refer to CBP				1	1		1						3
No Jurisdiction - Refer to Other	1						1						2
Patdown	1	4		2				1	2	1	1	1	13
Patdown - Children	'							- '		1	- '		13
	-	4		0				4		ı	4	4	
Patdown - Flyer	1	4		2				1			1	1	10
Patdown - General									1				1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	2	3	1		1		6	1	3	2	3	6	28
Persons w/ Disabilities (PWD) - General	1									1		1	3
Persons w/ Disabilities (PWD) - Internal N	ledical Devic	es										1	1
Persons w/ Disabilities (PWD) - Medical I		1							1			2	5
Persons w/ Disabilities (PWD) - Medically		1			1		4		2		2		11
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)				2			1	1		4
Persons w/ Disabilities (PWD) - Respirato			0. 0000.0.,					1					1
		er Equipment						- 1				1	
Persons w/ Disabilities (PWD) - Service A			-									ı	1
Persons w/ Disabilities (PWD) - Wheelcha		1	1										2
Property - Special Handling	2	3	4	1	2	4	3	3	1	2	2		28
Property - Special Handling - Damaged It		1	1	1		1				1	2		7
Property - Special Handling - Damaged It		ed			1		1						2
Property - Special Handling - Missing Iten	ns - Carry-C	1	1		1	2	2	2	1			1	11
Property - Special Handling - Missing Iten	2	1	2			1		1		1			8
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	11	9	4	4	9	6	2	3	3	5	2	3	61
Screening - Children	1							1					2
Screening - Gate Pass	'									1			1
	_	2		4	0	0	4			- 1			
Screening - Inconsistency	2	3		1	2	3	1						12
Screening - International Screening								1					1
Screening - Lengthy Lines	2		1		1	1			1	1			7
Screening - Procedures/Process	6	5	3	2	4	2		1	2	3	2		31
Screening - Retrieving Abandoned/Confis	cated Items			1	2							2	5
Screening - Security Breach		1					1						2
2025	17	25	34	10	15	14	22						137
Airline	1	1	1										3
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service		1	1										2
Civil Rights	1		4	1	1	1	2						10
Civil Rights - Age	·		1				1						2
Civil Rights - National Origin			1		1								2
	-			- 4	ı	-	4						
Civil Rights - Race	1		2	1		1	1						6
Claims		1											1
Claims - Status		1											1
CLEAR	1						1						2
CLEAR - Registered Traveler	1						1						2
Customer Service	7	7	6	5	5	4	4						38
Customer Service - TSO	7	7	6	5	5	4	4						38
Locks	· ·			1			1						2
Locks - Missing or Damaged Lock				1			1						2
Lost and Found			2	- '			- 1						2
Lost and Found - Airport/TSA			2		-	_	_						2
Mishandling of Passenger Property	1		4		2	5	3						15
Mishandling of Passenger Property - Dam		g ItemsC	2		1	5	2						10
Mishandling of Passenger Property - Dam							1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	2		1								3
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Notice of Violation/Civil Penalties			1										1
													·

		15/	A Contact	Center Trav	veler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - Gener	al		1										1
Persons w/ Disabilities (PWD)	1	6	3	1	3		3						17
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General		1					1						2
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											1
Persons w/ Disabilities (PWD) - Medically	1		1										2
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	2			1								3
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1											1
Persons w/ Disabilities (PWD) - Service A	Animals	1	1										2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1	1	2		1						5
Property - Special Handling	2	6	8	1	1	2	4						24
Property - Special Handling - Damaged It	ems - Carry	1	4		1	1							7
Property - Special Handling - Damaged It	ems - Checl	1											1
Property - Special Handling - Missing Iten	1		4			1	2						8
Property - Special Handling - Missing Iten	1	4		1			2						8
Screening	2	4	5	1	3	2	4						21
Screening - Children			1										1
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	4	4		3	2	3						18

O-to-o-do-	T			Center Trav									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	9	4	11	6	4			2	9	4		2	7
2024	5	2	3	2	3	5		2	9	4		2	4
Civil Rights							1				1		
Civil Rights - Race	1		2				1		2		1	4	4
Customer Service - TSO	1	1	2		1	2	1		2	2		1	1
DHS TRIP	1	1	2		1	2	1		2	2		1	1
DHS TRIP - General									1				
Locks					1			1	- 1				
Locks - Missing or Damaged Lock					1			1					
Lost and Found	1				- 1			1					
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	'	1		1					1		1		
Mishandling of Passenger Property - Dan	naged/Missi	1		- 1					- 1				
Mishandling of Passenger Property - Dan		ı ı Itame_Cl	nackad Bar	1					1		1		
No Jurisdiction	Taged/Missing	J ItellisCi	ieckeu baţ	- 1					1				
No Jurisdiction - No Referral									1				
Patdown	2			1	1				- 1				
Patdown - Flyer	2			1	1								
Persons w/ Disabilities (PWD)				- 1	- 1			1	1		1		
Persons w/ Disabilities (PWD) - Autism S	Pootrum							1	- 1				
Persons w/ Disabilities (PWD) - Autism C	1							- 1	1				
Persons w/ Disabilities (PWD) - General									- 1		1		
Property - Special Handling						1			1				
Property - Special Handling - Missing Iter	me - Carny-Or					1			1				
Property - Special Handling - Missing Iter									1				
Screening	1		1			2			2	2	,	1	
Screening - Inconsistency	1					1				1		'	
Screening - Lengthy Lines	· '		1			'							
Screening - Procedures/Process						1			2	1		1	
2025	4	2	8	4	1	4	9					'	3
Airline	-	1	U	-		-							
Airline - Policy/Regulations/Service		1											
Civil Rights						2							
Civil Rights - Not Specified						1							
Civil Rights - Profiling						1							
CLEAR							1						
CLEAR - Registered Traveler							1						
Customer Service	1	1	3			1	1						
Customer Service - TSO	1	1	3			1	1						
Mishandling of Passenger Property	1		2				'						
Mishandling of Passenger Property - Dan	n 1												
Micharding of Faccongol Froporty Dan													
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1										
Mishandling of Passenger Property - Dan			1										
Mishandling of Passenger Property - Disa			1				1						
Mishandling of Passenger Property - Disa Patdown							1						
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	arrayed Items		1	2	1		1						
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	arrayed Items	Carry-on	2	2	1								1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	arrayed Items  1 e /Developme	Carry-on	1	2	1		1 4						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	arrayed Items  1 e /Developme	Carry-on	2	2	1		1 4						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing	arrayed Items  1 1 e /Developme Impairment	ntal /Ment	2		1		1 4						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall	arrayed Items  1 e /Developme Impairment y Necessary I	ntal /Ment	2	al Supplies	1		1 4						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitiv Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im	arrayed Items  1 e /Developme Impairment y Necessary I plants (joint)	ntal /Ment	2		1		1 4						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility	arrayed Items  1 e /Developme Impairment y Necessary I plants (joint) 1	ntal /Ment	2	al Supplies	1		1 4						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitivu Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat	arrayed Items  1 e /Developme s Impairment y Necessary I plants (joint) 1 ory and Inhale	ntal /Ment  Medication	1 2 1 and Medica	al Supplies			1 1 1 1						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitivu Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Respirat	arrayed Items  1 e /Developme s Impairment y Necessary I plants (joint) 1 ory and Inhale	ntal /Ment  Medication	1 2 1 and Medica	al Supplies 2	1		1 1 1 1 1						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Wheelch	arrayed Items  1 e /Developme Impairment y Necessary I plants (joint) 1 ory and Inhale air/ Scooter/ 1	ntal /Ment  Medication  Pr Equipmer  Segway	1 2 1 and Medica	al Supplies 2			1 1 1 1 1						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged In	arrayed Items  1 e /Developme	ntal /Ment  Medication  Pr Equipmer  Segway	1 2 1 and Medica	al Supplies 2			1 1 1 1 1						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	arrayed Items  1 e /Developme	ntal /Ment  Medication  Pr Equipmer  Segway	1 2 1 and Medica	al Supplies 2		1	1 1 1 1 1 1 1						1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling	arrayed Items  1 e /Developme	ntal /Ment  Medication  Pr Equipmer  Segway	1 2 1 and Medica	al Supplies 2		1 1	1 1 1 1 1						1

was and an				Center Trav									
ategories		11-Nov	12-Dec		02-Feb	03-Mar				07-Jul	08-Aug	09-Sep	Total
HRL	2	4	2	-	-		=	5	1	2		1	2
2024	2	1		2	3			3	1	2	1	1	1
Civil Rights	1												
Civil Rights - Race	1												
Customer Service					1						1		
Customer Service - TSO					1						1		
Mishandling of Passenger Property	1			1				1					
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsC	arry-on Lu	1				1					
Mishandling of Passenger Property - Dan	n 1												
No Jurisdiction										2			
No Jurisdiction - No Referral										1			
No Jurisdiction - Refer to Other										1			
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medical	Devices - Atta	ached to th	e Body	1									
Property - Special Handling		1						1	1			1	
Property - Special Handling - Damaged I	tems - Carry	1							1			1	
Property - Special Handling - Missing Iter	ms - Carry-On	1						1					
Screening					2			1					
Screening - Inconsistency					2								
Screening - Procedures/Process								1					
2025		3	2	2	1		1	2					1
Airline				1									
Airline - Policy/Regulations/Service				1									
Civil Rights					1								
Civil Rights - Race					1								
Customer Service								1					
Customer Service - TSO								1					
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dan	naged/Missing	a ItemsC	1										
No Jurisdiction				1									
No Jurisdiction - Refer to CBP				1									
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling		1											
Property - Special Handling - Missing Iter	ms - Checke	1											
Screening		2					1						
Screening - Procedures/Process		2					1						

Onto monitor	10.0 / .				eler Comp					A= 1 :			
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	11	3	13	9	13	9	12	6	2	4	-	4	9:
2024	5	1	6	4	4	3	3	6	2	4	7	4	49
Civil Rights				1				1					
Civil Rights - Race				1				1					
Customer Service	1		3	2	2	3	2	2	1	1		2	1
Customer Service - CSM			1				1						
Customer Service - TSO	1		2	2	2	3	1	2	1	1		2	1
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property		1								1			
Mishandling of Passenger Property - Dama	aged/Missii	1								1			
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)			1								1	1	
Persons w/ Disabilities (PWD) - Medical D	evices - Attach	ned to the	Body								1		
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	Vheelch	1										
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway										1	
Property - Special Handling	1										1		
Property - Special Handling - Damaged Ite	ms - Checked										1		
Property - Special Handling - Missing Item	1												
Screening	3		1	1	2		1	3	1	2	4	1	1
Screening - International Screening					1								
Screening - Lengthy Lines	1						1				3		
Screening - Procedures/Process	2		1	1	1			3	1	1	1	1	1
Screening - Security Breach										1			
2025	6	2	7	5	9	6	9						4
Civil Rights					1								
Civil Rights - National Origin					1								
Customer Service	1	1		2	4	3	2						1
Customer Service - TSO	1	1		2	4	3	2						1
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property			1				'						
Mishandling of Passenger Property - Dama	aged/Missing I	temsU	1										
No Jurisdiction	.gou/oog .						3						
No Jurisdiction - No Referral							1						
No Jurisdiction - Refer to CBP							2						
Persons w/ Disabilities (PWD)				1		1							
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Bro	ast Cano	er	1									
Persons w/ Disabilities (PWD) - Medically						1							
Property - Special Handling	1	uication a	and MEdica	ai Supplies		ı							
Property - Special Handling - Missing Item	1												
Screening	4	1	6	2	4	2	3						2
	4	1	0		1		3						
Corooning Inconsistancy													
Screening - Inconsistency	4					0	0						
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 3	1	5	2	2	2	2						1:

				Center Trav									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	1	2	2	2	1	4	2	2	2	4			2
2024	1	1	1	2	1	2		2	2	4			1
Airline										1			
Airline - Lost Baggage										1			
Civil Rights								1		1			
Civil Rights - Not Specified										1			
Civil Rights - Race								1					
Customer Service				1				1	1				
Customer Service - TSO				1				1	1				
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	1										
No Jurisdiction				1									
No Jurisdiction - No Referral				1									
Patdown	1												
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)		1				2							
Persons w/ Disabilities (PWD) - Diabetes		1											
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies		1							
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1							
Property - Special Handling										2			
Property - Special Handling - Damaged Ite	ems - Carry	-On								2			
Screening					1				1				
Screening - Procedures/Process					1				1				
2025		1	1			2	2						
Mishandling of Passenger Property		1				2							
Mishandling of Passenger Property - Dam	aged/Missi	1				2							
Screening			1				2						
Screening - Procedures/Process			1				2						

Content				A Contact C	enter Trav	eler Comp	laints Rep	ort						
Adminish	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Animals - Carry-On 1 Civil Rights - National Origin 1 Customer Service 1 Customer Service CSM 1 1 2 2 1 1 1 8 Customer Service - CSM 1 1 2 2 2 1 1 1 8 Customer Service - CSM 1 1 2 2 2 1 1 1 5 Customer Service - CSM 1 1 2 2 2 1 1 1 5 Customer Service - CSM 1 1 2 2 2 1 1 1 5 Customer Service - CSM 1 1 1 2 2 1 1 1 5 Customer Service - CSM 1 1 1 2 2 1 1 1 5 Customer Service - CSM 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	HVN	6	5	15	18	7	5	10	3	2	3		1	75
Arimais - Carry-On	2024	2	1	3	3	2	3	3	3	2	3		1	26
Civil Rights - National Origin	Animals	1												1
Customer Service - CSM	Animals - Carry-On	1												1
Customer Service - CSM 1	Civil Rights								1					1
Customer Service - CSM	Civil Rights - National Origin								1					1
Customer Service - TSO	Customer Service			1		1	2	2			1		1	8
Mishandling of Passenger Property	Customer Service - CSM			1										1
Mishandling of Passenger Property	Customer Service - TSO					1	2	2			1		1	7
Mishandling of Passenger Property - Damaged Missing ItemsUncked Bay	Mishandling of Passenger Property			1	1	1				1				5
Mishandling of Passenger Property - DamagedMissing Items-U		naged/Missin	g ItemsC	Checked Bac	1			1		1				
Persons w Disabilities (PWD)						1								
Persons w Disabilities (PWD) - Bloables   1			•						1		1			
Persons w/ Disabilities (PWD) - Diabetes   1		ancer							1					
Persons w Disabilities (PWD) - Touch Aversion (pain/trauma)			1											1
Property - Special Handling   Damaged Items - Checked											1			1
Property - Special Handling - Damaged Ilems - Checked   1	· , , ,	l	u duma)		1						'			
Screening		I ems - Checki	ed											
Screening - Lorew Member or Airline Employee			ou	1			1		1	1	1			
Screening - Inconsistency   1				<u>'</u>	- 1				- 1		- '			
Screening - Lengthy Lines   1							'				1			
Screening - Procedures/Process   1		'			1						- 1			
Screening - Retrieving Abandoned/Confiscated Items				4										
Airline				ı										
Airline		1		40	45		•	-	- 1					
Airline - Policy/Regulations/Service 1 Airline - Wheelchair Assistance 1 Civil Rights   1		4	4			5	2	- /						
Airline - Wheelchair Assistance 1 1 1 2 1 2 2 1 2 1 3 3 3 1 2 2 1 3 3 3 1 2 2 1 3 3 3 1 2 2 1 3 3 3 3				1										
Civil Rights   1					1									
Civil Rights - Race														
Civil Rights - Sex								1						
Customer Service         2         1         3         3         1         2         1           Customer Service - TSO         2         1         3         3         1         2         1           Freedom of Information Act (FOIA)         1         1         1         1           Freedom of Information Act (FOIA) - General         1         1         1         1           Lost and Found         1         1         1         2           Lost and Found - Airport/TSA         1         1         2         2           Mishandling of Passenger Property         1         1         2         2           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Lug         1         1         1         1           Persons W/ Disabilities (PWD)         1         2         2         2         5           Persons W/ Disabilities (PWD) - Autism Spectrum         1         1         1         1         1           Persons W/ Disabilities (PWD) - Medically Necessary Medicatior         1         1         1         1         1         2         2         2         2         5         3         3         1         2         2         2         3         3<			1											
Customer Service - TSO		_												
Freedom of Information Act (FOIA)														
Freedom of Information Act (FOIA) - General		2	1	3	3	1	2							
Lost and Found		L.,												
Lost and Found - Airport/TSA		eral						1						
Mishandling of Passenger Property       1       1         Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Lug       1       1         Persons w/ Disabilities (PWD)       1       2       2         Persons w/ Disabilities (PWD) - Autism Spectrum       1       1         Persons w/ Disabilities (PWD) - Medically Necessary Medicatior       1       1       2         Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)       1       2       2         Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/       1       1       1         Property - Special Handling       2       1       3         Property - Special Handling - Damaged It       1       1       2         Property - Special Handling - Missing Iten       1       2       4         Screening - Inconsistency       5       9       2       4       2         Screening - Lengthy Lines       3       5       1       2       2       2         Screening - Procedures/Process       2       2       2       6														
Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Lug       1       1         Persons W/ Disabilities (PWD)       1       2       2         Persons W/ Disabilities (PWD) - Autism Spectrum       1       1         Persons W/ Disabilities (PWD) - Medically Necessary Medicatior       1       1         Persons W/ Disabilities (PWD) - Touch Aversion (pain/trauma)       1       1         Persons W/ Disabilities (PWD) - Wheelchair/ Scooter/       1       1         Property - Special Handling       2       1         Property - Special Handling - Damaged Ite       1       1         Screening       5       9       2       4         Screening - Inconsistency       2       2       2         Screening - Lengthy Lines       3       5       1       2       2         Screening - Procedures/Process       2       2       2       6				1										
Persons w/ Disabilities (PWD) 1 2 2 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	0 1 7													1
Persons w/ Disabilities (PWD) - Autism Spectrum		naged/Missin	g ItemsC		1									
Persons w/ Disabilities (PWD) - Medically Necessary Medication   1	. ,		1	2		2								5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)   1	Persons w/ Disabilities (PWD) - Autism S	pectrum				1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1	Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatio	1		1								2
Property - Special Handling         2         1         3           Property - Special Handling - Damaged It         1         1         2           Property - Special Handling - Missing Iten         1         5         9         2         4         20           Screening - Inconsistency         2         2         2         2           Screening - Lengthy Lines         3         5         1         2         11           Screening - Procedures/Process         2         2         2         6	Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)	1										1
Property - Special Handling - Damaged It         1         1         2           Property - Special Handling - Missing Iten         1         1         1           Screening         5         9         2         4         20           Screening - Inconsistency         2         2         2           Screening - Lengthy Lines         3         5         1         2         11           Screening - Procedures/Process         2         2         2         6	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1											1
Property - Special Handling - Missing Iten         1         1           Screening         5         9         2         4         20           Screening - Inconsistency         2         2         2         2           Screening - Lengthy Lines         3         5         1         2         11           Screening - Procedures/Process         2         2         2         6	Property - Special Handling	2	1											3
Screening         5         9         2         4         20           Screening - Inconsistency         2         2         2           Screening - Lengthy Lines         3         5         1         2         11           Screening - Procedures/Process         2         2         2         6	Property - Special Handling - Damaged It	1	1											2
Screening - Inconsistency         2         2           Screening - Lengthy Lines         3         5         1         2         11           Screening - Procedures/Process         2         2         2         6	Property - Special Handling - Missing Iter	1												1
Screening - Lengthy Lines         3         5         1         2         11           Screening - Procedures/Process         2         2         2         6	Screening			5	9	2		4						20
Screening - Procedures/Process 2 2 2 6	Screening - Inconsistency				2									2
Screening - Procedures/Process 2 2 2 6	Screening - Lengthy Lines			3	5	1		2						11
				2	2			2						6
						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

			A 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
HXD	3	1			3	2		3	1	1		1	15
2024	1				3			3	1	1		1	10
Customer Service					1			1	1				3
Customer Service - TSO					1			1	1				3
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobilit	y Disability (No	ot Wheelch	air or Scoo	ter)								1	1
Screening	1				1			2		1			5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1				1			1		1			4
2025	2	1				2							5
Customer Service		1											1
Customer Service - TSO		1											1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Da	amaged/Missir	ng ItemsC	arry-on Lug	ggage		1							1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Screening						1							1
Screening - Procedures/Process						1							1

		10/	A Contact	Center may	reiei comp	nannis itep	υιι						
Categories	10-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		2	1					2			6
2024				1	1					2			4
Customer Service				1									1
Customer Service - Others				1									1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d						1			1
Screening					1								1
Screening - Procedures/Process					1								1
2025		1		1									2
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Dan	naged/Missi	1		1									2

Categories	10-Oct '		2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAD	64	59	52	47	45	69	71	55	38	41	33	36	610
2024	24	26	27	25	19	44	29	55	38	41	33	36	397
Additional Information Required/Insufficient In	1							1	1				3
Additional Information Required/Insufficie	1							1	1				3
Airline		3	1			1					1	1	7
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		3	1								1	1	6
Civil Rights		2	1	1	3	3	1	3	1	2	2	4	23
Civil Rights - Age				1		1							2
Civil Rights - Headwear Civil Rights - National Origin		1						1		1			2
Civil Rights - Other		ı						ı				1	1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race			1		2	1		2		1	2	1	10
Civil Rights - Sex					1	1	1		1			2	6
CLEAR											1		1
CLEAR - TSA PreCheck Application Prog	ram										1		1
Customer Service	5	7	8	9	8	17	9	15	14	14	4	8	118
Customer Service - CSM								1					1
Customer Service - Others			1										1
Customer Service - TCC					1								1
Customer Service - TSO	5	7	7	9	7	17	9	14	14	14	4	8	115
DHS TRIP		1	1	1							2		
DHS TRIP - General		1	1	1							2		
Locks				2	1	1		1				1	(
Locks - Missing or Damaged Lock	4			2	1	1		1				1	(
Lost and Found Airport/TSA	1			1					1			1	4
Lost and Found - Airport/TSA Mishandling of Passenger Property	1			1	4	2	2	7	1		-	1	5
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	4	1	6 2	7	3	3 1	3 2	7	3	7 5	7	1	54
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		1	2	4	3 1	2	1	2	3 1	2	2	1	2
Mishandling of Passenger Property - Dam			1	2	- 1		- 1		- 1		4	1	
Mishandling of Passenger Property - Disa			1					1			1		3
No Jurisdiction	3	Ourry-Orr	2			1	3	2	1		3	2	17
No Jurisdiction - No Referral	1					- '	1		1		0		3
No Jurisdiction - Refer to CBP			2			1	2	2			2	2	11
No Jurisdiction - Refer to Other	2										1		3
Patdown	1	1					2	2		1	2	1	10
Patdown - Flyer	1	1					2	2			1	1	8
Patdown - Flyer as Observer										1			1
Patdown - General											1		1
Persons w/ Disabilities (PWD)		1		1		2	1	4	2	2	2	4	19
Persons w/ Disabilities (PWD) - Autism S						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental I	Disability						1				1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Medical [												1	1
Persons w/ Disabilities (PWD) - Medically		edication ar	nd Medic	1		1				1		2	5
Persons w/ Disabilities (PWD) - Metal Imp		Attach Later to	0				1			4	4		1
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)					4	4	1	1		2
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch		auma) 1						1	1			1	2
Property - Special Handling	4	2	2	3	1	5	1	4	3	3	4	2	34
Property - Special Handling - Damaged It		1	1	1	1	1	1	2	<u> </u>	1	2	2	14
Property - Special Handling - Damaged It	l ems - Checker		1	1									2
Property - Special Handling - Missing Iten		1	'	1		3		1	2	1	1		11
Property - Special Handling - Missing Item						1		1	1	1	1		7
Screening	5	8	6		2	11	9	16	11	12	5	11	96
Screening - Crew Member or Airline Emp						1							1
Screening - Inconsistency	ľ	1	1		1	1		1		3	2	3	13
Screening - Lengthy Lines	1	1	3			3	3	1	1	3			16
Screening - Procedures/Process	3	6	2		1	5	5	13	10	5	3	7	60
Screening - Retrieving Abandoned/Confis	1					1	1	1		1		1	6
2025	40	33	25	22	26	25	42						213
Airline					1	1							2
Airline - Lost Baggage					1	1							2
Civil Rights	3			2	2		1						8
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	4 -		- 4	1								2
Civil Rights - Screening of Religious or Cu	uturai Garmen I	TS		1			4						1
Civil Rights - Sex	6	4	5	7		5	7						34
Customer Service - Others	6	4	5	/		5	- /						34
Customer Service - Others  Customer Service - TSO	3	4	5	7		5	7						31
DHS TRIP	3	4	J	,		1	- 1						1
DHS TRIP - General						1							
General Aviation						1							
General Aviation - General						1							
Hazardous Materials Safety						1	1						1
Hazardous Materials Safety - General							1						1
Locks	1	1			1	1	2						6
Locks - Missing or Damaged Lock	1	1			1	1	2						6
Lost and Found	1	2	1	1	1		2						8
Lost and Found - Airport/TSA	1	2	1	1	1		2						8
							_						

tegories	10-Oct	11-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<u> </u>					UZ-FED		u4-Apr	U5-Way	U6-Jun	U/-Jul	08-Aug	09-Sep	
Mishandling of Passenger Property	5	3	3	3	7	2	4						
Mishandling of Passenger Property - Dam		2	1	2	2	2	3						
Mishandling of Passenger Property - Dam		1	1		4		1						
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1	1	1								
No Jurisdiction	7	2	2	3	1	3	2						
No Jurisdiction - No Referral	2			2									
No Jurisdiction - Refer to CBP	4	2	2	1	1	3	2						
No Jurisdiction - Refer to Other	1												
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	2	7	3	1	4	2	7						
Persons w/ Disabilities (PWD) - Autism S	oectrum	1					1						
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - General			1		1								
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to th	e Body				1						
Persons w/ Disabilities (PWD) - Medically	Necessary	2			1								
Persons w/ Disabilities (PWD) - Metal Imp	1	2				1	1						
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1	1		2		1						
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)	1			1	1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1			2						
Property - Special Handling	6	4	6	1	1	5	7						
Property - Special Handling - Damaged Ite	1	1	4			1	3						
Property - Special Handling - Damaged Ite	ems - Checl	1					1						
Property - Special Handling - Missing Iten	2	1	2		1	1	1						
Property - Special Handling - Missing Iten	3	1		1		3	2						
Screening	8	10	5	4	8	4	9						
Screening - Inconsistency	1	2			1	1							
Screening - Lengthy Lines	2	3	1		1		1						
Screening - Procedures/Process	5	5	4	4	6	3	7						
Screening - Retrieving Abandoned/Confise	cated Items						1						

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	1	1		1							1	1	5
2024				1							1	1	3
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dai	naged/Missi	ng ItemsC	hecked Ba	ggage								1	1
2025	1	1											2
No Jurisdiction	1												1
No Jurisdiction - Refer to CBP	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1											1

Categories	10-Oct					laints Repo		OF Mov	OC Ium	07 1	00 4	00 Con	Total
IAH			12-Dec 168	01-Jan	02-Feb	03-Mar 162	04-Apr	05-May	06-Jun	07-Jul 85	08-Aug	09-Sep	Total
2024	177	143 67	67	165 62	146 67	85	191 95	98 98	102 102	85 85	99 99		1,612 974
Additional Information Required/Insufficient Inf	<b>71</b>	1	07	62	67	00	90	90	102	00	99	76	2
Additional Information Required/Insufficient		1											2
Advanced Imaging Technology (AIT)	'	'			1								1
Advanced Imaging Technology (AIT) - Fly	er				1								1
Airline			1	1	1			1		2		1	7
Airline - Lost Baggage				1	1								2
Airline - Policy/Regulations/Service			1					1		2		1	5
Civil Rights	3	6	3	5	3	5	6	9	4	7	7		59
Civil Rights - Age							2	1					3
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - National Origin			1	1									2
Civil Rights - Not Specified							1		1	1			3
Civil Rights - Other						1	1					1	3
Civil Rights - Perceived Religion		1						1			1		3
Civil Rights - Profiling	1					1							2
Civil Rights - Race	1	3	1	2	3	2	2	5	3	5	4		31
Civil Rights - Sex	1	1		1		1		1		1	2		8
Civil Rights - Sexual Orientation				1				1					2
Claims							1		1				2
Claims - General							1						1
Claims - Status									1				1
Customer Service	28	26	27	23	24	39	38	36	39	29	32	25	366
Customer Service - CSM					1								1
Customer Service - Others					1	1				2			3
Customer Service - TCC						1				1		1	3
Customer Service - TSO	28	26	27	23	23	37	38	36	39	26	32		359
DHS TRIP	20	20	-1	20	1	1				20	1	2	7
DHS TRIP - General					1	1				2		2	7
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks			1					1	1	3		2	8
Locks - General									1				1
Locks - Missing or Damaged Lock			1					1		3		2	7
Lost and Found			'	3	2			4	5	3	3		25
Lost and Found - Airport/TSA				3	2			4	5	3	3		25
Mishandling of Passenger Property	1	6	8	9	11	11	6	8	7	8	8		89
Mishandling of Passenger Property - Dam		4	4	7	3	9	3	4	4	4	6		54
Mishandling of Passenger Property - Dam			4	- '	6	2	3	2	2	3	1		23
Mishandling of Passenger Property - Dam				1	1			1		1	1		5
Mishandling of Passenger Property - Disa		2	poomou i	1	1			1	1		'	1	7
No Jurisdiction	nayou nom	3	2		2	3	1	4	8	4	6		37
No Jurisdiction - No Referral			1			1		1	2	2	2		11
No Jurisdiction - Refer to CBP		3	1		2	1	1	2	4	1	2		19
No Jurisdiction - Refer to Other						1		1	2	1	2		7
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - Gener	ıal			1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	8	2	6	6		3	7		4	4	7	4	51
Patdown - Children	1									1	1		3
Patdown - Flyer	7	2	6	6		3	5		3	2	6	3	43
Patdown - Flyer as Observer							2		1	1		1	5
Persons w/ Disabilities (PWD)	5	6	3	2	8	5	10	10	7	7	7	13	83
Persons w/ Disabilities (PWD) - Autism S						1		1		1	1		5
Persons w/ Disabilities (PWD) - Breast Ca					2								2
Persons w/ Disabilities (PWD) - Cancer (c		1			2								4
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental I	Disability						1				1
Persons w/ Disabilities (PWD) - Diabetes		1	1		1			2				1	6
Persons w/ Disabilities (PWD) - General		1	1			2	2	1				3	10
Persons w/ Disabilities (PWD) - Hearing I	mpairment						2	1				4	7
Persons w/ Disabilities (PWD) - Internal N		es						1		1			2
Persons w/ Disabilities (PWD) - Medical D		1								1	1		3
Persons w/ Disabilities (PWD) - Medically		2			1		1	3	3	1	2	2	16
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not		or Scoot	1	1	1	1	1		2			9
Persons w/ Disabilities (PWD) - Prosthesi						1				1			3
Persons w/ Disabilities (PWD) - Service A							3		1			2	6
Persons w/ Disabilities (PWD) - Visual Im												1	1
Persons w/ Disabilities (PWD) - Wheelcha			1	1	1		1		2		1		8
Property - Special Handling	9	7	7	4	6	3	13	9	10	5	8	6	87
Property - Special Handling - Damaged Ite	2	1	3		1	2	4	4	1	3	3	3	27
Property - Special Handling - Damaged Ite		1		1			2	2	1		1		11
Property - Special Handling - Missing Item	2	2		2	4	1	6	2		1	4	3	27
Property - Special Handling - Missing Item		3	4	1	1		1	1	8	1			22
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	16	10	8	8	8	15	13	16	16	11	18	7	146
Screening - Crew Member or Airline Empl	2										.0		2
Screening - Inconsistency	1	1		2		4		3	1		1		13
Screening - International Screening						2							2
Screening - Lengthy Lines			1			3		2	5	2	4	1	18
Screening - Procedures/Process	13	9	7	3	7	5	10	10	10	8			101
Screening - Retrieving Abandoned/Confis				2	1	1	3	1			.0	<u> </u>	8
Screening - Security Breach				1						1			2
2025	106	76	101	103	79	77	96						638

		TS	A Contact (	Center Tra	veler Comp	laints Rep	ort						
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	Tot
Airline	1	1	2	4	1	3	1						
Airline - Lost Baggage				1		1							
Airline - Policy/Regulations/Service	1	1	2	2	1	1	1						
Airline - Wheelchair Assistance				1		1							
Civil Rights	6	8	5	4	3	7	4						
Civil Rights - Age		2		1									
Civil Rights - Constitutional Rights				1									
Civil Rights - National Origin	2	3	2			4							
Civil Rights - Not Specified	_	1			1	1	1						
Civil Rights - Perceived Religion					1								
Civil Rights - Profiling						1							
Civil Rights - Race	3	1	1	2	1	1	2						
Civil Rights - Screening of Religious or C						'							
Civil Rights - Sex	, ,	1	1				1						
Civil Rights - Sexual Orientation		- 1	1				- 1						
Claims			- '			1							
Claims - Status	0.4			0.5	4.5	1							
Customer Service	31	17		25	15	18	26						
Customer Service - Others			2										
Customer Service - TSO	31	17		25	15	18	26						
Human Capital			1										
Human Capital - Current Employee			1										
Locks	1	1				2	1						
Locks - Missing or Damaged Lock	1	1				2	1						
Lost and Found	3	1	4	1	2	2	2						
Lost and Found - Airport/TSA	3	1	4	1	2	2	2						
Mishandling of Passenger Property	5	5	8	7	3	5	6						
Mishandling of Passenger Property - Dar	m 3	5	5	6	1	2	4						
Mishandling of Passenger Property - Dar			2	1	2	3	1						
Mishandling of Passenger Property - Dar		na ItemsU					1						
Mishandling of Passenger Property - Dis				uggugo			- '						
No Jurisdiction	4	30arry-011 1	1	7	5	3	4						
No Jurisdiction - No Referral	1	1		3	1	1							
No Jurisdiction - Refer to CBP	_			3		2	2						
	3		1		4								
No Jurisdiction - Refer to Other	40			1									
Patdown	10	6	5	5	5	4	3						
Patdown - Children	1	1											
Patdown - Flyer	8	4		5	5	3	3						
Patdown - Flyer as Observer	1	1	1										
Patdown - Non-Flyer						1							
Persons w/ Disabilities (PWD)	11	14	17	13	13	10	11						
Persons w/ Disabilities (PWD) - Autism S	3 1		1	1		3	1						
Persons w/ Disabilities (PWD) - Breast C	Cancer		1										
Persons w/ Disabilities (PWD) - Cancer (	(general) Not	Breast Car	ncer	3									
Persons w/ Disabilities (PWD) - Cognitiv	, ,	1	1		1								
Persons w/ Disabilities (PWD) - Diabetes		1			1		1						
Persons w/ Disabilities (PWD) - General		1	1	1		1	1						
Persons w/ Disabilities (PWD) - Hearing		1		- 1	- 1	'	1						
		- 1	1				- 1						
Persons w/ Disabilities (PWD) - Internal		toobod to 11											
Persons w/ Disabilities (PWD) - Medical				_	2	_							
Persons w/ Disabilities (PWD) - Medicall				2	3	2	4						
Persons w/ Disabilities (PWD) - Metal Im						1	1						
Persons w/ Disabilities (PWD) - Mobility		3	2	4		1	1						
Persons w/ Disabilities (PWD) - Ostomy/			1										
Persons w/ Disabilities (PWD) - Prosthes					2								
Persons w/ Disabilities (PWD) - Respirat	tory and Inha	ler Equipme	ent			1	1						
Persons w/ Disabilities (PWD) - Service													
Persons w/ Disabilities (PWD) - Touch A		1			1								
Persons w/ Disabilities (PWD) - Wheelch			2	2		1							
Property - Special Handling	12	7		14	4	8	8						
Property - Special Handling - Damaged I				7	1	4							
Property - Special Handling - Damaged I		- 1	2	2		4	1						
Property - Special Handling - Missing Ite				3		3	3						
Property - Special Handling - Missing Ite	n 2	3		2	3	1	4						
Request for Assistance				1									
Request for Assistance - Other				1									
Screening	22	15	21	22	28	14	30						
Screening - Crew Member or Airline Emp	oloyee		2	1									
0	2	3	1	4	3	1							
Screening - Inconsistency				4	6	1	12						
	3												
Screening - Lengthy Lines	3												
	16	8		11	17	12	16						

			Contact C	Center Trav	eler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ICT	10	11	5	11	8	6	5	5	3	2	1	1	6
2024	8	5	4	3	3	1	2	5	3	2	1	1	3
Civil Rights			1					2					
Civil Rights - Age								1					
Civil Rights - Civil Rights Violation (TSA	A Employee)		1										
Civil Rights - Race								1					
Customer Service	6	1	1	2	1			2		1			1
Customer Service - TCC	1												
Customer Service - TSO	5	1	1	2	1			2		1			1
Mishandling of Passenger Property		2		1	1	1		1					
Mishandling of Passenger Property - Da	amaged/Missii	2			1			1					
Mishandling of Passenger Property - Da	amaged/Missin	g ItemsCh	necked Baç	1		1							
No Jurisdiction			1										
No Jurisdiction - No Referral			1										
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Autism	Spectrum				1								
Property - Special Handling			1				1		1				
Property - Special Handling - Damaged	Items - Check	ed					1		1				
Property - Special Handling - Missing It	ems - Checked		1										
Screening	2	2					1		2	1	1	1	
Screening - Inconsistency	1												
Screening - Procedures/Process	1	2					1		2	1	1	1	
2025	2	6	1	8	5	5	3						3
Airline		1		2									
Airline - Policy/Regulations/Service		1		2									
Civil Rights		1											
Civil Rights - Race		1											
Customer Service	1			1		3							
Customer Service - TSO	1			1		3							
Mishandling of Passenger Property	1	1		1	2								
Mishandling of Passenger Property - Da	am 1			1									
Mishandling of Passenger Property - Da	amaged/Missin	g ItemsCh	ecked Bag	gage	2								
Mishandling of Passenger Property - Di	sarrayed Item	1											
Persons w/ Disabilities (PWD)		2					1						
Persons w/ Disabilities (PWD) - Genera	al						1						
Persons w/ Disabilities (PWD) - Metal I	mplants (joint)	1											
Persons w/ Disabilities (PWD) - Wheeld	chair/ Scooter/	1											
Property - Special Handling				2	3	1	2						
Property - Special Handling - Damaged	Items - Carry-	On			2	1							
Property - Special Handling - Damaged							1						
Property - Special Handling - Missing It				2	1		1						
Screening		1	1	2		1							
Screening - Procedures/Process		1	1	2									
Screening - Retrieving Abandoned/Con	fiscated Items					1							

				Center Trav									
Categories	10-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	2	2	1	3	1	2	1	3	1	1	2	2	2
2024	2	2	1	3		1		3	1	1	2	2	18
Customer Service			1					1		1	2	1	(
Customer Service - TSO			1					1		1	2	1	
Locks								1					
Locks - Missing or Damaged Lock								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	iaged/Missir	ng ItemsC	hecked Baç	1									
Notice of Violation/Civil Penalties									1				
Notice of Violation/Civil Penalties - Gener	al								1				
Patdown		1		1									
Patdown - Flyer		1		1									
Property - Special Handling								1					
Property - Special Handling - Missing Item	ns - Checke	d						1					
Screening		1				1						1	
Screening - Inconsistency						1							
Screening - Lengthy Lines		1											
Screening - Procedures/Process												1	
2025					1	1	1						:
Customer Service						1							
Customer Service - TSO						1							
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Patdown					1								
Patdown - Flyer					1								

		TSA	A Contact (	Center Trav	eler Comp	laints Rep	ort						
Categories 1	0-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	1	2	3	2	3	1	1	1			2		1
2024	1	1				1	1	1			2		
Civil Rights						1					1		
Civil Rights - National Origin						1							
Civil Rights - Race											1		
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - General							1						
Screening		1									1		
Screening - Procedures/Process		1									1		
2025		1	3	2	3								
Civil Rights			1										
Civil Rights - Age			1										
Customer Service		1			1								
Customer Service - TSO		1			1								
Locks			1										
Locks - Missing or Damaged Lock			1										
Persons w/ Disabilities (PWD)				1	2								
Persons w/ Disabilities (PWD) - General				1	1								
Persons w/ Disabilities (PWD) - Metal Implan	ts (joint)				1								
Screening			1	1									
Screening - Procedures/Process			1	1									

Categories	10-Oct	44 М.											
	.0 000	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG	1	1	1	3	1	3	2	1	2	3	1	2	21
2024				1	1	2	2	1	2	3	1	2	15
Customer Service						1	1					1	3
Customer Service - TSO						1	1					1	3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dai	maged/Missir	ng ItemsC	arry-on Lug	gage					1				1
Patdown				1			1			2			4
Patdown - Children										1			1
Patdown - Flyer				1			1			1			3
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - Medical	Devices - Att	tached to th	ne Body					1					
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)									1			
Persons w/ Disabilities (PWD) - Prosther	sis/Amputees	and Casts									1		
Screening						1			1			1	3
Screening - Procedures/Process						1			1			1	
2025	1	1	1	2		1							•
Customer Service		1											1
Customer Service - TSO		1											1
Persons w/ Disabilities (PWD)			1	1		1							3
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)		1	1		1							3
Screening	1			1									2
Screening - Procedures/Process	1			1									2

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
ILM	10-001	3	12-Dec			5 - Iviai		3 3		3		2	43
2024	3	1	3		1	1	3	3		3		2	20
Civil Rights	1	'	,				,		1	J	,		2
Civil Rights - Race	1								1				
Customer Service		1	2			1		1	1		1		
Customer Service - TSO		1	2			1		1	1		1		
DHS TRIP		'				'		1	'		'		
DHS TRIP - General								1					
Mishandling of Passenger Property					1		1						
Mishandling of Passenger Property - Dam	l paged/Missir	na ItemsC	arry-on Luc	inane	1		'						
Mishandling of Passenger Property - Dam					'		1						
No Jurisdiction	laged/Wilssii	ig itellis0	riconca Da	ggage			<u>'</u>					- 1	
No Jurisdiction - Refer to CBP												1	
Persons w/ Disabilities (PWD)							1			1		1	
Persons w/ Disabilities (PWD) - Medical I	] Devices Att	ached to th	e Body				- '			- 1		1	
Persons w/ Disabilities (PWD) - Medically				al Sunnline						1		1	
Persons w/ Disabilities (PWD) - Medically							1			- 1			
Property - Special Handling	l sability (140	ot writeeldin	all of Scool	1			1				1		
Property - Special Handling - Missing Iter	Corp. O	n		1							1		
Property - Special Handling - Missing Iter				- 1							1		
Screening	2	J	1				1	1		2	1		
Screening - Crew Member or Airline Emp			- 1				1	- 1			1		
Screening - Crew Member of Affiline Emp	'		1				1						
Screening - Inconsistency Screening - Lengthy Lines			1				'	1					
Screening - Procedures/Process	1							ļ		2	1		
2025	3	2				4	3				- 1		1
Customer Service	3		1	2		4	3						- 1
Customer Service - TSO		I											
		1	1	2									
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam	iaged/Missir I	ig itemsC	пескед ва				1						
Persons w/ Disabilities (PWD)				1		1							
Persons w/ Disabilities (PWD) - Breast C		0		1									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				1							
Property - Special Handling	01					1							
Property - Special Handling - Damaged It						1							
Screening	3	1				2	2						
Screening - Inconsistency	1												
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process	1	1				1	2						į

Categories	10-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			1		1			1				4
2024						1			1				2
Patdown						1			1				2
Patdown - Flyer						1			1				2
2025	1			1									2
Screening	1			1									2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1												1

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IND	38	32	23	31	29	21	24	31	23	27	10	20	309
2024	19	13	11	13	12	7	12	31	23	27	10	20	198
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Airline		1						1					2
Airline - Lost Baggage		4						1					1
Airline - Policy/Regulations/Service Business, Suggestions, and Ideas		1					1						1
Business, Suggestions, and Ideas - Gene	ral						1						1
Civil Rights	1	1	2					2	2	3		2	13
Civil Rights - National Origin												1	1
Civil Rights - Not Specified												1	1
Civil Rights - Other			2										2
Civil Rights - Perceived Religion		1											1
Civil Rights - Race								2	1	3			6
Civil Rights - Sex	1								1				2
Customer Service - Others	3	5	2	2	<u>3</u>	3	4	9	9	1	2	4	47
Customer Service - TSO	3	5	2	2	2	3	4	9	9	1	2	4	46
Locks	J		2			0		<u> </u>	<u> </u>	'		2	4
Locks - Missing or Damaged Lock			2									2	4
Mishandling of Passenger Property	2		3	1	2	1			1	2	1		13
Mishandling of Passenger Property - Dam	1		1						1				3
Mishandling of Passenger Property - Dam	1		2	1	2					2	1		9
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked			1							1
No Jurisdiction				1				1		1	1	1	5
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other	4		4				4	1		1	1	1	4
Patdown Patdown - Children	4		1		3		1	1	1	3			16
Patdown - Children Patdown - Flyer	3				1		1	1	1 1	3			10
Patdown - Flyer as Observer	3		1		1		1	1	1	3			2
Patdown - Non-Flyer			- '		2				'				2
Persons w/ Disabilities (PWD)	3	1		3	1	1	3	3	2	4		1	22
Persons w/ Disabilities (PWD) - Breast Ca													1
Persons w/ Disabilities (PWD) - Diabetes										2			3
Persons w/ Disabilities (PWD) - Internal M	⁄ledical Devid	ces							1				1
Persons w/ Disabilities (PWD) - Medically				1	1		1	2		1		1	7
Persons w/ Disabilities (PWD) - Mobility [		t Wheelchair	or Scoot	1		1	2	1	1				6
Persons w/ Disabilities (PWD) - Prosthes				1						1			3
Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling	air/ Scooter/	1		3	1			3		1		4	1
Property - Special Handling - Damaged It	ems - Carry-(	On		1	1			1		1		1	13
Property - Special Handling - Damaged It												2	2
Property - Special Handling - Missing Iten				2				2				1	6
Property - Special Handling - Missing Iten					1					1			2
Screening	5	5	1	3	2	2	2	11	6	12	6	6	61
Screening - Children		1											1
Screening - Crew Member or Airline Emp	loyee	4		4			4				4	1	1
Screening - Inconsistency Screening - Lengthy Lines	1	1		1		1	1	5	2	2	1 2	3	20
Screening - Procedures/Process	4	3	1	1	2	1	1	6	3	6	3	2	32
Screening - Retrieving Abandoned/Confis				1									1
2025	19	19	12	18	17	14	12						111
Airline			2										2
Airline - Policy/Regulations/Service			2										2
Civil Rights	1	2	2	2		1	2						10
Civil Rights - Age	1			1									2
Civil Rights - National Origin Civil Rights - Not Specified			1 1			1							2
Civil Rights - Race		1	'	1			1						3
Civil Rights - Sex		1					1						2
Customer Service	8	7	2	3	6	1	3						30
Customer Service - CSM					1								1
Customer Service - TSO	8	7	2	3	5	1	3						29
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1	2		1	2						6
Mishandling of Passenger Property - Dam			1	1		1	1						4
Mishandling of Passenger Property - Dam	naged/Missing T	g ItemsChe	cked Ba(	1	1	4	1						4
No Jurisdiction  No Jurisdiction - No Referral				- 1	1	1 1	1						1
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Department of S	ıState						1						1
No Jurisdiction - Refer to Other					1								1
Notice of Violation/Civil Penalties					1	2							3
Notice of Violation/Civil Penalties - Gener	al				1	2							3
Patdown	2				3	1							6
Patdown - Children	1				1								2
Patdown - Flyer	1				2	1							4
Persons w/ Disabilities (PWD)	3	4	1		2	2	2						14
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	/Developm 1	1											1
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical [		ached to the	Body		1								1
Persons w/ Disabilities (PWD) - Medically		1	Douy		<u>1</u>								3
Persons w/ Disabilities (PWD) - Medically		2	1		- '	2							5
	> (. 4												

		13	A Contact	Center Tra	veier Comp	naints Rep	ort						
Categories	10-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) - Prosthes	i 1												1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	/ Segway					2						2
Property - Special Handling				4		1							Ę
Property - Special Handling - Damaged It	tems - Carry	-On		1									1
Property - Special Handling - Damaged It	tems - Chec	ked		1									1
Property - Special Handling - Missing Iter	ms - Carry-C	)n		1		1							2
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
Screening	5	6	3	6	4	4	2						30
Screening - Inconsistency		2		1		1	1						5
Screening - Lengthy Lines	1	2		4		1							3
Screening - Procedures/Process	4	2	2	1	4	2	1						16
Screening - Retrieving Abandoned/Confis	scated Items	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
IPL						1	1						2
2025						1	1						2
Screening						1	1						2
Screening - Procedures/Process						1	1						2

			A 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
ISP	3	1	6	6	3		6	7	2	2	1	2	39
2024			3	2	1		2	7	2	2	1	2	22
Civil Rights										1			1
Civil Rights - Age										1			1
Customer Service			2	2	1			6	1				12
Customer Service - TSO			2	2	1			6	1				12
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction									1				1
No Jurisdiction - Refer to CBP									1				1
Screening							2	1		1	1	2	7
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1				1		2
Screening - Procedures/Process										1		2	3
Screening - Retrieving Abandoned/Con	fiscated Items						1						1
2025	3	1	3	4	2		4						17
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1			2			1						4
Customer Service - TSO	1			2			1						4
DHS TRIP			1										1
DHS TRIP - General			1										1
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Mobilit	y Disability (N	ot Wheelch	air or Scoot	er)			2						2
Screening	2	1	1	2	2		1						9
Screening - Children		1											1
Screening - Lengthy Lines			1	2	1								4
Screening - Procedures/Process	2				1		1						4

		10	A Contact	Center may	reiei Goilip	iaiiita itepi	OI 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
ITH	1	1		2	2	1		1					8
2024					2	1		1					4
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage		1							1
Screening					1								1
Screening - Procedures/Process					1								1
2025	1	1		2									4
Patdown				1									1
Patdown - Flyer				1									1
Screening	1	1		1									3
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process				1									1

Outronic			A 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
ITO	5	5	5	8	2	9		1	1		2		41
2024	3	2	2	2	1	9	1	1	1		2		24
Civil Rights						1		1					2
Civil Rights - Race								1					1
Civil Rights - Sex						1							1
Customer Service	2	1		1		1			1				6
Customer Service - TSO	2	1		1		1			1				6
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 Lug	gage		1							1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1										1
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling		1			1								2
Property - Special Handling - Missing Item	ns - Carry-C	1											1
Property - Special Handling - Missing Item	ns - Checked	ł			1								1
Screening	1					5	1				1		8
Screening - Crew Member or Airline Empl	loyee										1		1
Screening - Lengthy Lines						3							3
Screening - Procedures/Process	1					2	1						4
2025	2	3	3	6	1		2						17
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Mishandling of Passenger Property	1		1				1						3
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1										1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	2									2
Property - Special Handling		1											1
Property - Special Handling - Missing Item	ns - Checke	1											1
Screening		1	1	3	1		1						7
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1		2									3
Screening - Procedures/Process			1	1	1								3

		TSA	Contact Cent	er Trav	eler Comp	aints Rep	ort						
Categories	10-Oct 11	-Nov	12-Dec 01	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	3	7	7	7	10	14	12	4	3	9	3	1	80
2024		4	6	4	5	6	4	4	3	9	3	1	49
Civil Rights			1		1								2
Civil Rights - National Origin					1								1
Civil Rights - Race			1										1
Customer Service		1	3	2	1	2	1	3		2	1		16
Customer Service - TSO		1	3	2	1	2	1	3		2	1		16
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 - Dar			ry-on Luggage				1		1				2
Mishandling of Passenger Property - Dar	naged/Missing Ite	msC	1			1							2
No Jurisdiction										1			
No Jurisdiction - No Referral										1			1
Patdown		1								1		1	3
Patdown - Flyer		1								1		1	3
Persons w/ Disabilities (PWD)			1	1		1		1	1				Ę
Persons w/ Disabilities (PWD) - Cognitive	e /Developmenta	/Ment	1										
Persons w/ Disabilities (PWD) - Diabetes	S								1				1
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Mobility	Disability (Not W	heelchair	or Scooter)			1							
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/ Seg	way		1									
Property - Special Handling		2				1	1			1			Į
Property - Special Handling - Damaged I							1			1			2
Property - Special Handling - Damaged I						1							1
Property - Special Handling - Missing Iter	ms - Checke	2											2
Screening				1	2	1	1		1	4	2		12
Screening - Inconsistency					1					1			2
Screening - Procedures/Process				1	1		1		1	3	1		8
Screening - Retrieving Abandoned/Confis	scated Items					1					1		2
2025	3	3	1	3	5	8	8						31
Airline						1							1
Airline - Policy/Regulations/Service						1							
Civil Rights					1	1							2
Civil Rights - Age						1							
Civil Rights - Race					1								
Customer Service	3				2	1	3						g
Customer Service - TSO	3				2	1	3						(
Mishandling of Passenger Property			1		1	1	1						
Mishandling of Passenger Property - Dar	naged/Missing Ite	msC	1		1	1	1						4
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Persons w/ Disabilities (PWD)		1		1		1							3
Persons w/ Disabilities (PWD) - Medicall		ication a	nd Medical Su			1							1
Persons w/ Disabilities (PWD) - Metal Im				1									1
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	1											
Property - Special Handling							3						
Property - Special Handling - Damaged I							2						2
Property - Special Handling - Missing Itel	ms - Checked						1						
Screening		1		2	1	3	1						8
Screening - Inconsistency		1			1	1							3
Screening - Procedures/Process				2		2	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
IWD										1	1		2
2024										1	1		2
Screening										1	1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1		1

					veler Comp								
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	4	1	2		5	2	3		7	3	3	9	39
2024	1				2		1		7	3	3	9	20
Additional Information Required/Insufficient In											1		
Additional Information Required/Insufficie	nt Information	- EMAIL (	ONLY								1		
Civil Rights												1	
Civil Rights - Constitutional Rights												1	
Customer Service					2				4	1		3	10
Customer Service - CSM					1								
Customer Service - TSO					1				4	1		3	9
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	arry-on Lug	gage								1	
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)							1				
Property - Special Handling										2	1		
Property - Special Handling - Missing Iter	ns - Carry-On										1		
Property - Special Handling - Missing Iter	ns - Checked									2			
Screening	1						1		2		1	3	
Screening - Inconsistency												1	
Screening - Lengthy Lines									1			1	
Screening - Procedures/Process	1						1		1		1		
Screening - Security Breach												1	
2025	3	1	2		3	2	2						1:
Additional Information Required/Insufficient In	formation		1										
Additional Information Required/Insufficie		- EMAIL	1										
Civil Rights		1											
Civil Rights - Age		1											
Customer Service					3	2	1						
Customer Service - Others					1								
Customer Service - TSO					2	2	1						
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1										
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	1						1						2
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Prosthes		nd Casts					1						
Screening	1												
Screening - Lengthy Lines	1												

ategories	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
JAN	9	12	10	9	4	7	8 8	4	5	7	3 3	3	Total
2024	2	4	3	1	-	1	4	4	5	7	3		
Airline	_	•		•	_	•	•	•		1	•	•	
Airline - Policy/Regulations/Service										1			
Civil Rights								1					
Civil Rights - Race								1					
Customer Service	1	2	1	1			1	1	2	3	1	1	
Customer Service - TSO	1	2	1	1			1	1	2	3	1	1	
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Mishandling of Passenger Property							1		1			'	
Mishandling of Passenger Property - Dar	naged/Missing	ltemsCar	rv-on Luga	ane			1		'				
Mishandling of Passenger Property - Dar							'		1				
Patdown	laged/Missing	itemsche	cked bage	jage					1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)		1							1	2	1		
Persons w/ Disabilities (PWD) - Autism S	Pactrum	1								1	- 1		
Persons w/ Disabilities (PWD) - Cancer (		east Canc	or							1			
Persons w/ Disabilities (PWD) - Caricer (	,									'	1		
Persons w/ Disabilities (PWD) - Cognitiv		ai /ivieritai	Disability								1		
	1	1	2		2	1	2	2	1	1	1	1	
Screening Inconsistency	'	- 1			1	Į.			1	'	1	ļ	
Screening - Inconsistency		4			1	4		4	4				
Screening - Lengthy Lines		1				1	1	1	1	4			
Screening - Procedures/Process	1		2				1	1		1	1	1	
Screening - Retrieving Abandoned/Confi					1								
2025	7	8	7	8	2	6	4						
Claims			1										
Claims - Status			1										
Customer Service	1	3	5	2	1	2							
Customer Service - TSO	1	3	5	2	1	2							
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property	1	1				1	1						
Mishandling of Passenger Property - Dar		1				1							
Mishandling of Passenger Property - Dar	n 1						1						
Patdown							1						
Patdown - Flyer as Observer							1						
Persons w/ Disabilities (PWD)		1		1									
Persons w/ Disabilities (PWD) - Medicall		edication a	nd Medic	1									
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1											
Property - Special Handling				1		1							
Property - Special Handling - Missing Ite	ms - Checked			1		1							
Request for Assistance						1							
Request for Assistance - Other						1							
Screening	5	3		4	1		2						
Screening - Inconsistency					1								
Screening - Lengthy Lines	3	2		2			1						
Screening - Procedures/Process	2	1		2			1						
TWIC						1							
TWIC - Status						1							

gories	10.054					laints Rep		OE Marr	06 1	07 11	00 A	00 8	Total
gories X	-	11-Nov 1: 37	2-Dec ( 53	01-Jan 46	02-Feb	03-Mar 41	04-Apr	05-May	06-Jun	07-Jul 22	08-Aug	09-Sep	Total
X 2024	45				45		45	19	31	22			426
Advanced Imaging Technology (AIT)	23	18	23 1	21	23	15	18	19	31 1	22	22	20	<b>255</b>
Advanced Imaging Technology (AIT) - Fly Advanced Imaging Technology (AIT) - Fly	/er		1						1				2
Advanced imaging reciniology (Arr) - rry			1		1	1	1			1	1		5
Airline - Baggage Requirements					'		1			'			1
Airline - Policy/Regulations/Service					1	1	'				1		3
Airline - Wheelchair Assistance										1			1
Civil Rights			3						1			2	
Civil Rights - Age									1				1
Civil Rights - National Origin												1	1
Civil Rights - Other			1										1
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Civil Rights - Sex												1	1
Claims					1								1
Claims - General					1								1
Customer Service	7	7	6	3	8	4	9	9	13	6	8	9	89
Customer Service - CSM						2							2
Customer Service - TSO	7	7	6	3	8	2	9	9	13	6	8	9	87
DHS TRIP		1											1
DHS TRIP - General		1											1
Locks	1		1	1	1			1			2		7
Locks - Missing or Damaged Lock	1		1	1	1			1			2		7
Lost and Found			1		1								2
Lost and Found - Airport/TSA	_		11		1						_		2
Mishandling of Passenger Property	2	1	4	3	1	3	1	1	3	4	3		27
Mishandling of Passenger Property - Dan		1 Itoms C	2	2	1	1	a	1	1	3 1	3		18 7
Mishandling of Passenger Property - Dan			2	- 4		1	1			1		1	
Mishandling of Passenger Property - Dan No Jurisdiction	iayeu/iviissing	nemsunsp	ecified i	1	1	1	1		1			2	7
No Jurisdiction - No Referral		1	1		1	1	1						3
No Jurisdiction - Refer to FAA		· · ·										1	1
No Jurisdiction - Refer to Other						1	1					1	3
Notice of Violation/Civil Penalties				1			'					'	1
Notice of Violation/Civil Penalties - Gener	ral			1									1
Patdown	2			2				1	1	1	2	1	10
Patdown - Flyer	2			2				1	1	1	2		10
Persons w/ Disabilities (PWD)	1	1	2	1				1	1	3	2		13
Persons w/ Disabilities (PWD) - Cognitive	e /Developmer	ntal /Mental D	isability						1				1
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medical	Devices - Atta	ched to the B	ody								1		1
Persons w/ Disabilities (PWD) - Medically	y Necessary M	ledicatior	1										1
Persons w/ Disabilities (PWD) - Mobility I		Wheelch	1	1				1				1	4
Persons w/ Disabilities (PWD) - Ostomy/													1
Persons w/ Disabilities (PWD) - Visual Im										1			1
Persons w/ Disabilities (PWD) - Wheelch		egway								1			1
Property - Special Handling	2				1	1			2	3	1		10
Property - Special Handling - Damaged It					4	1			2	2	1		7
Property - Special Handling - Missing Iter		7	4	40	1		0	0		1			3
Screening Screening - Crew Member or Airline Emp	8	7	4	10	8	5	6	6	9	4	3	4	74
Screening - Crew Member of Affiline Emp	1 1	2			- 1					- 1	1	- 1	1
Screening - Inconsistency Screening - Lengthy Lines	2	3	2	2	1 2	2	3	1	2	1	1	1	8 16
Screening - Procedures/Process	4	4	1	8	5	3	3	5	6	3	2	3	47
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis		4	1	0	5	3	3	5	1	3		3	2
2025	22	19	30	25	22	26	27						171
Airline		1	30	23	22	20	21						1
Airline - Policy/Regulations/Service		1											1
Civil Rights		2	4		1	1	1						9
Civil Rights - Age			2										2
Civil Rights - National Origin		2											2
Civil Rights - Not Specified			1										1
Civil Rights - Race			1		1	1							3
Civil Rights - Sex							1						1
Customer Service	8	5	9	4	7	7	6						46
Customer Service - TSO	8	5	9	4	7	7	6						46
General Aviation						1							1
General Aviation - Flight Training Security	y Program (FT					1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1			1	2								4
Lost and Found - Airport/TSA	1			1	2								4
Mishandling of Passenger Property	2	1	2	2	1	4	1						13
Mishandling of Passenger Property - Dan	2	1	2	2	1	4	1						13
No Jurisdiction			3	2	1								6
No Jurisdiction - No Referral			2										2
No Jurisdiction - Refer to CBP	] State		1	1	1								3
No Jurisdiction - Refer to Department of S	olate			1			_						1
Patdown		1	1			1	2						5
Partdown - Flyer	_	1	1	7	_	1	2						5
Persons w/ Disabilities (PWD)	3		2	7	5	5	3						25
Persons w/ Disabilities (PWD) - Cancer (		tal /Mart-I D	ioobilit :	1									2
Persons w/ Disabilities (PWD) - Cognitive		ııaı /Mental D	isability	1		1							1 2
Persons w/ Disabilities (PWD) - Diabetes													

		TS	A Contact (	Center Tra	veler Comp	laints Rep	ort						
Categories	10-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) - Gener	al					2							2
Persons w/ Disabilities (PWD) - Interna	l Medical Dev	rices			2								2
Persons w/ Disabilities (PWD) - Medic	ally Necessary	/ Medication	n and Medic	1		1							2
Persons w/ Disabilities (PWD) - Metal	lmr 1		1	1			3						E
Persons w/ Disabilities (PWD) - Mobili	y Disability (N	lot Wheelch	nair or Scoot	1	1								2
Persons w/ Disabilities (PWD) - Prosth	esis/Amputees	s and Casts	3		1								1
Persons w/ Disabilities (PWD) - Touch	Aversion (pair	n/trauma)		2									2
Persons w/ Disabilities (PWD) - Whee	cha 1		1										2
Persons w/ Disabilities (PWD) - Woun	ded Warrior				1								1
Property - Special Handling		1	3	3	3	2	8						20
Property - Special Handling - Damage	l Items - Carry	/-On	2	1	3	1	4						11
Property - Special Handling - Damage	Items - Chec	ked	1	2		1	3						7
Property - Special Handling - Missing I	tems - Carry-C	1											1
Property - Special Handling - Missing I	tems - Checke	ed					1						1
Screening	8	7	6	6	2	5	6						40
Screening - Gate Pass			1										1
Screening - Inconsistency	2		1				1						4
Screening - Lengthy Lines	1	2	! 1			2							E
Screening - Procedures/Process	5	5	3	5	2	2	5						27
Screening - Retrieving Abandoned/Cor	fiscated Items	3		1		1							- 2

2024   123   125   156   130   133   157   143   156   2	n 07-Jul 04 168 04 168 4 5 2 4 3 3 8 11 2 2 4 6 6 5 5 0 1 1 6 6 3 5 0 1	1 218 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	178 2 2 2 2 2 3 4 1 1 3 2	Total 3,043 1,891 4 4 1 1 38 12 23 3 2 1 1 114 6 1 19 7 2 9 1 53 2 13 1 4 3 1 686
2024   123   125   156   130   133   157   143   156   2	4 5 2 4 3 8 11 2 1 1 1 1 63 50 1 1 63 49	1 218 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	178 2 2 2 2 2 2 3 4 1 1 3 3 2	1,891 4 4 1 1 38 12 23 3 2 1 1 114 6 1 19 7 2 9 1 1 53 2 13 1 4 3 1 686
Additional Information Required/Insufficient Information Information Information Required Information Information Information Required Information Inf	4 5 2 4 3 8 11 2 1 2 4 6 2 1 1 1 1 63 50 1 63 49	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 3 4 1 1 3 3 2 2 5 5 5 5 5 5 5 5 5	4 4 1 1 1 38 12 23 3 2 1 11 114 6 1 19 7 2 9 1 1 53 2 13 1 4 3 1 686
Additional Information Required/Insufficies  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT)	2 4 3 11 2 2 4 6 63 50 11 1 1 63 49	1 9 9 4 4 1 1 1 3 1 3 1 1 1 1 6 6 1 1 1 1 1 1 1 1	2 2 2 19 4 1 1 3 3 2 2 8 8 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT)	2 4 3 11 2 2 4 6 63 50 11 1 1 63 49	13 13 1 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 19 4 1 1 3 2 2 8 8 1 1	1 1 38 12 23 3 3 2 1 1 11 4 6 6 1 7 2 9 1 5 3 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) - Flyer	2 4 3 11 2 2 4 6 63 50 11 1 1 63 49	13 13 1 3 1 1 1 6	19 4 1 1 3 3 2	1 38 12 23 3 2 1 114 6 1 19 7 2 9 1 53 2 13 1 4 3 1 6 6 6 7 8 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline	2 4 3 11 2 2 4 6 63 50 11 1 1 63 49	13 13 1 3 1 1 1 6	19 4 1 1 3 3 2	38 12 23 3 2 1 11 114 66 1 19 7 2 9 1 53 2 13 1 4 3 1 686
Airline - Lost Baggage	2 4 3 11 2 2 4 6 63 50 11 1 1 63 49	13 13 1 3 1 1 1 6	19 4 1 1 3 3 2	12 23 3 2 1 1 114 6 1 19 7 2 9 1 53 2 13 1 4 3
Airline - Policy/Regulations/Service	4 3 8 11 2 1 2 4 6 2 1 1 1 1 63 50 1	13 13 1 3 1 1 1 6	19 4 1 3 2 8 8	23 3 2 1 114 6 1 19 7 2 9 1 53 2 13 1 4 3 1 686
Airline - Wheelchair Assistance Cargo Cargo	8 11 2 1 2 4 6 2 2 1 1 1 1 1 63 50 1	13 13 1 3 1 1 1 6	19 4 1 3 2 8 1	3 2 1 114 6 1 19 7 2 9 1 1 53 2 13 1 4 3 1
Cargo         2           Cargo - Indirect Air Carrier (IAC)         1           Cargo - Known Shipper         1           Civil Rights         3         2         5         11         11         13         6         12           Civil Rights - Age         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         2         3         2         3         2         2         3         3         2         3         3         3         2         5         11         11         13         6         12         2         3         3         2         1         1         2         2         3         3         3         2         5         1         1         2         2         3         3         3         4         5         2         2         3         3         4         5         7         3         4         4         2         2         3         3         4         5         7         3         4         4         2         2         1	2 1 2 2 4 6 6 2 1 1 1 1 1 6 6 3 5 0 6 3 4 9	13 1 3 1 1 1 6	4 1 3 3 2 2 8 1	2 1 11 114 6 1 19 7 7 2 9 1 1 53 2 13 1 4 3 1
Cargo - Indirect Air Carrier (IAC)         1           Cargo - Known Shipper         1           Civil Rights         3         2         5         11         11         13         6         12           Civil Rights - Age         1         1         11         13         6         12           Civil Rights - Constitutional Rights         2         2         2         3           Civil Rights - Not Specified         2         2         2         2         3           Civil Rights - Not Specified         2         2         2         2         2         3         2         1         1         2         2         2         3         2         1         1         2         2         3         3         4         6         7         3         4         4         2         2         3         4         6         7         3         4         4         2         2         3         4         6         7         3         4         4         2         2         2         1         1         2         1         1         2         1         1         2         1         1         1         1 </td <td>2 1 2 2 4 6 6 2 1 1 1 1 1 6 6 3 5 0 6 3 4 9</td> <td>1 3 1 1 6 6 1</td> <td>4 1 3 3 2 2 8 1</td> <td>1 114 6 1 19 7 2 9 1 1 53 2 13 1 4 3 1 6 6 1 9 9</td>	2 1 2 2 4 6 6 2 1 1 1 1 1 6 6 3 5 0 6 3 4 9	1 3 1 1 6 6 1	4 1 3 3 2 2 8 1	1 114 6 1 19 7 2 9 1 1 53 2 13 1 4 3 1 6 6 1 9 9
Cargo - Known Shipper	2 1 2 2 4 6 6 2 1 1 1 1 1 6 6 3 5 0 6 3 4 9	1 3 1 1 6 6 1	4 1 3 3 2 2 8 1	114 6 1 19 7 2 9 1 53 2 13 1 4 3 1 686
Civil Rights - Age         3         2         5         11         11         13         6         12           Civil Rights - Age         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         2         3         3         2         5         1         1         2         3         3         2         5         1         1         2         3         3         3         2         2         2         3         3         3         4         2         2         2         3         3         4         2         2         2         3         4         2         2         2         3         4         2         2         2         3         4         2         2         2         1         1         2         1         1         2         1         1         2         1         1         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2	2 1 2 2 4 6 6 2 1 1 1 1 1 6 6 3 5 0 6 3 4 9	1 3 1 1 6 6 1	4 1 3 3 2 2 8 1	114 6 1 19 7 2 9 1 53 2 13 1 4 3 1 686
Civil Rights - Age	2 1 2 2 4 6 6 2 1 1 1 1 1 6 6 3 5 0 6 3 4 9	1 3 1 1 6 6 1	4 1 3 3 2 2 8 1	6 1 19 7 2 9 1 53 2 13 1 4 3 1
Civil Rights - Constitutional Rights   Civil Rights - National Origin   4	1 1 2 4 6 6 2 1 1 1 1 1 1 6 3 5 0 6 3 4 9	3 1 1 1 6 6 1	1 3 2 8 1	1 19 7 2 9 1 53 2 13 1 4 3 1 686
Civil Rights - National Origin	1 1 2 4 6 6 2 1 1 1 1 1 1 6 3 5 0 6 3 4 9	1 1 6 6	8 1	19 7 2 9 1 53 2 13 1 4 3 1 686
Civil Rights - Not Specified   2 2 2   Civil Rights - Other   Civil Rights - Perceived Religion   2 1 1 1 2   Civil Rights - Profiling   1   1 2   Civil Rights - Profiling   1   1 3 4 6 7 3 4 4   Civil Rights - Race   1 1 1 3 4 6 7 3 4 4   Civil Rights - Screening of Religious or Cu 1	1 1 2 4 6 6 2 1 1 1 1 1 1 6 3 5 0 6 3 4 9	1 1 6 6	8 1 55	7 2 9 1 53 2 13 1 4 3 1 686
Civil Rights - Other   Civil Rights - Perceived Religion   2	1 2 4 6 6 2 1 1 1 1 1 1 6 6 3 5 0 6 3 4 9	1 1 6 1 1	1 55	2 9 1 53 2 13 1 4 3 1 686
Civil Rights - Perceived Religion         2         1         1         2           Civil Rights - Profiling         1         1         3         4         6         7         3         4           Civil Rights - Sace         1         1         3         4         6         7         3         4           Civil Rights - Sexenal of Religious or Ct         1         1         1         2         2         2           Civil Rights - Sexual Orientation         2         1         2         2         2         2           Claims         Sexual Orientation         1         2         2         2         1         1         1         1	2 4 6 2 1 1 1 1 1 63 50 1 1 63 49	1 6	1 55	9 1 53 2 13 1 4 3 1 686
Civil Rights - Profiling       1         Civil Rights - Race       1       1       3       4       6       7       3       4         Civil Rights - Screening of Religious or Ct       1       1       1	4 6 2 1 1 1 1 63 50 1 1	64	1 55	1 53 2 13 1 4 3 1 686
Civil Rights - Race       1       1       3       4       6       7       3       4         Civil Rights - Screening of Religious or Ct       1       1       1       2       1       2       2         Civil Rights - Sexual Orientation         Claims       1       2       2       2       1	2 1 1 1 1 63 50 1 1 63 49	. 1	1 55	53 2 13 1 4 3 1 686
Civil Rights - Screening of Religious or Ct     1     1       Civil Rights - Sex     1     1     2     1     2     2       Civil Rights - Sexual Orientation     Claims       Claims - General     1     1     1       Claims - Status     1     1     1       Customer Service     43     51     79     56     60     58     56     51       Customer Service - CSM     1     2     2     1     1       Customer Service - Others     1     2     2     1     1       Customer Service - TCC     1     1     1     1       Customer Service - TSO     43     51     78     54     60     55     55     49	2 1 1 1 1 63 50 1 1 63 49	. 1	1 55	2 13 1 4 3 1 686
Civil Rights - Sex         1         1         2         1         2         2           Civil Rights - Sexual Orientation         Claims           Claims         1         1         1         1           Claims - General         1         1         1           Claims - Status         1         1         1           Customer Service         43         51         79         56         60         58         56         51           Customer Service - CSM         1         2         2         1         1           Customer Service - Others         1         2         2         1         1           Customer Service - TCC         1         1         1         1           Customer Service - TSO         43         51         78         54         60         55         55         49	1 1 1 63 50 1 63 49	64	. 55	13 1 4 3 1 686
Civil Rights - Sexual Orientation           Claims         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         1         2         1         2         1         2         1         2         1         1         2         1         1         2         1         1         1         2         1         1         1         2         1         1         1         2         2         1         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         1         2         2         2         1         1         2         2         2         1         1         2 <t< td=""><td>1 1 1 63 50 1 63 49</td><td>64</td><td>. 55</td><td>1 4 3 1 686</td></t<>	1 1 1 63 50 1 63 49	64	. 55	1 4 3 1 686
Claims         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         2         1         2         5         6         51         5         5         5         5         5         5         5         4         9         6         6         5         5         5         49           Customer Service - CSM         1         2         2         2         1	1 1 63 50 1 63 49	64		4 3 1 686
Claims - General       1       1         Claims - Status       1       1         Customer Service       43       51       79       56       60       58       56       51         Customer Service - CSM       1       2       2       1       1         Customer Service - Others       1       1       1       1         Customer Service - TCC       1       1       1         Customer Service - TSO       43       51       78       54       60       55       55       49	1 63 50 1 63 49			3 1 686
Claims - Status         1           Customer Service         43         51         79         56         60         58         56         51           Customer Service - CSM         1         2         2         1           Customer Service - Others         1         1         1           Customer Service - TCC         1         1         1           Customer Service - TSO         43         51         78         54         60         55         55         49	63 50 1			1 686
Customer Service         43         51         79         56         60         58         56         51           Customer Service - CSM         1         2         2         1           Customer Service - Others         1         1         1           Customer Service - TCC         1         1         1           Customer Service - TSO         43         51         78         54         60         55         55         49	63 49			686
Customer Service - CSM         1         2         2         1           Customer Service - Others         1         1         1           Customer Service - TCC         1         1         1           Customer Service - TSO         43         51         78         54         60         55         55         49	63 49			
Customer Service - CSM         1         2         2         1           Customer Service - Others         1         1         1           Customer Service - TCC         1         1         1           Customer Service - TSO         43         51         78         54         60         55         55         49	63 49		2	
Customer Service - TCC         1           Customer Service - TSO         43         51         78         54         60         55         55         49				9
Customer Service - TSO 43 51 78 54 60 55 55 49				2
				1
	1	64	53	674
DHS TRIP 1 1 1 2		3	2	11
DHS TRIP - General 1 1 2		3	2	9
DHS TRIP - Status 1	1			2
Hazardous Materials Safety 1 2 1 3	4 1	3	1	16
Hazardous Materials Safety - General 1 2 1 3	4 1	3		16
Locks 2 1 3 3	2 1			16
Locks - Missing or Damaged Lock 2 1 3 3	2 1	3		16
Lost and Found 2 1 2 1 2 3	3 4			24
Lost and Found - Airport/TSA 2 1 2 3	3 4			24
Mishandling of Passenger Property 5 7 10 11 11 17 12 14	22 19			161
Mishandling of Passenger Property - Dam 3 3 2 6 5 8 9 4	12 15			83
Mishandling of Passenger Property - Dam 2 3 8 4 5 9 2 9	9 4			71
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified I 1	1			2
Mishandling of Passenger Property - Disarrayed Item 1 1 1 1		1		5
No Jurisdiction 5 5 4 1 4 9 6 13	9 7	7	6	76
No Jurisdiction - No Referral 2 2 1 2 5 1 3	1 2			23
No Jurisdiction - Refer to CBP 1 3 3 1 2 3 4 8	7 3			43
No Jurisdiction - Refer to Other 2 1 1 2	1 2		1	10
Ombudsman 1				1
Ombudsman - General				1
Patdown 3 5 3 2 3 4 5 6	7 9	7	5	59
Patdown - Children 1 1	. 1			3
Patdown - Flyer 2 3 3 1 3 3 4 5	7 8		5	51
Patdown - Flyer as Observer 1 1 1 1 1 1 1	,	'		5
Persons w/ Disabilities (PWD) 7 7 10 6 10 11 10 14	21 15	23	17	151
Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 1	2 2			10
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer 2	2 2			2
Persons w/ Disabilities (PWD) - Cognitive 1 1	1	2		5
Persons w/ Disabilities (PWD) - Diabetes 1 1	3	2		9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1	-	1		
Persons w/ Disabilities (PWD) - General   1 2 3 1	3 1		2	16
Persons w/ Disabilities (PWD) - Hearing Impairment 2 2	1 1		_	7
Persons w/ Disabilities (PWD) - Internal Medical Dev 1 1	1	2		5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			2	2
Persons w/ Disabilities (PWD) - Medically 1 2 1 2 1 1	4 1	5		22
Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 1 2 1	3 2		2	12
Persons w/ Disabilities (PWD) - Mobility I 1 2 1 2 1 2 2	2 6			21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1		•	· ·	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1				2
Persons w/ Disabilities (PWD) - Service A 1 1 2				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 2 1		1		4
Persons w/ Disabilities (PWD) - Visual Im 1 2				4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 1 3 2 3 1 1 4	1 2	! 3	2	23
Property - Special Handling 11 14 21 15 10 7 10 8	20 17			164
1 7 1 0				
	5 3			36
				14
Property - Special Handling - Missing Item 5 5 9 5 7 2 5 1	6 7			61
Property - Special Handling - Missing Iten 3 5 4 4 1 2 3 4	8 6			53
Request for Assistance 1 1 2	1		1	6
Request for Assistance - Other 1 1 2	20 20		1	6
Screening 38 32 20 21 14 29 31 22	39 28	46	36	356
Screening - Children 1				1
Screening - Crew Member or Airline Empl 2 1 1 1 1				6

						laints Repo							
Categories	10-Oct		2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	5	3		1	1	2	1	3		3	5	2	26
Screening - Lengthy Lines	5	8	10	3	3	12	5	6	11	7	7 13	10	93
Screening - Procedures/Process	24	19	10	14	8	13	20	11	27	18	3 26	21	211
Screening - Retrieving Abandoned/Confis	1			2	1	2	3	1	1		2	3	16
Screening - Security Breach		1		1			1						3
TWIC	1												1
TWIC - General	1												1
2025	156	192	192	165	137	143	167						1,152
Additional Information Required/Insufficient Information	1	102	1	1	101	140	101						3
Additional Information Required/Insufficier	1		1	1									3
Advanced Imaging Technology (AIT)	'		1	- 1									1
Advanced Imaging Technology (AIT) - Ge	norol		1										1
		_		4	0		2						
Airline	3	5	7	4	2	5	3						29
Airline - Lost Baggage	1		2	1		1	2						7
Airline - Policy/Regulations/Service	2	4	4	3	2	3							18
Airline - Wheelchair Assistance		1	1			1	1						4
Civil Rights	10	14	11	11	2	9	13						70
Civil Rights - Age	2	1	1	1			3						8
Civil Rights - Constitutional Rights		1		1	1								3
Civil Rights - National Origin	3	4	2	2	1	2	3						17
Civil Rights - Not Specified	2	2				1	1						6
Civil Rights - Perceived Religion	_					1	1						2
Civil Rights - Profiling		1				- '	'						1
	2	4	6	E		2	3						23
Civil Rights - Race				5		3							
Civil Rights - Sex	1	1	2	2		2	2						10
Claims	2												2
Claims - General	1												1
Claims - Status	1												1
CLEAR	2						1						3
CLEAR - Registered Traveler	2						1						3
Customer Service	41	57	50	48	40	38	48						322
Customer Service - CSM				1									1
Customer Service - Others						1	1						2
Customer Service - TCC							1						1
Customer Service - TSO	41	57	50	47	40	37	46						318
DHS TRIP			1			31							
	3	2		2	3		1						12
DHS TRIP - General	3	2	1	2	3		1						12
Flying Armed		1											1
Flying Armed - General		1											1
Freedom of Information Act (FOIA)					1								1
Freedom of Information Act (FOIA) - Gene	eral				1								1
Hazardous Materials Safety		2	1	3	4	2	3						15
Hazardous Materials Safety - General		2	1	3	4	2	3						15
Human Capital						1							1
Human Capital - Former Employee						1							1
Locks	1	1		2		2	3						9
Locks - General	·					_	2						2
Locks - Missing or Damaged Lock	1	1		2		2	1						7
Lost and Found	3	2	5	3	3	1	2						
	3		5										19
Lost and Found - Airport/TSA		2			3	1	2						19
Mishandling of Passenger Property	10	16	13	13	11	12	12						87
Mishandling of Passenger Property - Dam	2	5	6	6	7	7	4						37
Mishandling of Passenger Property - Dam	7	9	7		4	5	8						46
Mishandling of Passenger Property - Disa	1	2		1									4
No Jurisdiction	2	8	5	14	11	10	13						63
No Jurisdiction - No Referral	1	2	2	3	2	1	6						17
No Jurisdiction - Refer to CBP	1	4	2	9	7	7	6						36
No Jurisdiction - Refer to Department of S	tate	1											1
No Jurisdiction - Refer to FAA				1		1							2
No Jurisdiction - Refer to Other		1	1	1	2	1	1						7
Patdown	3	6	9		6	5	1						34
Patdown - Children				1			1						1
Patdown - Flyer	3	6	6	3	6	5	1						30
Patdown - Flyer as Observer	3	Ü	2	3	Ü	J	- 1						
													2
Patdown - General		0-	1				_						1
Persons w/ Disabilities (PWD)	14	23	21	17	20	12	9						116
Persons w/ Disabilities (PWD) - Autism S		3	1	2	2		1						10
Persons w/ Disabilities (PWD) - Cancer (g		2											2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	3	1		2							6
Persons w/ Disabilities (PWD) - Diabetes			1	1			2						4
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/Masks	3		1								1
Persons w/ Disabilities (PWD) - General	1	2	3			1							7
Persons w/ Disabilities (PWD) - Hearing I	1	1	1										4
Persons w/ Disabilities (PWD) - Internal N		1											1
Persons w/ Disabilities (PWD) - Medical I			odv		1								1
Persons w/ Disabilities (PWD) - Medically		3	ouy 1	5	8	3	1						23
Persons w/ Disabilities (PWD) - Metal Imp		1	- 1	1	1	J	1						5
Persons w/ Disabilities (PWD) - Mobility [		2	5		1	2	1						15
Persons w/ Disabilities (PWD) - Ostomy/0			1										1
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Respirato						1							2
Persons w/ Disabilities (PWD) - Service A	nimals	1	2		2								5
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1					1						2
Persons w/ Disabilities (PWD) - Visual Im					1								1
Persons w/ Disabilities (PWD) - Wheelcha		5	3	4	3	3	2						25
Property - Special Handling	21	16	23		12	17	14						119
1 /			20	.0	14		1-7						7.10

		104	4 Contact v	Senter Trav	reier Comp	iainis Rep	ort						
Categories	10-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	8	6	6	5	6	7	3						41
Property - Special Handling - Damaged Ite	ems - Checl	1		1		1	2						5
Property - Special Handling - Missing Iten	6	3	8	4	3	5	4						33
Property - Special Handling - Missing Iten	7	6	9	6	3	4	5						40
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	40	39	43	27	22	29	44						244
Screening - Crew Member or Airline Empl	2				1								3
Screening - Inconsistency	1	1	2	4		2	3						13
Screening - Lengthy Lines	10	3	13	6	2	5	9						48
Screening - Procedures/Process	24	35	26	14	19	22	31						171
Screening - Retrieving Abandoned/Confis	2		2	1			1						6
Screening - Security Breach	1			2									3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JMS		1											1
2025		1											1
Civil Rights		1											1
Civil Rights - Race		1											1

					veler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	5	1	5		1	3	9	1	1	2	3		3
2024	4		2			2	3	1	1	2	3		1
Customer Service	1									1			
Customer Service - TSO	1									1			
Hazardous Materials Safety							1						
Hazardous Materials Safety - General							1						
Mishandling of Passenger Property			1								1		
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	1										
Mishandling of Passenger Property - Dis	sarrayed Items	sCarry-on	or Checke	d							1		
No Jurisdiction						1							
No Jurisdiction - No Referral						1							
Patdown	2									1			
Patdown - Flyer										1			
Patdown - Flyer as Observer	2												
Property - Special Handling								1					
Property - Special Handling - Damaged	Items - Carry-	On						1					
Screening	1		1			1	2		1		2		
Screening - Inconsistency						1			1				
Screening - Procedures/Process	1		1				1				2		
Screening - Retrieving Abandoned/Conf	iscated Items						1						
2025	1	1	3		1	1	6						1
Airline			1										
Airline - Policy/Regulations/Service			1										
Civil Rights							2						
Civil Rights - Constitutional Rights							1						
Civil Rights - National Origin							1						
Customer Service					1		2						
Customer Service - TSO					1		2						
Persons w/ Disabilities (PWD)			1				1						
Persons w/ Disabilities (PWD) - Medical	lly Necessary	Medication	1 1				1						
Screening	1	1	1			1	1						
Screening - Lengthy Lines		1	1			1							
Screening - Procedures/Process	1						1						

		15/	A Contact (	Center Tra	veler Comp	laints Repo	ort						
Categories	10-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	1	3	2	1	1	1		1	1		2		13
2024		1			1	1		1	1		2		7
Customer Service					1			1	1				3
Customer Service - TSO					1			1	1				3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missir	ig ItemsCl	hecked Bag	ggage							1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Internal M	Aedical Devi	ces				1							1
Screening		1									1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1											1
2025	1	2	2	1									6
Civil Rights				1									1
Civil Rights - Race				1									1
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Dam	naged/Missir	1											1
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	1										1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatior	1										1
Screening		1											1
Screening - Inconsistency		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JST				1					1				2
2024									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Ite	ems - Carry	-On							1				1
2025				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	1									1

tegories	10-Oct 1		Contact Cer		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
		17					•					•	
KOA	23		14	22 8	16	20	20	4	5	11	8	6	16
2024	7	6	4	8	7	9	9	4	5	11	8	6	8
Civil Rights						1			1			1	
Civil Rights - Constitutional Rights												1	
Civil Rights - National Origin									1				
Civil Rights - Race						1							
Customer Service	2	2	1	6	2	3	2	1	1	8	1	3	3
Customer Service - CSM					1	1							
Customer Service - TCC		1											
Customer Service - TSO	2	1	1	6	1	2	2	1	1	8	1	3	2
Lost and Found			1								1		
Lost and Found - Airport/TSA			1								1		
Mishandling of Passenger Property	3	1			1	3	2				4		
Mishandling of Passenger Property - Dam	1				1	1	1				3		
Mishandling of Passenger Property - Dam	2	1				2	1						
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked								1		
No Jurisdiction	-									1		1	
No Jurisdiction - No Referral												1	
No Jurisdiction - Refer to Other										1			
Patdown				1	1								
Patdown - Flyer				1	1								
Persons w/ Disabilities (PWD)	1	1		'			4		1				
Persons w/ Disabilities (PWD) - Diabetes	·	1					1		- 1				
` ,	M	4							4				
Persons w/ Disabilities (PWD) - Medically		1					1		1				
Persons w/ Disabilities (PWD) - Metal Imp							1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway					1						
Property - Special Handling			1	1	1			1			1		
Property - Special Handling - Damaged Ite			1	1							1		
Property - Special Handling - Missing Item	is - Carry-On							1					
Property - Special Handling - Missing Item	s - Checked				1								
Screening	1	2	1		2	2	1	2	2	2	1	1	1
Screening - Inconsistency		1							1				
Screening - Lengthy Lines						2							
Screening - Procedures/Process	1	1	1		1		1	2	1	2	1	1	1
Screening - Retrieving Abandoned/Confisc	rated Items				1								
2025		11	10	14	9	11	11						
2025	16	11	10	14		11	11						8
2025 Civil Rights	<b>16</b> 1	11	10	14		11	11						8
2025 Civil Rights Civil Rights - Race	<b>16</b> 1 1				9								8
2025 Civil Rights Civil Rights - Race Customer Service	<b>16</b> 1	2	2	<b>14</b> 5		<b>11</b>	<b>11</b>						8
Civil Rights Civil Rights - Race Customer Service Customer Service - Others	16 1 1 3				9								2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC	16 1 1 3	2	2	5	2	6	6						2
2025 Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO	16 1 1 3 1 2		2	5	9								2
2025 Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found	16 1 1 3 1 2	2	2	5 5 1	2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA	16 1 1 3 1 2 1	2	2 1	5 5 1	2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	16 1 1 3 1 2 1 1 1 2	2	1	5 5 1	2 2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	16 1 1 3 1 2 1 1 1 2 2	2 2	2 1	5 1 1	2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	16 1 1 3 1 2 1 1 1 2 2	2	1 1 1	5 5 1	2 2	6	6						2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	16 1 1 3 1 2 1 1 1 2 2	2 2	1	5 1 1	2 2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO 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	16 1 1 3 1 2 1 1 2 2 aged/Missii	2 2	1 1 1	5 1 1	2 2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	16 1 1 3 1 2 1 1 2 2 aged/Missii	2 2	2 1 1 1 1 2	5 1 1	2 2	6	6						2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP	16 1 1 3 1 2 1 1 2 2 aged/Missii	2 2	2 1 1 1 1 2	5 1 1	2 2	6	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	16 1 1 3 1 2 1 1 2 2 aged/Missii	2 2	2 1 1 1 1 2	5 1 1	2 2 1 1	6 6 1	6						2
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	16 1 1 3 1 2 1 1 2 2 aged/Missii	2 2	2 1 1 1 1 2	5 1 1	2 2 1 1 1	6 6 1 1 1	6						2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	16 1 1 3 1 2 1 1 2 2 aged/Missii 1	2 2 1 1	2 1 1 1 1 2 2	5 5 1 1 1	2 2 1 1 1	6 6 1 1 1 1 1 1	6						2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	16 1 1 3 1 2 1 1 2 2 aged/Missii	2 2	2 1 1 1 1 2	5 1 1	2 2 1 1 1 1 1 1 1	6 6 1 1 1	6						
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	16 1 1 3 1 2 1 1 2 2 aged/Missii 1	2 2 1 1	2 1 1 1 1 2 2	5 5 1 1 1	2 2 1 1 1	6 6 1 1 1 1 1 1	6						
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	16 1 1 3 3 1 2 1 1 2 2 aged/Missi 1 1	2 2 1 1 1 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 1 1 3	2 2 1 1 1 1 1 1 1	6 1 1 1 1 1 1 1	6						3
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO 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 Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Children Patdown - Piyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	16 1 1 3 3 1 2 1 1 2 2 aged/Missi 1 1 4 Necessary	2 2 1 1	2 1 1 1 1 2 2 5	5 5 1 1 1	2 2 1 1 1 1 1 1 1	6 6 1 1 1 1 1 1	6						3
Civil Rights Civil Rights - Race Customer Service Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO 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 Mo Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	16 1 1 3 3 1 2 1 1 2 2 aged/Missi 1 1 4 Necessary plants (joint)	2 2 1 1 1 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 1 1 3 3	2 2 1 1 1 1 1 1 1 1 1	6 6 1 1 1 1 1 1 1 1	6 6 1 1 1						3
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO 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 No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	16 1 1 1 3 3 1 2 1 1 2 2 3 aged/Missi 1 1 4 Necessary lants (joint) 2	2 2 1 1 1 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 1 1 3	2 2 1 1 1 1 1 1 1 2	6 1 1 1 1 1 1 1	6 6 1 1 1 1 3 3						2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO 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 No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite	16 1 1 1 3 1 2 1 1 2 2 2 aged/Missil 1 1 4 Necessary plants (joint) 2 2	2 2 1 1 1 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 1 1 3 3	2 2 1 1 1 1 1 1 1 1 1	6 6 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1						2 2 1
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO 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 No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	16 1 1 3 3 1 2 1 1 2 2 2 aged/Missil 1 1 4 Necessary plants (joint) 2 2 ems - Checked	2 2 1 1 1 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 1 1 3 3 3 3 1 1	2 2 1 1 1 1 1 1 1 2	6 6 1 1 1 1 1 1 1 1	6 6 1 1 1 1 3 3 1 1						2 2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO 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 No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	16 1 1 3 3 1 2 1 1 2 2 2 aged/Missil 1 1 4 Necessary plants (joint) 2 2 ems - Checked	2 2 1 1 1 5 5 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 3 3	2 2 1 1 1 1 1 1 1 2 2 2	6 6 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1						2 2
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - Others Customer Service - TCC Customer Service - TSO 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 No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	16 1 1 3 3 1 2 1 1 2 2 2 aged/Missil 1 1 4 Necessary plants (joint) 2 2 ems - Checked	2 2 1 1 1 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 1 1 3 3 3 3 1 1	2 2 1 1 1 1 1 1 1 2	6 6 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1 1 3 3 1 1						2 2 1 1 1 1
Civil Rights Civil Rights - Race Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO 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 No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	16 1 1 3 3 1 2 1 1 2 1 1 2 2 aged/Missi 1 1 4 4 Necessary olants (joint) 2 2 ems - Checked as - Carry-On	2 2 1 1 1 5 5 5	2 1 1 1 1 2 2 5	5 5 1 1 1 1 3 3	2 2 1 1 1 1 1 1 1 2 2 2	6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1						2 2

		13	A Contact	senter rra	veier Comp	наниз кер	ort						
Categories	10-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	1	2	2		2			1		1	2	1	12
2024	1	1	1					1		1	2	1	8
Customer Service		1	1								1	1	4
Customer Service - TCC												1	1
Customer Service - TSO		1	1								1		3
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	ot Wheelch	air or Scoot	er)						1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening								1					1
Screening - Lengthy Lines								1					1
2025		1	1		2								4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										1
Screening		1			2								3
Screening - Procedures/Process		1			2								3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAF										1			1
2024										1			1
Business, Suggestions, and Ideas										1			1
Business, Suggestions, and Ideas - Gener	ral									1			1

		15/	4 Contact (	Senter Trav	veier Comp	olaints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAL	1	2	2	1		2	3		1			1	13
2024									1			1	2
Customer Service									1				1
Customer Service - TSO									1				1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Internal Med	lical Devi	ces										1	1
2025	1	2	2	1		2	3						11
Civil Rights	1												1
Civil Rights - Not Specified	1												1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damage	ed/Missin	g ItemsC	hecked Bag	gage			1						1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Metal Implar	nts (joint)	1				1							2
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged Items	s - Carry-	On		1									1
Property - Special Handling - Damaged Items	s - Checl	1					1						2
Screening			2			1	1						4
Screening - Inconsistency			1										1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscate	ed Items					1							1

		15	A Contact	Center Tra	veier Comi	Diaints Rep	ort						
Categories	10-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		2	2	1				1	2	1	1	2	12
2024		2	1	1				1	2	1	1	2	11
Civil Rights			1					1					2
Civil Rights - Not Specified			1										1
Civil Rights - Race								1					
Customer Service		1		1					1			2	į
Customer Service - TSO		1		1					1			2	:
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Da	amaged/Missi	ing ItemsC	hecked Ba	ggage					1				
Screening		1								1	1		
Screening - Inconsistency										1			
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Con	fiscated Items	3									1		1
2025			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
LAR	1			1									2
2024	1												1
Screening	1												1
Screening - Lengthy Lines	1												1
2025				1									1
Screening				1									1
Screening - Procedures/Process				1									1

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	240	191	221	198	170	210	256	113	116	98	105	104	2,022
2024	107	89	83	85	62	92	106	113	116	98	105	104	1,160
Additional Information Required/Insufficient Inf	1 1	03	- 00	- 00		72	100	110	110	30	100	104	2
Additional Information Required/Insufficien	-								1				2
Airline			2	1			1	1	3	3	1	1	13
Airline - Lost Baggage							1			1		1	3
Airline - Policy/Regulations/Service			2					1	3	2	1		9
Airline - Wheelchair Assistance				1									1
Civil Rights	4	2	5	5	5	5	6	9	2	5	4	1	53
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA E	mployee)									1			1
Civil Rights - National Origin	1					2							3
Civil Rights - Not Specified				1		1							2
Civil Rights - Other	2		1					2					5
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2	1	2	2	4	2	2	4	2	1	24
Civil Rights - Sex		1	1	2	1		1	5			2		13
Civil Rights - Sexual Orientation					1								1
Claims							1				1	1	3
Claims - General							1						1
Claims - Status											1	1	2
CLEAR					1	2		1	1		2		7
CLEAR - Registered Traveler						2		1	1				4
CLEAR - TSA PreCheck Application Prog	ram				1						2		3
Customer Service	36	29	23	31	22	41	44	37	44	31	30	29	397
Customer Service - CSM						1							1
Customer Service - Others		2		1	1	4	1				2		11
Customer Service - TCC		1			1		1						3
Customer Service - TSO	36	26	23	30	20	36	42	37	44	31	28	29	382
Intranet/Internet Inquiries												1	1
Intranet/Internet Inquiries - General												1	1
Locks	3	1			1			2	1	1	2	2	13
Locks - Missing or Damaged Lock	3	1			1			2	1	1	2	2	13
Lost and Found			2	1			1	1	2	1	3	1	12
Lost and Found - Airport/TSA			2	1			1	1	2	1	3	1	12
Mishandling of Passenger Property	10	11	13	15	14	13	16	17	20	12	17	18	176
Mishandling of Passenger Property - Dam	7	10	11	9	10	11	9	9	15	10	11	9	121
Mishandling of Passenger Property - Dam	3	1	2	6	3	2	6	6	5	2	6	6	48
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsUns	pecified Lu	ggage			1	1				1	3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	Checked		1			1				2	4
No Jurisdiction	3		1	1		3	1	1	1	1	1	2	15
No Jurisdiction - No Referral			1			3	1			1	1	2	9
No Jurisdiction - Refer to CBP	2							1	1				4
No Jurisdiction - Refer to Other	1			1									2
Patdown	5	4	3	3		2	1	2	7	4	1	5	37
Patdown - Flyer	5	4	2	3		2	1	2	7	4	1	5	36
Patdown - General			1										1
Persons w/ Disabilities (PWD)	10	4	3	3	4	3	6	9	8	5	16	15	86
Persons w/ Disabilities (PWD) - Autism S		1						1		2	1		5
Persons w/ Disabilities (PWD) - Breast Ca	1						1				1		3
Persons w/ Disabilities (PWD) - Cancer (g								1				1	2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability				1		1			2	4
Persons w/ Disabilities (PWD) - Diabetes	2				1				1		1	1	6
Persons w/ Disabilities (PWD) - General					1		2	1				1	5
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1						1
Persons w/ Disabilities (PWD) - Internal N		1						2				1	4
Persons w/ Disabilities (PWD) - Medical I					1				1				3
Persons w/ Disabilities (PWD) - Medically		1				2	1	2	2	1	7	4	23
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)											1	1
Persons w/ Disabilities (PWD) - Mobility D	2				1						1	3	7
Persons w/ Disabilities (PWD) - Prosthesi				1						1			2
Persons w/ Disabilities (PWD) - Respirato			1										1
Persons w/ Disabilities (PWD) - Touch Av		trauma)				1			1			1	3
Persons w/ Disabilities (PWD) - Visual Im									1	1	1		3
Persons w/ Disabilities (PWD) - Wheelcha		1	2	2				2	1		4		13
Property - Special Handling	19	20	20	11	4	7	9	12	7	14	6	14	143
Property - Special Handling - Damaged It		13	6	6	3	5	3	5	2	6	2	7	70
Property - Special Handling - Damaged It		2		2	1		1			2		2	10
Property - Special Handling - Missing Iten		4	8	2		1	2	4	4	3	2	2	34
Property - Special Handling - Missing Iten		1	6	1		1	3	3	1	3	2	3	29
Screening	16	18	11	14	11	16	20	21	18	21	21	14	201
Screening - Children										1			1
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency		4	1	1	1	2	1	3	2	4	3		22
Screening - Lengthy Lines	4	1	3	2	1	5	4	5	5	2	7	2	41
Screening - Procedures/Process	10	12	7	10	8	7	15	13	11	12	9	12	126
Screening - Retrieving Abandoned/Confis	cated Items	1		1		1				1			4
Screening - Security Breach					1					1	1		3
Screening - Shoe Screening						1					1		2
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area	i			_					1				1
2025	133	102	138	113	108	118	150						862
Additional Information Required/Insufficient In			1				1						2
Additional Information Required/Insufficient			1				1						2
Airline	2	1	4	1	4	2	2						16

			TSA	Contact C	Center Trav	eler Comp	laints Rep	ort						
Categories	·	10-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 - Lost Baggage		1											
	Airline - Policy/Regulations/Service	2		4	1	4	2	1						1
	Airline - Positive Bag Match Program	_						1						
	I Rights	6	8	9	1	8	10							4
	Civil Rights - Age	1	0	1		1	2							4
		1												
	Civil Rights - Constitutional Rights			1		1	1							
	Civil Rights - National Origin	1	1				1	1						
	Civil Rights - Not Specified			1			1	1						
	Civil Rights - Perceived Religion			1			1							
	Civil Rights - Profiling						1							
	Civil Rights - Race	3	4	3	1	5	3	3						2
	Civil Rights - Sex	1	2	2										
	Civil Rights - Sexual Orientation	'	1			1								
Clai		4	1											
		1				1								
	Claims - General	1												
	Claims - Status					1								
CLE	AR						1	1						
	CLEAR - Registered Traveler						1	1						
Cus	tomer Service	29	19	33	26	28	29	36						20
	Customer Service - Others			1										
	Customer Service - TSO	29	19	32	26	28	29	36						19
	S TRIP	1	18	32	20	20	29	1						19
	DHS TRIP - General	1						1						
Lock		1	3			1	4							1
	Locks - Missing or Damaged Lock	1	3			1	4							1
Lost	and Found	1	1	3	2	1		2						1
	Lost and Found - Airport/TSA	1	1	3	2	1		2						1
	nandling of Passenger Property	16	17	26	17	12	11							11
	Mishandling of Passenger Property - Dam		9	14	9	7								7
	Mishandling of Passenger Property - Dam		8	9	6	3								3
	Mishandling of Passenger Property - Dam				0	3	ı	3						
		0	0	2										
	Mishandling of Passenger Property - Disa			1	2	2								
	Jurisdiction	3	2	8	1	3		1						1
	No Jurisdiction - No Referral	1	2	6		2	1							1.
	No Jurisdiction - Refer to CBP				1	1		1						
	No Jurisdiction - Refer to FAA			1										
	No Jurisdiction - Refer to Other	2		1										
	down	5	3		4	2	6	2						2
	Patdown - Flyer	5	3		3	2								1
		3	3											
	Patdown - Flyer as Observer				1		3							
	sons w/ Disabilities (PWD)	20	7	11	14	12	11							9
	Persons w/ Disabilities (PWD) - Autism S				2			1						
	Persons w/ Disabilities (PWD) - Breast Ca				1									
	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	I Disability	1		2	2						
	Persons w/ Disabilities (PWD) - Diabetes			1	1	3		1						
	Persons w/ Disabilities (PWD) - Diapers/0			1										
	Persons w/ Disabilities (PWD) - General	3	1	1		2	1	3						1
	. ,		'	'	2		'							
	Persons w/ Disabilities (PWD) - Hearing I				3	_	_	1						
	Persons w/ Disabilities (PWD) - Internal N				1	2	2	1						
	Persons w/ Disabilities (PWD) - Medical [			e Body		1								
	Persons w/ Disabilities (PWD) - Medically	3	2	1	1		2	4						1
	Persons w/ Disabilities (PWD) - Metal Imp	1		1		1		1						
	Persons w/ Disabilities (PWD) - Mobility D			1	2	2	2	1						1
	Persons w/ Disabilities (PWD) - Ostomy/0													
	Persons w/ Disabilities (PWD) - Prosthesi		and Casts					1						
	Persons w/ Disabilities (PWD) - Prostriesi Persons w/ Disabilities (PWD) - Respirato		and Casis		4		4							
				1	1		1							
	Persons w/ Disabilities (PWD) - Service A		1		1									
	Persons w/ Disabilities (PWD) - Touch Av		1	1										
	Persons w/ Disabilities (PWD) - Wheelcha	6	1	3		1	1	3						1
Prop	perty - Special Handling	25	12	18	16	11	16	20						11
	Property - Special Handling - Damaged Ite	16	6	9	8	6	9	11						6
	Property - Special Handling - Damaged It		1	1										
	Property - Special Handling - Missing Iten		3	5	4	2	3	4						2
	Property - Special Handling - Missing Item Property - Special Handling - Missing Item		2	3	4	3								
		3		3		3	4	5						2
	uest for Assistance				1									
	Request for Assistance - Other				1									
Scre	eening	23	29	25	30	25	27	42						20
	Screening - Children		1											
	Screening - Inconsistency	3		3	2	2	2	2						1
		J		4	10	2								3
		5												3
	Screening - Lengthy Lines	5	5											4.4
	Screening - Lengthy Lines Screening - Procedures/Process	15	22	17	15	20	20	37						14
	Screening - Lengthy Lines	15				20	20	37 1						14

		13	A Contact	Center Tra	veier Comp	namis Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	1		1	2	2	1					2	1	10
2024	1		1		1						2	1	6
Customer Service			1								2	1	4
Customer Service - TSO			1								2	1	4
Patdown	1												1
Patdown - Children	1												1
Screening					1								1
Screening - Inconsistency					1								1
2025				2	1	1							4
Customer Service				1		1							2
Customer Service - Others				1									1
Customer Service - TSO						1							1
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Screening				1									1
Screening - Lengthy Lines				1									1

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	205	212	266	240	193	241	252	99	98	100	157	123	2,186
2024	81	67	87	100	66	100	111	99	98	100	157	123	1,189
Additional Information Required/Insufficient Inf		•	•							1		•	1
Additional Information Required/Insufficien		- EMAIL ON	NLY							1			1
Airline	1	3		1	1		1	2	3	1	5	2	20
Airline - Baggage Requirements											1		1
Airline - Lost Baggage	1	1			1				1		2	2	8
Airline - Policy/Regulations/Service		2		1			1	2	2	1	2		11
Civil Rights	2	1	4	7	4	15	4	4	5	8	15	8	77
Civil Rights - Age						2		1		1		1	5
Civil Rights - Civil Rights Violation (TSA E	mployee)										1		1
Civil Rights - Constitutional Rights							1				1		2
Civil Rights - National Origin			2			1	1				2		6
Civil Rights - Not Specified								1		2	1	1	5
Civil Rights - Other						1	1	1	2	1	1		7
Civil Rights - Perceived Religion							1		1			2	4
Civil Rights - Profiling				1									1
Civil Rights - Race	1		1	6	3	8			1	3	5	3	31
Civil Rights - Screening of Religious Cultu			5		4					4	2		2
Civil Rights - Screening of Religious or Cu		its	4		1	0		4	4	1	0	4	2
Civil Rights - Sex	1	4	1			2		1	1		2	1	9
Civil Rights - Sexual Orientation		1				1							2
Claims Claims - General		1											1
CLEAR		- 1										1	<u> </u>
CLEAR - TSA PreCheck Application Prog	Iram											1	1
Customer Service	23	13	35	31	19	26	37	23	29	27	38	39	340
Customer Service - CSM	20	10	00	1	10	20	1	20	20	21	00	00	2
Customer Service - Others			2		1					1			4
Customer Service - TCC	1												1
Customer Service - TSO	22	13	33	30	18	26	36	23	29	26	38	39	333
DHS TRIP									1		2		3
DHS TRIP - General									1		2		3
Hazardous Materials Safety							1	1		1		3	6
Hazardous Materials Safety - General							1	1		1		3	6
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Locks					3	1		1	1	2	4		12
Locks - General								1			1		2
Locks - Missing or Damaged Lock					3	1			1	2	3		10
Lost and Found	2	3	6	3		4	2	1	6	6	6	5	44
Lost and Found - Airport/TSA	2	3	6	3		4	2	1	6	6	6	5	44
Mishandling of Passenger Property	7	10	9	19	10	9	12	13	10	12	20	8	139
Mishandling of Passenger Property - Dam		4	3	10	4	3	6	5	5	7	12	7	70
Mishandling of Passenger Property - Dam		6	5	9	4	4	4	7	5	5	7		59
Mishandling of Passenger Property - Dam				ıggage	1	1	1	1				1	5
Mishandling of Passenger Property - Disa			1		1	1	1				1		5
No Jurisdiction	7	2	1	2	3	4	3	4	3	4	4	9	46
No Jurisdiction - No Referral	1	1	1	0	2	2	1	4		2	1	4	11
No Jurisdiction - Refer to CBP	5			2	1	3	1	4		3	3	3	25
No Jurisdiction - Refer to Department of S	tale 1	1				1	1		2	1		2	9
No Jurisdiction - Refer to Other  Notice of Violation/Civil Penalties	1	- 1				1	ı	1		- 1			9
Notice of Violation/Civil Penalties - Gener	-al							1					1
Ombudsman	ai 	1						1					1
Ombudsman - General		1											1
Patdown	7	4	6	3	4	7	10	2	6	3	7	5	64
Patdown - Children	1		0			'	2		- 0	0	2		5
Patdown - Flyer	6	4	6	3	4	7	8	2	6	2	5	4	57
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	3	2	4	8	7	6	12	17	12	12	14	13	110
Persons w/ Disabilities (PWD) - Autism S	1			1			1	1			1	1	6
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	reast Cance	er					1				1	2
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental	Disability					1			1		2
Persons w/ Disabilities (PWD) - Diabetes			1				3		1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	ssings/Mask	(S								1		1
Persons w/ Disabilities (PWD) - General	1			1				1	1	1	2	1	8
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1			2					3
Persons w/ Disabilities (PWD) - Internal N	Medical Device	s					1	1					2
Persons w/ Disabilities (PWD) - Medical I					2	1							3
Persons w/ Disabilities (PWD) - Medically		edication a	nd Medic	2	1		2	3	5	2	1	2	18
Persons w/ Disabilities (PWD) - Metal Imp											1		1
Persons w/ Disabilities (PWD) - Mobility [		Wheelch	1	3		2	1	1	2	1	5	2	18
Persons w/ Disabilities (PWD) - Ostomy/0							1			2		1	4
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts						1		1			2
Persons w/ Disabilities (PWD) - Respirato								1		2			4
Persons w/ Disabilities (PWD) - Service A									1	1			2
Persons w/ Disabilities (PWD) - Touch Av		аитта)				1		2				1	4
Persons w/ Disabilities (PWD) - Visual Im		4		4								1	1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling		9	2	1 12	3	12	3	2	2	2	1	2	21
Property - Special Handling  Property - Special Handling - Damaged It	15	5	15 3	13	6	13	13	14	4	6	11 4	8	127 23
Property - Special Handling - Damaged It		5	1	2	2	2	6	4	1	2	2	1 1	23
Property - Special Handling - Damaged to		4	5	9	3	5	3	5	3	1	4	2	52
Property - Special Handling - Missing Item		4	6	1	3	4	4	2	3	3	1	4	28
sty special flating modify flot			U				7			3	- 1	7	20

		TSA C	ontact Ce	nter Travel	ler Compla	aints Repor	t						
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
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening	13	18	7	13	9	15	16	16	18	17	30	21	193
Screening - Children		1	1						1			1	4
Screening - Crew Member or Airline Empl	oyee									1			1
Screening - Inconsistency	1	2		1	1	1	1	2	1	1	1	3	15
Screening - International Screening									1				1
Screening - Lengthy Lines		1				3	2	1	5	2	6	1	21
Screening - Procedures/Process	12	13	5	10	6	10	9	13	8	13		16	136
Screening - Retrieving Abandoned/Confise		1	1	1	0	1	3	10	1	10	1	10	9
Screening - Neurity Breach	cated items	1	- '	1	1	- 1	3		1		1		4
Screening - Shoe Screening				1	1				- 1		1		1
-							1						1
Screening - Traveling with Cash	404	445	470	440	407	444							
2025	124	145	179	140	127	141	141						997
Additional Information Required/Insufficient Inf	1					1	1						3
Additional Information Required/Insufficier						1	1						3
Airline	4		3	2	1	1	3						14
Airline - Lost Baggage			1	1			1						3
Airline - Policy/Regulations/Service	4		2	1	1	1	2						11
Cargo						1							1
Cargo - Indirect Air Carrier (IAC)						1							1
Civil Rights	6	10	13	8	2	11	10						60
Civil Rights - Age	1	1	1			1							4
Civil Rights - Constitutional Rights		2											2
Civil Rights - National Origin	1	1	4			2							8
Civil Rights - Not Specified	1	1					1						3
Civil Rights - Other	1												1
Civil Rights - Perceived Religion	1	1	1	1		2							6
Civil Rights - Race		3	1	5	1	4	2						16
Civil Rights - Screening of Religious Cultu	ı ıral and Cere						1						1
Civil Rights - Screening of Religious or Cu							1						1
Civil Rights - Sex	1	1	6	2	1	2	5						18
Claims	'	'	0			1	J						1
Claims - Status						1							1
CLEAR		4	1										
		1											2
CLEAR - Registered Traveler		1	1				0.4						2
Customer Service	41	29	38	28	28	30	31						225
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	41	28	38	27	28	30	31						223
DHS TRIP			1	1	1	1	1						5
DHS TRIP - General			1	1	1		1						4
DHS TRIP - Status						1							1
Freedom of Information Act (FOIA)							1						1
Freedom of Information Act (FOIA) - Gene	eral						1						1
Hazardous Materials Safety	1	1	1	1	2	1							7
Hazardous Materials Safety - General	1	1	1	1	2	1							7
Human Capital				1									1
Human Capital - Current Employee				1									1
Locks	3	1					1						5
Locks - Missing or Damaged Lock	3	1					1						5
Lost and Found	6	10	12	10	6	4	9						57
Lost and Found - Airport/TSA	6	10	12	10	6	4	9						57
Mishandling of Passenger Property	10	6	8	17	5	15	6						67
Mishandling of Passenger Property - Dam		4	5	9	4	7	2						34
Mishandling of Passenger Property - Dam		2	3	7	1	6	4						27
Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam			3	1	1	Ö	4						
													1
Mishandling of Passenger Property - Disa				1		2							5
No Jurisdiction	1	6	11	8	4	8	11						49
No Jurisdiction - No Referral		1	5	3		5	3						17
No Jurisdiction - Refer to CBP		4	4	5	4	3	5						25
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other	1	1	1				3						6
Patdown	2	3	12	3	3	8	10						41
Patdown - Children						1							1
Patdown - Flyer	2	3	12	2	3	6	10						38
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	11	15	15	13	20	17	11						102
Persons w/ Disabilities (PWD) - Autism Sp	pectrum	1		1		2	1						5
Persons w/ Disabilities (PWD) - Cancer (c			1				•						1
Persons w/ Disabilities (PWD) - Cognitive		1				1							4
Persons w/ Disabilities (PWD) - Diabetes		1	1		2	2							7
Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - Diapers/0				1									1
Persons w/ Disabilities (PWD) - Diapers/G			3	1	3	1	1						13
. , ,		3	3	I	3								
Persons w/ Disabilities (PWD) - Hearing In		1		^		1	1						3
Persons w/ Disabilities (PWD) - Internal M		ues	1	2	2	2							7
Persons w/ Disabilities (PWD) - Medical D													2
Persons w/ Disabilities (PWD) - Medically		3	4	3	5	3	3						24
Persons w/ Disabilities (PWD) - Metal Imp		1	1		2	2							6
Persons w/ Disabilities (PWD) - Mobility D		2	1		2	1	3						11
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates						1						1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts		1	1								2
Persons w/ Disabilities (PWD) - Respirato		1											1
Persons w/ Disabilities (PWD) - Service A							1						1
Persons w/ Disabilities (PWD) - Service A		/trauma)	1	2			1						3
T GISOTIS W/ DISADIIILLES (FVVD) - TOUCH AV	craion (bain)	uauma)	I										3

		TS	A Contact (	Center Trav	eler Comp/	laints Rep	ort						
Categories	10-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) - Visual Im	pairment				2	1							3
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1	2	2	1	1							7
Property - Special Handling	14	24	19	22	18	12	17						126
Property - Special Handling - Damaged It	4	8	5	6	4	2	7						36
Property - Special Handling - Damaged It	2	1	1	6	4	1	2						17
Property - Special Handling - Missing Iten	4	6	10	6	6	6	3						41
Property - Special Handling - Missing Iten	4	9	3	4	4	3	5						32
Request for Assistance			1	1									2
Request for Assistance - Other			1	1									2
Screening	24	39	44	25	37	29	29						227
Screening - Children	1												1
Screening - Crew Member or Airline Emp	oyee		1	1									2
Screening - Gate Pass			1	1									2
Screening - Inconsistency	4	6	1	2	4	1	3						21
Screening - Lengthy Lines	6	4	3	4	2	7	3						29
Screening - Procedures/Process	12	28	36	17	31	20	23						167
Screening - Retrieving Abandoned/Confis	1	1				1							3
Screening - Security Breach			2										2
TWIC						1							1
TWIC - General						1							1

			A 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
LBB	10	5	2	4	1	2	4	1	1		1	2	3
2024	3	2	1	1	1	1	2	1	1		1	2	1
Advanced Imaging Technology (AIT)								1					
Advanced Imaging Technology (AIT) - Fly	er							1					
Civil Rights							1		1				
Civil Rights - Race									1				
Civil Rights - Sex							1						
Customer Service	2		1	1	1		1					1	
Customer Service - TSO	2		1	1	1		1					1	
Patdown		1											
Patdown - Flyer		1											
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Carry	-On									1		
Screening	1	1				1						1	
Screening - Crew Member or Airline Empl	1												
Screening - Inconsistency						1							
Screening - Procedures/Process		1											
Screening - Retrieving Abandoned/Confis	cated Items											1	
2025	7	3	1	3		1	2						1
Customer Service	4	1											
Customer Service - Others	1												
Customer Service - TSO	3	1											
Persons w/ Disabilities (PWD)	1		1	2									
Persons w/ Disabilities (PWD) - Internal N	ledical Devi	ices		2									
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	1										
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	1	1											
Property - Special Handling - Missing Iten	1	1											
Screening	1	1		1		1	2						
Screening - Procedures/Process	1	1		1		1	2						

			A Contact	ocinci iia	veier comp	namita itep	OIL						
Categories	10-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	1		1		1	1							4
2024			1		1	1							3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch Av	version (pair	n/trauma)			1								1
Screening			1			1							2
Screening - Procedures/Process			1			1							2
2025	1												1
Screening	1												1
Screening - Inconsistency	1												1

		15	A Contact	Center Tra	veier Com	naints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF	1	3		2							1	1	8
2024		2		2							1	1	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	1									1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	( 1									1
Screening		2									1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confis	cated Items	1											1
2025	1	1											2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dan	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
LBL			1			1							2
2025			1			1							2
Customer Service						1							1
Customer Service - TSO						1							1
Screening			1										1
Screening - Procedures/Process			1										1

		10	A Contact	Center ma	Aciel Coult	Jiaiiilo itepi	υιι						
Categories	10-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			2			4	1	1			1		9
2024						3	1	1			1		6
Customer Service						2	1	1			1		5
Customer Service - TSO						2	1	1			1		5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medica	ally Necessar	y Medicatio	n and Medic	cal Supplies	;	1							1
2025			2			1							3
Civil Rights			1										1
Civil Rights - Sexual Orientation			1										1
Customer Service			1			1							2
Customer Service - TSO			1			1							2

LCK	10-Oct 1 1	11-Nov 3	12-Dec 2	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1	3	2					oo may	00-0uii	U/-Jui	uo-Aug	ua-aeh	IOtai
0004	1			4	2		1		2	1		2	18
2024		3	1	3	1		1		2	1		2	15
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service			1	1					1				3
Customer Service - TSO			1	1					1				3
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damag	ged/Missin	ng ItemsC	arry-on Lug	1									1
Mishandling of Passenger Property - Disarra	ayed Items	sCarry-on	or Checked						1				1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - Medically N	Vecessary	Medication	and Medic	al Supplies			1						1
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Screening		1		1	1					1		1	5
Screening - Procedures/Process					1					1			2
Screening - Retrieving Abandoned/Confisca	ated Items	1		1								1	3
2025			1	1	1								3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damag	ged/Missin	g ItemsC	1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Iten	ns - Carry-	-On		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
LEB	2				2					2			6
2024	2				1					2			5
Customer Service	1												1
Customer Service - TSO	1 1 1 1												1
Screening	1 1 1				1					2			4
Screening - Inconsistency	1 1 1									2			3
Screening - Procedures/Process					1								1
2025					1								1
Screening		2 1 1 1 1											1
Screening - Procedures/Process					1								1

LEX 2024 Customer Service	1	3	4								
	1		4	. 7	6	8	5	1	5	2	42
Customer Service		1	1	1	5	5	4	1	5	2	26
					2	2	2		1		7
Customer Service - TSO					2	2	2		1		7
Mishandling of Passenger Property				1	1				3	1	6
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	arry-on Lu	ggage	1				2		3
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	hecked Ba	ξ 1					1	1	3
Patdown	1										
Patdown - Flyer	1										1
Persons w/ Disabilities (PWD)						1		1		1	
Persons w/ Disabilities (PWD) - Hearing	Impairment									1	
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	and Medic	cal Supplies		1					
Persons w/ Disabilities (PWD) - Ostomy	/Ostomates							1			
Screening		1	1		2	2	2		1		
Screening - International Screening					1						
Screening - Lengthy Lines					1						
Screening - Procedures/Process		1	1			2	1				
Screening - Security Breach							1		1		
2025		2	3	6	1	3	1				10
Civil Rights							1				1
Civil Rights - National Origin							1				
Customer Service			1	1		2					
Customer Service - TSO			1	1		2					
Persons w/ Disabilities (PWD)				1		1					
Persons w/ Disabilities (PWD) - Diabete	s			1							
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)					1					
Property - Special Handling				2							
Property - Special Handling - Damaged	items - Check	ced		2							2
Screening		2	2	2	1						
Screening - Inconsistency					1						
Screening - Lengthy Lines			1								
Screening - Procedures/Process		2	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
LFT	2	4	4	2	3	3	3	2	1	1			25
2024	1	3	1	1	2		2	2	1	1			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
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1		1			1	2	1				7
Customer Service - Others				1									1
Customer Service - TSO	1	1					1	2	1				6
Patdown					1								1
Patdown - Children					1								4
Screening					1					1			2
Screening - Inconsistency					1								1
Screening - Procedures/Process										1			1
2025	1	1	3	1	1	3	1						11
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					1	2							3
Customer Service - TSO					1	2							3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Carry-Or	n		1									1
Screening			3			1							4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			2			1							3

		TSA C	ontact Ce	enter Travel	ler Comp	laints Repoi	rt						
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
LGA	132	125	149	112	100	118	117	61	69	89	78	65	1,215
2024	63	65	65	54	48	57	50	61	69	89	78	65	764
Airline				1	1				1	1	1		5
Airline - Lost Baggage					1					1			2
Airline - Policy/Regulations/Service				1					1		1		3
Business, Suggestions, and Ideas							1						1
Business, Suggestions, and Ideas - Gene	ral						1						1
Civil Rights	2	3	2	3	3	3	2	4	2	4	7	3	38
Civil Rights - National Origin					3	<u>J</u>				1	1		2
Civil Rights - Not Specified								1	1	- 1	2		4
	4					1		1	1				
Civil Rights - Other	1					ı		-		4			2
Civil Rights - Perceived Religion	1							1		1			3
Civil Rights - Profiling						1							1
Civil Rights - Race	L	2		1	3	1	1	2	1		2	1	14
Civil Rights - Screening of Religious Cultu	ıral and Cer	1											1
Civil Rights - Sex			2	2			1			2	2	1	10
Civil Rights - Sexual Orientation												1	1
Claims		1											1
Claims - General		1											1
CLEAR							1	1					2
CLEAR - Registered Traveler								1					1
CLEAR - TSA PreCheck Application Prog	ıram						1						1
Customer Service	23	18	33	26	19	18	17	13	20	37	23	12	259
Customer Service - CSM	20	10	00	20	10	1		10	2	01	20	12	3
Customer Service - Others						1		1			1		3
						ı		ı			- 1		
Customer Service - TCC		40			1		47	10	40	0.7		10	1
Customer Service - TSO	23	18	33	26	18	16	17	12	18	37	22	12	252
DHS TRIP		1			1								2
DHS TRIP - General		1			1								2
Hazardous Materials Safety			1	1									2
Hazardous Materials Safety - General			1	1									2
Human Capital												2	2
Human Capital - Prospective Employmen	t with TSA											2	2
Locks	1			1		1	1		1		1	1	7
Locks - Missing or Damaged Lock	1			1		1	1		1		1	1	7
Lost and Found		4		1		1	ı	0		4			
	4	1						2	2	1	5	3	20
Lost and Found - Airport/TSA	4	1		1		1		2	2	1	5	3	20
Mishandling of Passenger Property	7	8	8	4	3	9	2	7	8	6	5	6	73
Mishandling of Passenger Property - Dan		5	4	2	3	7	1	5	6	2	4	3	47
Mishandling of Passenger Property - Dan	2	3	3	1		1	1	2	2	3	1	1	20
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUnsp	pecified I	1		1							2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	1							1		2	4
No Jurisdiction		1	1	1	1	1			2	2	3	1	13
No Jurisdiction - No Referral				1		1				2		1	5
No Jurisdiction - Refer to CBP			1								2		3
No Jurisdiction - Refer to Other		1			1				2		1		5
Patdown	2	2	2	1	1	4	1	1	2	2	1	3	22
Patdown - Children			1	- '-	- 1		- 1	- '		2	- '	- 3	1
				-	4	4		-			-		
Patdown - Flyer	2	2	1	1	1	4	1	1	2	2	1	3	21
Persons w/ Disabilities (PWD)	6	4	1	2	3	6	8	12	16	9	10	13	90
Persons w/ Disabilities (PWD) - Autism S		1			1			1			2	1	6
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental D	Disability		1					1			2
Persons w/ Disabilities (PWD) - Diabetes						2	3	2	4	2		1	14
Persons w/ Disabilities (PWD) - General										1	1	1	3
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1	1		1	3
Persons w/ Disabilities (PWD) - Internal M	Medical Device	es				1	1	5	3	1	3	2	16
Persons w/ Disabilities (PWD) - Medical I			Body		1	1		1					3
Persons w/ Disabilities (PWD) - Medically		1	,	1		1	1		2	2	2		12
Persons w/ Disabilities (PWD) - Metal Im		1		1			'						2
Persons w/ Disabilities (PWD) - Mobility I		1		1		1	2					2	8
Persons w/ Disabilities (PWD) - Nobinty I		ı				1			1			1	2
. , , ,			4						- 1			I	
Persons w/ Disabilities (PWD) - Prosthes		r Fautanius	1				1						3
Persons w/ Disabilities (PWD) - Respirato									1	1			2
Persons w/ Disabilities (PWD) - Touch Av		rauma)							1		1		2
Persons w/ Disabilities (PWD) - Visual Im												1	1
Persons w/ Disabilities (PWD) - Wheelch	1							2	3		1	3	10
Persons w/ Disabilities (PWD) - Wounded	d Warrior							1					1
Property - Special Handling	8	11	5	6	4	4	7	4	4	12	5	9	79
Property - Special Handling - Damaged It	2	5	1	3	2		1			2	1	2	19
Property - Special Handling - Damaged It		3			1				1	1			6
Property - Special Handling - Missing Iter		1	4	3	1	1	6	4	3	8	4	6	45
Property - Special Handling - Missing Iter		2	•			3				1		1	9
Screening	10	15	12	7	12	10	10	17	11	15	17	12	148
		10	14	ı	12	10	10	17	1.1	10	17	12	140
Screening - Crew Member or Airline Emp		4					a a						
Screening - Inconsistency	1	4	_		_	3	1	1		1		1	12
Screening - Lengthy Lines		1	8	3	6	3	4	3	4	3	6	2	43
Screening - Procedures/Process	8	9	4	4	5	4	5	11	7	11	7	7	82
Screening - Retrieving Abandoned/Confis	1	1						2			2	1	7
Screening - Security Breach					1						1		2
Screening - Traveling with Cash											1		1
2025	69	60	84	58	52	61	67						451
Airline	1	3	1	1		1	2						8
Airline - Lost Baggage				1									1
Airline - Lost Baggage  Airline - Policy/Regulations/Service		3	1	1		1	2						7
Civil Rights	2	7	4	3	5	4	1						26
		1	4		5		1						
Civil Rights - Age	L			1		1							2

Categories	10_Oot	11-Nov	A Contact C					O5-May	O6- lun	07. 11	08-4~	00-500	Total
	10-Oct	11-NOV		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Headwear			1										1
Civil Rights - National Origin	1												1
Civil Rights - Not Specified		2		1		1	1						5
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	3	2		5	2							13
Civil Rights - Screening of Religious Cult	ural and Cere	emonial Ite	1										1
Civil Rights - Sex		1		1									2
Claims	1												1
Claims - General	1												1
CLEAR		1				1							2
CLEAR - Registered Traveler		1				1							2
Customer Service	40		10	10	0		4.5						
	13	10	19	16	9	16	15						98
Customer Service - CSM						1							1
Customer Service - TSO	13	10	19	16	9	15	15						97
DHS TRIP	1												1
DHS TRIP - General	1												1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Human Capital	1												1
Human Capital - Prospective Employmer	1												1
Locks	2		2										4
Locks - General	1												1
Locks - Missing or Damaged Lock	1		2										3
Lost and Found	4	6	4	4	8	8	6						40
Lost and Found - Airport/TSA	4	6	4	4	8	8	6						40
Mishandling of Passenger Property	4	4	6	4	4	4	4						30
Mishandling of Passenger Property - Dan		4	5	3	3	2	2						21
Mishandling of Passenger Property - Dan			1	1		2	2						8
Mishandling of Passenger Property - Dan	naged/Missir	ıg ItemsUı	nspecified L	uggage	1								1
No Jurisdiction	2	1			3	4							10
No Jurisdiction - No Referral		1			2	4							7
No Jurisdiction - Refer to Other	2				1								3
Patdown	2	2	3	1	1		1						10
Patdown - Children				1			1						2
Patdown - Flyer	2	2	3		1								8
Persons w/ Disabilities (PWD)	15	7	16	6	2	9	15						70
Persons w/ Disabilities (PWD) - Autism S		- 1	10	0		3	10						1
	1												
Persons w/ Disabilities (PWD) - Cancer (	٧		I Disabilib.			4							1
Persons w/ Disabilities (PWD) - Cognitive		entai /ivienta				1	5						6
Persons w/ Disabilities (PWD) - Diabetes			3	1			3						12
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dr	essings/Ma	1										1
Persons w/ Disabilities (PWD) - General			1	1	1	1	1						5
Persons w/ Disabilities (PWD) - Internal I	6	3	1	3		3	1						17
Persons w/ Disabilities (PWD) - Medicall	y 1		1				1						3
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1				1						2
Persons w/ Disabilities (PWD) - Mobility		t Wheelch	4				1						5
Persons w/ Disabilities (PWD) - Ostomy/													1
Persons w/ Disabilities (PWD) - Prosthes		and Casts	1			3							4
Persons w/ Disabilities (PWD) - Respirat		1				- 0							1
													- 1
Persons w/ Disabilities (PWD) - Service		1			4		4						- 1
Persons w/ Disabilities (PWD) - Touch A		1			1		1						3
Persons w/ Disabilities (PWD) - Visual In				1									1
Persons w/ Disabilities (PWD) - Wheelch		1	2			1	1						6
Property - Special Handling	8	6	10	9	8	2	9						52
Property - Special Handling - Damaged I		2	5	1	2	1	3						16
Property - Special Handling - Damaged I	2	1				1	1						5
Property - Special Handling - Missing Iter	T 4	2	5	6	5		3						25
Property - Special Handling - Missing Iter		1		2	1		2						6
Screening	14	13	18	14	12	12	14						97
Screening - Children	1		1	1									2
Screening - Inconsistency		1	2		1	2							6
	3	2	1	2	3	1	1						13
Screening - Lengthy Lines					3								10
Screening - Procedures/Process		10	40	10	7	0	10						70
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	11	10	13 1	10 1	7	9	13						<b>7</b> 3

Categories	10-Oct	11-Nov		01-Jan	02-Feb	laints Repo	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB	6	12	11	12	11	22	18	3	6	11	4		119
2024	3	4	2	5	3	10	8	3	6	11	4		62
Airline	3	-		3	3	10	0	3	1	- ''	*		1
Airline - Wheelchair Assistance									1				1
		4							1				
Civil Rights National Origin		1							ı				2
Civil Rights - National Origin		1							4				1
Civil Rights - Perceived Religion			0			0		0	1	0	0		1
Customer Service	2	1	2	1		3	4	2	2	2	2		21
Customer Service - TCC	_					1							1
Customer Service - TSO	2	1	2	1		2	4	2	2	2	2		20
HAZMAT Endorsement						1							1
HAZMAT Endorsement - General						1							1
Lost and Found				1				1	1				3
Lost and Found - Airport/TSA				1				1	1				3
Mishandling of Passenger Property				1			1			2			4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCar	ry-on Lugg	age			1			1			2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChe	ecked Baç	1						1			2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)	1			1	1	4	1			3	1	2	14
Persons w/ Disabilities (PWD) - Autism S					'		'			2	'		2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes		intai / Wichtai	Disability								1	'	2
Persons w/ Disabilities (PWD) - Medically		Modication	nd Modio	1	1	2	1				'		5
• • • • • • • • • • • • • • • • • • • •		vieulcation a	illa ivieulo	1	- 1		1			- 1			1
Persons w/ Disabilities (PWD) - Metal Imp			0	· ·		4				1			
Persons w/ Disabilities (PWD) - Mobility [			r or Scoote	r)		1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1						1	2
Property - Special Handling		_		1	1	1	1		1		1	1	7
Property - Special Handling - Damaged Ite				1	1						1		3
Property - Special Handling - Damaged Ite						1	1						2
Property - Special Handling - Missing Item	ns - Carry-Or	1							1			1	2
Screening		2			1	1				3			7
Screening - Inconsistency		1											1
Screening - Procedures/Process		1			1	1				3			6
TWIC							1						1
TWIC - Status							1						1
2025	3	8	9	7	8	12	10						57
Airline			1				1						2
Airline - Policy/Regulations/Service			1				1						2
Civil Rights		1	2										3
Civil Rights - Race			2										2
Civil Rights - Sex		1											1
Customer Service	1		1	2	3	5	7						19
Customer Service - TSO	1		1	2	3	5	7						19
Human Capital	· '		'		3	1	- 1						1
· · · · · · · · · · · · · · · · · · ·	t with TCA					1							
Human Capital - Prospective Employment	WILLISA					- 1							1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		1	1									3
Mishandling of Passenger Property - Dam	1		1	1									3
Patdown			1	2		3	1						7
Patdown - Flyer			1	2		3	1						7
Persons w/ Disabilities (PWD)	1	6	2		2								11
Persons w/ Disabilities (PWD) - Autism S	pectrum	2											2
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically		2	1		1								4
Persons w/ Disabilities (PWD) - Metal Imp		_			1								1
Persons w/ Disabilities (PWD) - Mobility D	0 /	1			'								1
Property - Special Handling		1		1	3	1							6
Property - Special Handling - Damaged Ite	ome - Corre			1	1	1							
													1
Property - Special Handling - Missing Item	is - Carry-C	1		1	2	1							5
Screening			1			2	1						4
Screening - Procedures/Process			1			2	1						4

			Contact Co										
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIH	17	19	11	7	16	12		4		11		7	159
2024	6	12	6	4	6	6	8	4	13	11	24	7	107
Civil Rights		1							1	1	1		4
Civil Rights - Age											1		1
Civil Rights - Sex		1							1	1			3
Customer Service	1	3	4	2	2	4	1	3	6	3	4	3	36
Customer Service - TSO	1	3	4	2	2	4	1	3	6	3	4	3	36
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Lost and Found									1			1	2
Lost and Found - Airport/TSA									1			1	2
Mishandling of Passenger Property				1			1		1	1	1	1	6
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	rry-on Lug	1						1		1	3
Mishandling of Passenger Property - Dam				age			1		1		1		3
No Jurisdiction	1			, 5									1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)	· ·	2	1		1	1				2	6	1	14
Persons w/ Disabilities (PWD) - Diabetes			· ·							1			1
Persons w/ Disabilities (PWD) - Hearing I		1								- '	1		2
Persons w/ Disabilities (PWD) - Medical I			Rody								1		
Persons w/ Disabilities (PWD) - Metal Im		1	1								2		4
Persons w/ Disabilities (PWD) - Metal IIII		I M/baalabai		r-\		1					1	1	3
Persons w/ Disabilities (PWD) - Mobility I			i oi scoole	1)		- 1						- 1	
. ,					4					1	1		2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	-			1					0			1
Property - Special Handling		1								2			5
Property - Special Handling - Damaged It		1									2		3
Property - Special Handling - Missing Iter	ns - Carry-On									2			2
Screening	4	5	1	1	3	1	6	1	4	2			38
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - Inconsistency			1								1		2
Screening - Lengthy Lines	1	3		1	2	1			3		4		16
Screening - Procedures/Process	3	2			1		3	1	1	2	4		17
Screening - Retrieving Abandoned/Confis	cated Items						2						2
2025	11	7	5	3	10	6	10						52
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		1		2								4
Civil Rights - Age	1				2								3
Civil Rights - Sex			1										1
Customer Service	5				1	4	3						13
Customer Service - TSO	5				1	4	3						13
Mishandling of Passenger Property					1	1							3
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	rrv-on Luga	age			1						1
Mishandling of Passenger Property - Dam					1	1							2
No Jurisdiction	lagoa/Miconig	nomo om	contou bugg	1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)	2			1	3	1	2						ç
Persons w/ Disabilities (PWD) - Breast C				1	1	- 1							
Persons w/ Disabilities (PWD) - Breast C		tal /Mantal	Dischility		ļ	1							1
			Disability		1	- 1							-
Persons w/ Disabilities (PWD) - Internal M					- 1								
Persons w/ Disabilities (PWD) - Medically		edication a	and Medic	1									1
Persons w/ Disabilities (PWD) - Metal Im	. ,			`	1								
Persons w/ Disabilities (PWD) - Mobility [		vvheelchai	r or Scoote	r)			2						2
Persons w/ Disabilities (PWD) - Wheelch	2												2
Property - Special Handling	L	1											1
Property - Special Handling - Damaged It	ems - Carry	1											1
Screening	3	6	4		3		4						20
Screening - Lengthy Lines	1	4	3				1						9
Screening - Procedures/Process	2	2	1		3		3						11

			Contact Ce										
Categories	10-Oct				02-Feb	03-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	16	18	16	9	12	14	17	15	13	15	8	7	160
2024	2	4	5	2	6	3	6	15	13	15	8	7	86
Civil Rights	1							1	1				3
Civil Rights - Headwear								1	4				1
Civil Rights - Not Specified									1				1
Civil Rights - Sex	1								_				1
Customer Service		2	1	1	2		2	4	7	3	1	1	24
Customer Service - TSO		2	1	1	2		2	4	7	3	1	1	24
Lost and Found  Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property										1		1	1
Mishandling of Passenger Property - Dam	agged/Missis	a Itama Car	n, on Luggo	~~	2								3
					1							1	2
Mishandling of Passenger Property - Dam No Jurisdiction	laged/iviissiri	g itemsche	eckeu bagga	age	1		1						1
No Jurisdiction - No Referral							1						
Patdown			1			1	1	2	1	2			7
Patdown - Flyer			1			1		2	1	2			7
Persons w/ Disabilities (PWD)		1	1			1		2	2	4	2	1	14
. ,	nootrum	ı	1			ı				1		I	
Persons w/ Disabilities (PWD) - Autism S									4	- 1	4	4	1
Persons w/ Disabilities (PWD) - Diabetes									1	4	1	1	3
Persons w/ Disabilities (PWD) - General	A District									1			1
Persons w/ Disabilities (PWD) - Internal M			and March 19	O!!				1					1
Persons w/ Disabilities (PWD) - Medically				Supplies		4		4			1		
Persons w/ Disabilities (PWD) - Mobility [			1			1		1					3
Persons w/ Disabilities (PWD) - Touch Av		1											1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1	2			3
Property - Special Handling		1	2	1					1			1	5
Property - Special Handling - Damaged It			1										1
Property - Special Handling - Missing Iter	ns - Checked		1	1					1			1	4
Screening	1	1			2	1	3	6	1	5	5	3	28
Screening - Crew Member or Airline Emp	loyee									2			2
Screening - Inconsistency					1	1						1	3
Screening - Lengthy Lines								2		1	1	1	5
Screening - Procedures/Process	1	1			1		3	4	1	2	4		17
Screening - Retrieving Abandoned/Confis	cated Items											1	1
2025	14	14	11	7	6	11	11						74
Additional Information Required/Insufficient In	formation				1								1
Additional Information Required/Insufficie	nt Information	n - EMAIL O	NLY		1								1
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1			1	1								3
Civil Rights - Age	1												1
Civil Rights - Not Specified				1									1
Civil Rights - Race					1								1
Customer Service	2	3	1	2	1	4	1						14
Customer Service - Others	1												1
Customer Service - TSO	1	3	1	2	1	4	1						13
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											
Lost and Found	1	- '	1				1						3
Lost and Found - Airport/TSA	1		1				1						3
			ı				ı						
Mishandling of Passenger Property  Mishandling of Passenger Property - Dan	1 1												1
No Jurisdiction	1				1								
													1
No Jurisdiction - No Referral					1								1
Patdown	1												1
Patdown - Flyer	1						-						1
Persons w/ Disabilities (PWD)	3	3	2	1		3	3						15
Persons w/ Disabilities (PWD) - Cancer (	1 '	Breast Canc	er			1							1
Persons w/ Disabilities (PWD) - General	2						1						3
Persons w/ Disabilities (PWD) - Internal M		1											1
Persons w/ Disabilities (PWD) - Medically		2	1	1			1						6
Persons w/ Disabilities (PWD) - Metal Im			1										1
Persons w/ Disabilities (PWD) - Mobility I			r or Scooter)	)		1	1						2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts				1							1
Property - Special Handling		1	1			1	1						4
Property - Special Handling - Damaged It	ems - Carry-	On				1							1
Property - Special Handling - Damaged It			1										1
Property - Special Handling - Missing Iter		1					1						2
Screening	5	5	6	2	2	3	5						28
Screening - Crew Member or Airline Emp			-			-	1						1
Screening - Inconsistency	1		1				1						3
Screening - Lengthy Lines	2	1	1										4
Screening - Procedures/Process	2	4	4	1	2	2	3						18
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis		-	7	1		1	J						2
Corcerning - Nemeving Abandoned/Comis	oatou ItCIIIS			- 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
LNK	2	3	1				. 3	1	1		1		12
2024	1	3	1				2	1	1		1		10
Civil Rights		1											-
Civil Rights - Race		1											
Customer Service	1	1											
Customer Service - TSO	1	1											
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage				1					
Patdown		1	1								1		
Patdown - Flyer		1	1								1		
Persons w/ Disabilities (PWD)							1		1				
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	5		1						
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts							1				
Screening							1						
Screening - Inconsistency							1						
2025	1						1						
HAZMAT Endorsement							1						
HAZMAT Endorsement - General							1						
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												

			- Comuco	oonico. ma		name nop	0						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS		1	1								1		3
2024											1		1
Civil Rights											1		1
Civil Rights - Age											1		1
2025		1	1										2
Property - Special Handling			1										1
Property - Special Handling - Missing Ite	ms - Checke	ed	1										1
Screening		1											1
Screening - Procedures/Process		1											1

		10	A Contact	Seniter IIa	Aciel Collib	iaiiita itep	OIL						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	2		1	1	1		2					1	8
2024				1								1	2
Screening				1								1	2
Screening - Procedures/Process				1								1	2
2025	2		1		1		2						6
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	1										1
Screening					1		1						2
Screening - Procedures/Process					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	3
								1			1	2
								1			1	2
oyee											1	1
								1				1
						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	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 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	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	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

		13	A Contact	Center ira	iveiei Coilip	ланнь кер	OΓL						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	2		1		1		1				1		6
2024	1		1		1		1				1		5
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling							1						1
Property - Special Handling - Damaged Ite	ems - Check	ed					1						1
Screening			1										1
Screening - Inconsistency			1										1
2025	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

		13	A Contact	Seniter ma	veier comp	iaiiiis nep	UIL						
Categories	10-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	1		1	1	1					1	1		6
2024	1									1	1		3
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Patdown										1			1
Patdown - Flyer										1			1
2025			1	1	1								3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	1										1
Screening					1								1
Screening - Lengthy Lines					1								1

Categories	10-Oct 1	I-Nov	12-Dec	01-Jan	eler Comp			OF Mov	06 1	07 1	00 4	00 Cor	Total
					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	3	5	7	5	9	6	3		2	4	2	3	5
2024 Airline			3	4	3	3		3	2	4	2	3	2
				1									
Airline - Policy/Regulations/Service Customer Service				1	1			4			4		
Customer Service - TSO				1	1			1			1		
Mishandling of Passenger Property				1	I			1	1		I		
Mishandling of Passenger Property - Da			1					1 1	1				
	amaged/iviissing ii	emsC	1					1					
Patdown Patdown - Flyer				1					1	1			
				1					1				
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)			1	1	2					1			
Persons w/ Disabilities (PWD) - Diabete			D 1							1			
Persons w/ Disabilities (PWD) - Medica		ed to the	e Body		1								
Persons w/ Disabilities (PWD) - Metal II				1									
Persons w/ Disabilities (PWD) - Mobility			ir or Scoote	er)	1								
Persons w/ Disabilities (PWD) - Wheeld	chair/ Scooter/ Se	gway	1										
Property - Special Handling			1			1		1				1	
Property - Special Handling - Damaged						1		1					
Property - Special Handling - Damaged												1	
Property - Special Handling - Missing It	ems - Carry-On		1										
Screening						2				2	1	2	
Screening - Inconsistency										1			
Screening - Lengthy Lines						2					1	2	
Screening - Procedures/Process										1			
2025	3	5	4	1	6	3	3						- 2
Civil Rights						1							
Civil Rights - Race						1							
Customer Service			2										
Customer Service - TSO			2										
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Da	amaged/Missing It	emsCh	necked Bag	gage			1						
Persons w/ Disabilities (PWD)			1		1	1							
Persons w/ Disabilities (PWD) - Cogniti	ve /Developmenta	al /Ment	1										
Persons w/ Disabilities (PWD) - Internal					1								
Persons w/ Disabilities (PWD) - Touch						1							
Property - Special Handling			1		2								
Property - Special Handling - Damaged	Items - Checked				1								
Property - Special Handling - Missing It	ems - Carry-On				1								
Property - Special Handling - Missing It			1										
Screening	3	5		1	3	1	2						
Screening - Inconsistency		1		'									
Screening - Lengthy Lines	1	1		1	1		2						
Screening - Procedures/Process	1	3		'	2	1							

		10	A Contact	Center Tra	veier Comp	наниз кер	ort						
Categories	10-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	3	4	1	1	1	1				1			12
2024	1				1					1			3
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												4
Screening										1			4
Screening - Inconsistency										1			4
2025	2	4	1	1		1							9
Civil Rights	1			1									2
Civil Rights - Race				1									1
Civil Rights - Sex	1												1
Screening	1	4	1			1							7
Screening - Inconsistency			1										1
Screening - Lengthy Lines	1	2											3
Screening - Procedures/Process		2				1							3

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

Categories	10.004		ontact Cent 2-Dec 01					OE Marr	06 1	07 11	00 A	00 86	Total
<u> </u>					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	19	22	25	18	16	28	26	24	13	11			225
2024	formation 6	8	11	9	9	17	11	24	13	11	7	16	142
Additional Information Required/Insufficient In Additional Information Required/Insufficie		EMAIL ON	I V						1 1				1
Additional miormation Required/insumcle		- EIVIAIL OIVI	1		1				- 1				2
Airline - Policy/Regulations/Service			1		1								2
Civil Rights			1	1		1	1	1	1	1			7
Civil Rights - National Origin			'	'		1	1			1			1
Civil Rights - Race				1									1
Civil Rights - Sex			1			1	1		1				4
Civil Rights - Sexual Orientation								1					1
Customer Service	2	2	1	2	3	6	4	5	1	2	2	2	32
Customer Service - TSO	2	2	1	2	3	6	4	5	1	2			32
Locks					1					2			3
Locks - General										1			1
Locks - Missing or Damaged Lock					1					1			2
Lost and Found				1			1	2				1	5
Lost and Found - Airport/TSA				1			1	2				1	5
Mishandling of Passenger Property		1		1	1	3	3	2	1	1	1	2	16
Mishandling of Passenger Property - Dan		1				1	1	2	1	1			7
Mishandling of Passenger Property - Dan				1		1	1				1	2	6
Mishandling of Passenger Property - Dan				gage	1		1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked			1							1
No Jurisdiction	1		1					2					4
No Jurisdiction - No Referral	1		1					2					4
Notice of Violation/Civil Penalties	I		1				1						2
Notice of Violation/Civil Penalties - Gener	al		1				1						2
Patdown Children					1			2	1	1		2	7
Patdown - Children Patdown - Flyer					1			2	1	1		2	1 6
Persons w/ Disabilities (PWD)			1		1	1		4	2	1		3	14
Persons w/ Disabilities (PWD) - Autism S	nootrum		ı		1	I		1		I	1	3	14
Persons w/ Disabilities (PWD) - Autism 3	1				1			1				2	3
Persons w/ Disabilities (PWD) - General			1			1		1					3
Persons w/ Disabilities (PWD) - Metal Im	l nlants (ioint)		'									1	1
Persons w/ Disabilities (PWD) - Mobility I		Wheelchair o	or Scooter)					1	1	1			3
Persons w/ Disabilities (PWD) - Touch Av			,					1	1				2
Persons w/ Disabilities (PWD) - Visual Im	- "	,									1		1
Property - Special Handling		2	1	3				1	1	2		1	11
Property - Special Handling - Damaged It	ems - Carry-O	n		1									1
Property - Special Handling - Damaged It	ems - Checl	1											1
Property - Special Handling - Missing Iter	ns - Carry-On		1	1					1	1		1	5
Property - Special Handling - Missing Iter	ns - Checke	1		1				1		1			4
Screening	3	3	4	1	1	6	1	5	5	1	3	5	38
Screening - Inconsistency						1			1	1		2	5
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process	3	2	4			3	1	5	3		2	3	26
Screening - Retrieving Abandoned/Confis	cated Items	1				2							3
Screening - Security Breach									1				1
Screening - Shoe Screening				1									1
2025	13	14	14	9	7	11	15						83
Civil Rights	1						1						2
Civil Rights - Sex Customer Service	1 1	4	1	2	1	3	1 5						17
Customer Service - TCC	'	4	1		- 1	3	1						17
Customer Service - TSO	1	4	1	2	1	3	4						16
DHS TRIP	· ·		'			1	7						10
DHS TRIP - General						1							1
Hazardous Materials Safety			1			'							<u>_</u>
Hazardous Materials Safety - General			1										<u>.</u>
Locks	1												<u>_</u>
Locks - Missing or Damaged Lock	1												1
Lost and Found			1	1	1								3
Lost and Found - Airport/TSA			1	1	1								3
Mishandling of Passenger Property		1	1	1		2							5
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1	1									2
Mishandling of Passenger Property - Dan	naged/Missii	1				1							2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked			1							1
No Jurisdiction				2	1	1							4
No Jurisdiction - No Referral				2	1								3
No Jurisdiction - Refer to CBP						1							1
Patdown	1	4	2			1							8
Patdown - Flyer	1	4	2			1							8
Persons w/ Disabilities (PWD)	3	1	2		2	1	1						10
Persons w/ Disabilities (PWD) - Breast C			4			1							1
Persons w/ Disabilities (PWD) - Diabetes			1		1								3
Persons w/ Disabilities (PWD) - General	1		4										1
Persons w/ Disabilities (PWD) - Medical			1 -! M!:! C:				4						1
Persons w/ Disabilities (PWD) - Medically		ledication and	u iviedicai Si	upplies			1						1
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I			or Scootor)		1								<u>1</u> 1
Persons w/ Disabilities (PWD) - Mobility in Persons w/ Disabilities (PWD) - Wheelch		**HEEIGHAIL (	or occorder)		- 1								1 1
Property - Special Handling	3		1	1			2						7
Property - Special Handling - Damaged It			1	- 1									1
Property - Special Handling - Damaged It	ems - Checker	d		1			2						3
Property - Special Handling - Missing Iter		-	1	1									2
p stag - p stag - i landing i i i looning ito	· '												

Categories	40.0-4	44 М	40 D	04 1	00 E-1	00 14	04 4	05.14	00 1	07 11	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
Property - Special Handling - Missing Iten	1												1
Screening	3	4	5	2	2	2	6						24
Screening - Crew Member or Airline Empl	1						1						2
Screening - Inconsistency	1					1	1						3
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process		4	4	1	2	1	4						16
Screening - Retrieving Abandoned/Confisc	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
MCK	1				1								2
2024	1				1								2
Civil Rights					1								1
Civil Rights - Race					1								1
Screening	1												1
Screening - Procedures/Process	1												1

			- Contact	Octiles 114	veier comp	nannta ntep	0. 0						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	1	1				1			1	1			5
2024		1				1			1	1			4
Customer Service		1							1				2
Customer Service - Others									1				1
Customer Service - TSO		1											1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	hecked Ba	ggage		1							1
Screening										1			1
Screening - Lengthy Lines										1			1
2025	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

Catamania	10.0		Contact Cen										
Categories	10-Oct			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	222	253	351	333	258	319	310	135	124	135	129	109	2,678
2024	103	96	111	112	108	122	122	135	124	135	129	109	1,406
Additional Information Required/Insufficient Inf	ormation			1								1	2
Additional Information Required/Insufficier	t Information	n - EMAIL ON	NLY	1								1	2
Airline	1	2		3	2	1	1	2	5	3		3	23
Airline - Baggage Requirements							1		1				2
Airline - Lost Baggage				1						1			2
Airline - Policy/Regulations/Service	1	2		2	2	1		2	4	2		3	19
Business, Suggestions, and Ideas									1				1
Business, Suggestions, and Ideas - Gener	al								1				1
Cargo										1			1
Cargo - Known Shipper										1			1
Civil Rights	5	4	7	2	6	5	1	6	3	10	8	5	62
Civil Rights - Age			,		0	J	- '	0	J	10	1		2
Civil Rights - Constitutional Rights		1		1	1					1	2		6
Civil Rights - National Origin		ı		- 1	1	1				2		1	
		4				1		4			- 1	1	5
Civil Rights - Not Specified		1	2		1			1			1		7
Civil Rights - Other	1	1	1					1			1	1	6
Civil Rights - Perceived Religion										1			1
Civil Rights - Race	2	1	3			2		3	3	4	3	1	22
Civil Rights - Screening of Religious or Cu	1			1	1					1			4
Civil Rights - Sex	1		1		2	2		1				1	8
Civil Rights - Sexual Orientation							1						1
Claims								1	1		2	2	6
Claims - General								1	1		1	1	4
Claims - Status											1	1	2
CLEAR						1			1				2
CLEAR - Registered Traveler						1							1
CLEAR - TSA PreCheck Application Progr	am								1				1
Customer Service	30	29	38	53	42	46	38	36	36	44	33	35	460
Customer Service - CSM				1	72	2				-1-7		1	4
Customer Service - Others			1	1		1							3
Customer Service - TCC				'	1		2	1					4
Customer Service - TSO	30	29	37	51	41	43	36	35	36	44	33	34	449
DHS TRIP	30	29	31	31	41	43			30				
							1	1		2	2		7
DHS TRIP - General							1	1		2	2	1	7
Hazardous Materials Safety		1						1		1	1		4
Hazardous Materials Safety - General		1						1		1	1		4
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	2	2	1	1	2	1	2	3		1	1		16
Locks - General			1					1					2
Locks - Missing or Damaged Lock	2	2		1	2	1	2	2		1	1		14
Lost and Found		1	3	4	4	1	2	1	6	2	2	4	30
Lost and Found - Airport/TSA		1	3	4	4	1	2	1	6	2	2	4	30
Mishandling of Passenger Property	10	8	10	10	15	12	9	16	17	12	13	9	141
Mishandling of Passenger Property - Dam	4	3	5	3	10	7	3	8	9	4	8	5	69
Mishandling of Passenger Property - Dam	3	5	4	7	4	4	5	8	7	5	4	4	60
Mishandling of Passenger Property - Dam			pecified Lugo	gage	1		1		1	2	1		6
Mishandling of Passenger Property - Disa		,	1	33-		1				1			6
No Jurisdiction	1	2	1	1	1	1	2	3	3	6	2	4	27
No Jurisdiction - No Referral	- '		1	- 1			1	1	1	2	1	1	8
No Jurisdiction - Refer to CBP		2	'				- '	1	1	4	1	1	9
								ı	- 1	4		1	
No Jurisdiction - Refer to FAA													1
No Jurisdiction - Refer to Other	1			1	1	1	1	1	1		1	1	9
Patdown	3	5	3	3	4	5	7	10	4	6	2		52
Patdown - Children		1		_			_		1		1		3
Patdown - Flyer	2	4	1	3	3	5	6	9	1	6	1		41
Patdown - Flyer as Observer	1		2		1			1	1				6
Patdown - General							1		1				2
Persons w/ Disabilities (PWD)	10	5	6	7	15	10	14	29	15	18	22		167
Persons w/ Disabilities (PWD) - Autism S	1		1		2		3	2	2	3	3		18
Persons w/ Disabilities (PWD) - Breast Ca	incer											1	1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not I	Breast Cai	1	1	1					1			4
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Mental I	Disability					2	1	2	3		8
Persons w/ Disabilities (PWD) - Diabetes	1			3			3	2	1	3	1	2	16
Persons w/ Disabilities (PWD) - Diapers/G	Sarments/Dre	essings/Mask	S		1								1
Persons w/ Disabilities (PWD) - General		1					1	2		1	1		6
Persons w/ Disabilities (PWD) - Hearing II	mpairment						1			1		1	3
Persons w/ Disabilities (PWD) - Internal N											1		2
Persons w/ Disabilities (PWD) - Medical D		ached to the F	Body			1	1	1	1		'		4
Persons w/ Disabilities (PWD) - Medically		1	,	2	4	3	1	6	5	1	6	4	36
Persons w/ Disabilities (PWD) - Metal Imp		- 1		1	4	3	1	U	3	- 1	0	1	2
	,	t M/baalabair	or Constant	- 1	2	2	1	6	1	4	1		
Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi			or accorder)		3	2	1	6	4	1	4		21
						- 1							
Persons w/ Disabilities (PWD) - Respirato		r ⊑quipm(	1				2	1				1	5
Persons w/ Disabilities (PWD) - Service A			1					1			1		3
Persons w/ Disabilities (PWD) - Touch Av		trauma)	1		1			1		1	1		5
Persons w/ Disabilities (PWD) - Visual Im					1					1		1	3
Persons w/ Disabilities (PWD) - Wheelcha		2	1		2	2	1	4	1	3	1	4	25
Persons w/ Disabilities (PWD) - Wounded	Warrior	1				1		1					3
Property - Special Handling	11	13	16	12	5	11	11	7	7	8	14		127
Property - Special Handling - Damaged Ite	4	5	2	2	1	4	2	3	2	3	7	7	42
Property - Special Handling - Damaged Ite	1	2					2		1	3		2	11

			ct Center Tra			ort						
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
Property - Special Handling - Missing Item	3	4	9 8	3 3	5	2		1	1	5	1	42
Property - Special Handling - Missing Item	3	2	5 2	2 1	2	5	4	3	1	2	2	32
Request for Assistance			1 .			2			1	2		8
Request for Assistance - Other			1 '	1 1		2			1	2		8
Screening	29	24	25 14			32	19	25	20		17	268
Screening - Children	20	1	20 1-	1		02	10	20	20	27	- 17	3
Screening - Crew Member or Airline Empl	01/00	1	1	'	1						1	3
Screening - Inconsistency	,	4		4 4		4	4	4	4		2	
	3	1		1 1		4	1	1	4			26
Screening - Lengthy Lines	11			5 5			4	6	9		1	87
Screening - Procedures/Process	15	13	11 7	7 3	15		14	18	7		12	144
Screening - Retrieving Abandoned/Confis	cated Items			1		1				1		3
Screening - Security Breach						1					1	2
2025	119	157 2	40 22	1 150	197	188						1,272
Additional Information Required/Insufficient Inf	ormation		2	2								2
Additional Information Required/Insufficier	nt Informatio	n - EMAIL ONLY	2	2								2
Airline	1	1	1 8	3	3	3						17
Airline - Baggage Requirements				1								1
Airline - Lost Baggage					1	1						2
Airline - Policy/Regulations/Service	1		1 7	7	2	1						12
Airline - Wheelchair Assistance	-	1				1						2
Civil Rights	6		18	7 9	7							66
Civil Rights - Age	1	1		1	,	1						4
Civil Rights - Age  Civil Rights - Constitutional Rights		Į.	1	1	1	'						2
	4	0				4						
Civil Rights - National Origin	1	2	1	4	4	1						9
Civil Rights - Not Specified				1 2	1	2						6
Civil Rights - Other			2									2
Civil Rights - Perceived Religion			1									1
Civil Rights - Race	2	2		2 2		7						23
Civil Rights - Screening of Religious or Cu	Itural Garme	ents	1 1	1								2
Civil Rights - Sex	2	2	4 2	2 4	. 1	1						16
Civil Rights - Sexual Orientation				1								1
Claims		1										1
Claims - Status		1										1
CLEAR	1		2	2	1							6
CLEAR - Registered Traveler	1		1	1								4
CLEAR - TSA PreCheck Application Prog			1	1								2
Customer Service	29	40	57 44			36						297
Customer Service - Others	29				1	30						
		3	4	2								6
Customer Service - TCC		1			1							2
Customer Service - TSO	29	36	57 42	2 43		36						289
DHS TRIP			2		1							3
DHS TRIP - General			2		1							3
Hazardous Materials Safety	2			3 1		1						10
Hazardous Materials Safety - General	2		2 3	3 1		1						10
Human Capital					1							1
Human Capital - Prospective Employment	with TSA				1							1
Locks	2			2 2								14
Locks - Missing or Damaged Lock	2			2 2								14
Lost and Found		3	8	7 2								33
Lost and Found - Airport/TSA		3	8	7 2	5	8						33
Mishandling of Passenger Property	11	13	19 11	1 12	16	11						93
Mishandling of Passenger Property - Dam	9	5	9 10	7	8	6						54
Mishandling of Passenger Property - Dam	2	6	8	1 4	8	3						32
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	1	1								2
Mishandling of Passenger Property - Disa	rraved Item	2	1			2						5
No Jurisdiction	1	2	3 6	3 5	4							25
No Jurisdiction - No Referral	1	1		1 2								11
No Jurisdiction - Refer to CBP		1		4 3								12
No Jurisdiction - Refer to Department of S	tate			1								1
No Jurisdiction - Refer to Other	tato				1							1
Patdown	3	1	3 3	3 4		1						19
Patdown - Children	3	I	3		4	1						
	-	4			4							2
Patdown - Flyer	3	1		2 4	4							16
Patdown - General			1									1
Persons w/ Disabilities (PWD)	18		33 32									205
Persons w/ Disabilities (PWD) - Autism S		3	3 (	3 2	2							23
Persons w/ Disabilities (PWD) - Breast Ca						1						1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Cancer		1		2						3
Persons w/ Disabilities (PWD) - Cognitive	2	1	5 3	3 1	2	2						16
Persons w/ Disabilities (PWD) - Diabetes		3		1								4
Persons w/ Disabilities (PWD) - General	1	3	2 2	2 1	3	5						17
Persons w/ Disabilities (PWD) - Hearing I	1			1								2
Persons w/ Disabilities (PWD) - Internal M			1		2	1						5
Persons w/ Disabilities (PWD) - Medical D		ached to the Body		1 4								7
Persons w/ Disabilities (PWD) - Medically				9 4								54
Persons w/ Disabilities (PWD) - Metal Imp		3		1 4		2						10
Persons w/ Disabilities (PWD) - Metal IIII	,	2		3 3								20
		۷	0	, 3	5							
Persons w/ Disabilities (PWD) - Ostomy/Q		and Costs		· ·		1						2
Persons w/ Disabilities (PWD) - Prosthesi				3 1								4
Persons w/ Disabilities (PWD) - Respirato	•				3							5
Persons w/ Disabilities (PWD) - Touch Av		rtrauma)	1		2							5
Persons w/ Disabilities (PWD) - Visual Im					2							3
Persons w/ Disabilities (PWD) - Wheelcha		6		3 2								24
Property - Special Handling	16		19 2			21						135
Property - Special Handling - Damaged Ite	7	7		7 5		8						47
Property - Special Handling - Damaged Ite	3	4	3	2	1	6						19

		134	4 Contact (	seniter may	reier Comp	iaiiiis nepi	υιι						
Categories	10-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	4	7	8	8	3	11	3						44
Property - Special Handling - Missing Iten	2	3	2	6	3	5	4						25
Request for Assistance			3	1	1	1							6
Request for Assistance - Other			3	1	1	1							6
Screening	29	40	66	74	32	44	54						339
Screening - Children		1			2								3
Screening - Crew Member or Airline Emplo	oyee	1					1						2
Screening - Inconsistency	2	2	6	7	3	5	2						27
Screening - Lengthy Lines	8	17	18	40	8	6	13						110
Screening - Procedures/Process	17	17	36	23	18	33	32						176
Screening - Retrieving Abandoned/Confis	1	2	6	4			5						18
Screening - Security Breach	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
MCW		2	1										3
2024		2	1										3
Customer Service			1										1
Customer Service - TSO			1										1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Screening		1											1
Screening - Procedures/Process		1											1

Catagorias	40.0 : ::				eler Comp			05.15	00 /		00.1	00.0	<b>-</b>
Categories				1-Jan –	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	13	5	9	7	9	11	6	4	6	4		4	8
2024	4	2	3	4	1	3	2	4	6	4		4	4
Civil Rights								1	1		1	1	
Civil Rights - Age									1			1	
Civil Rights - Race								1			1		
Customer Service	1	2	2	1		2	1	2	1	3		1	1
Customer Service - TSO	1	2	2	1		2	1	2	1	3	3	1	1
Mishandling of Passenger Property				1					1				
Mishandling of Passenger Property - Da	maged/Missing It	emsCarry-	on Luggag	je					1				
Mishandling of Passenger Property - Da	maged/Missing It	emsUnspe	ecified I	1									
No Jurisdiction							1						
No Jurisdiction - No Referral							1						
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)				1				1	2		1		
Persons w/ Disabilities (PWD) - Cancer	(deneral) Not Bre	ast Cancer							1				
Persons w/ Disabilities (PWD) - Mobility			r Scoot	1									
Persons w/ Disabilities (PWD) - Ostomy	, ,								1				
Persons w/ Disabilities (PWD) - Touch A		ıma)									1		
Persons w/ Disabilities (PWD) - Wheelc								1			'		
Property - Special Handling	Tiali/ Occobel/ Set	gway			1	1		'	1		1		
	ltanaa Canni On				1	- 1			ı ı		- 1		
Property - Special Handling - Damaged					1								
Property - Special Handling - Damaged											1		
Property - Special Handling - Missing Ite						1			1				
Screening	3		1	1							1	2	
Screening - Inconsistency												1	
Screening - Procedures/Process	2		1	1							1	1	
Screening - Shoe Screening	1												
2025	9	3	6	3	8	8	4						4
Airline					1								
Airline - Policy/Regulations/Service					1								
Civil Rights			2			1	1						
Civil Rights - National Origin							1						
Civil Rights - Race						1							
Civil Rights - Sex			2										
Customer Service	2	1	1	2	2								
Customer Service - CSM		1											
Customer Service - TSO	2		1	2	2								
Mishandling of Passenger Property	1						1						
Mishandling of Passenger Property - Dis	sa 1						1						
No Jurisdiction					1								
No Jurisdiction - Refer to Other					1								
Persons w/ Disabilities (PWD)	2			1	1	1	1						
Persons w/ Disabilities (PWD) - Hearing					'		1						
Persons w/ Disabilities (PWD) - Internal						1	'						
				1	1	- 1							
Persons w/ Disabilities (PWD) - Metal In				ı	ı								
Persons w/ Disabilities (PWD) - Mobility													
Persons w/ Disabilities (PWD) - Prosthe													
Property - Special Handling	1	1				4	1						
Property - Special Handling - Damaged		1				1	1						
Property - Special Handling - Damaged						3							
Property - Special Handling - Missing Ite													
Screening	3	1	3		3	2							1
Screening - Crew Member or Airline Em	pl 1												
	pl 1 1				2								
Screening - Crew Member or Airline Em		1	3		2	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
MDW	73	67	76	48	44	71	78	30	40	37	35	32	631
2024	34	31	34	27	23	27	43	30	40	37	35	32	393
Advanced Imaging Technology (AIT)		٠.	٠.		1					•		<u> </u>	1
Advanced Imaging Technology (AIT) - Fly	rer				1								1
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1	2		1	3	1	3		3	1	1	2	18
Civil Rights - Age				1	1				1				3
Civil Rights - Not Specified						1							1
Civil Rights - Other									1				1
Civil Rights - Race	1	2			2		2		1	1	1	1	11
Civil Rights - Sex							1					1	2
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	15	11	18	9	6	11	21	13	14	8	11	10	147
Customer Service - CSM							1						1
Customer Service - TCC					1								1
Customer Service - TSO	15	11	18	9	5	11	20	13	14	8	11	10	145
Locks					1	1			1				3
Locks - Missing or Damaged Lock			4		1	1	4		1			0	3
Lost and Found			1				1		1			2	5
Lost and Found - Airport/TSA	2	4	1 4	0	4	2	1 6	4	2	4	4	2	5
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	3 2	3	3	2	2	3	4	<u>4</u> 1	2	3	1	5 4	30
Mishandling of Passenger Property - Dan		1	1		2	3	2	2		1	- 1	1	11
Mishandling of Passenger Property - Disa								1		- 1		1	1
No Jurisdiction	linayed items	-Carry-Orr Or	1				1		2	1	1	1	7
No Jurisdiction - No Referral			1				'		1	'	'	'	2
No Jurisdiction - Refer to CBP							1		- 1			1	2
No Jurisdiction - Refer to FAA							'			1			1
No Jurisdiction - Refer to Other									1		1		2
Notice of Violation/Civil Penalties			1								•		1
Notice of Violation/Civil Penalties - Gener	al		1										1
Patdown	1	6	1		1	5	2	1	2	1	2	1	23
Patdown - Children										1	1		2
Patdown - Flyer	1	6	1		1	5	2		2		1	1	20
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	6	1	2	3		2	3	5	4	4	3	6	39
Persons w/ Disabilities (PWD) - Autism S	pectrum		1							1		1	3
Persons w/ Disabilities (PWD) - Breast C											1		1
Persons w/ Disabilities (PWD) - Cognitive		ital /Mental	Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes	1			1					2			1	5
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing I							1					1	2
Persons w/ Disabilities (PWD) - Internal M				1									1
Persons w/ Disabilities (PWD) - Medical I										1			1
Persons w/ Disabilities (PWD) - Medically		edication a	nd Medical	Supplies			2	1			2		5
Persons w/ Disabilities (PWD) - Mobility I						1		1	1	1		1	6
Persons w/ Disabilities (PWD) - Prosthes								2					4
Persons w/ Disabilities (PWD) - Service A		- 1											1
Persons w/ Disabilities (PWD) - Touch Av		- I	1	1		1		1	1	1		1	7
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	2	egway 1	1	8	3	2	2	3	4	3	6	2	37
Property - Special Handling - Damaged It		1	I .	3	3	1	1	2	2	3	3	1	18
Property - Special Handling - Damaged It				3	3			1	1		1		3
Property - Special Handling - Missing Iter		u	1	4		1	1			3	1	1	13
Property - Special Handling - Missing Iter			'	1			'		1	0	1		3
Request for Assistance		1		'	1								2
Request for Assistance - Other		1			1								2
Screening	6	5	5	4	3	1	4	4	7	14	10	3	66
Screening - Children					1								1
Screening - Crew Member or Airline Emp	loyee			1					1				2
Screening - Inconsistency	ľ	1		2			1						4
Screening - Lengthy Lines	1		2					2	1	2	2		10
Screening - Opposite Sex											1		1
Screening - Procedures/Process	5	3	3		2	1	3	2	5	11	7	3	45
Screening - Retrieving Abandoned/Confis	cated Items	1		1						1			3
2025	39	36	42	21	21	44	35						238
Additional Information Required/Insufficient In	formation			1									1
Additional Information Required/Insufficie	nt Information	- EMAIL ON	<b>ILY</b>	1									1
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	4	4	5			3	3						19
Civil Rights - Age	2												2
Civil Rights - National Origin		2				1							3
Civil Rights - Other	1												1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	1	4			2	1						9
Civil Rights - Sex			1				1						2
Civil Rights - Sexual Orientation			4.5				1						1
Customer Service	14	7	12	3	7	13	4						60
Customer Service - TSO	14	7	12	3	7	13	4						60
Lost and Found	1	1	1	1	1	2							7
Lost and Found - Airport/TSA Mishandling of Presenger Preparty	1	1	1	1	1	2	^						7
Mishandling of Passenger Property	2	2	2	7	2	3	6						24
Mishandling of Passenger Property - Dan	2		1	4	2	2	4						15

As a subsection	10.0		A Contact (										
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
Mishandling of Passenger Property - Dan	naged/Missi	2	1	3		1	2						
No Jurisdiction		1				1							
No Jurisdiction - No Referral		1				1							
Notice of Violation/Civil Penalties						1							
Notice of Violation/Civil Penalties - Gener	al					1							
Patdown	1	2	2	1		1	1						
Patdown - Flyer	1	2	2	1		1	1						
Persons w/ Disabilities (PWD)	8	10	7	2	4	6	9						
Persons w/ Disabilities (PWD) - Autism S	1	1											
Persons w/ Disabilities (PWD) - Cancer (	general) Not	Breast Car	ncer			1							
Persons w/ Disabilities (PWD) - Cognitive	1	1				1	1						
Persons w/ Disabilities (PWD) - Diabetes		2				1							
Persons w/ Disabilities (PWD) - General	2		2	1	1	1	1						
Persons w/ Disabilities (PWD) - Hearing I	1				1		1						
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces				1	1						
Persons w/ Disabilities (PWD) - Medically	1	1	2				2						
Persons w/ Disabilities (PWD) - Metal Im	1												
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	2	3		1		1						
Persons w/ Disabilities (PWD) - Service A	Animals	1		1			1						
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											
Persons w/ Disabilities (PWD) - Visual Im	1	1											
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway			1	1	1						
Property - Special Handling	3	. ,	5		1	5	4						
Property - Special Handling - Damaged It	1		4			2	1						
Property - Special Handling - Damaged It	ems - Check	ed			1		1						
Property - Special Handling - Missing Iter	2					1	1						
Property - Special Handling - Missing Iter		1	1			2	1						
Screening	6	9	7	6	6	9	8						
Screening - Gate Pass	Ů						1						
Screening - Inconsistency		1	1			1	1						
Screening - Lengthy Lines	1	2	2	2	2	2							
Screening - Procedures/Process	4	6	3	4	4	6	6						
Screening - Retrieving Abandoned/Confis	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
MEI				1	1				1			1	4
2024				1	1				1			1	4
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service									1				1
Customer Service - Others									1				1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputee	s and Casts			1								1
Screening												1	1
Screening - International Screening												1	1

Categories	10-Oct 11		Contact Cer	nter Trav 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	10-Oct 11	1-NOV 1	12-Dec (	10 10	02-Feb 16	03-Mar 15	04-Apr 18	05-May 12	06-Jun 3	07-Jul 11	08-Aug 7	09-Sep 8	1 otal 155
MEM 2024	8	19 4	23 9	10 6	16 7	15	18 5	12	3	11	7	8	155 88
Airline		*	3	•	,		3	12		- ''	,	2	2
Airline - Policy/Regulations/Service												1	1
Airline - Wheelchair Assistance												1	1
Civil Rights							1	1			1		3
Civil Rights - National Origin							1						1
Civil Rights - Sex								1			1		2
Customer Service	4		3	3	4	3	2	1		4	3	5	32
Customer Service - TSO	4		3	3	4	3	2	1		4	3	5	32
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found										1			1
Lost and Found - Airport/TSA		4				0	4		4	1			1
Mishandling of Passenger Property	nogod/Missis	1				2	1	3	1	1			9
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan		1 ems Che	cked Bagga	nge.		1	1	2 1	1	1			5
No Jurisdiction	ilaged/iviissirig it	emsche	ckeu bayya	ige	1	- 1	- 1	1	ı	- 1			2
No Jurisdiction - Refer to CBP					1			1					2
Patdown	1		2			1	1	1	1		1		8
Patdown - Flyer	1		2			1	1		1		1		7
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Cognitive	e /Developmenta	al /Mental I	Disability					1					1
Persons w/ Disabilities (PWD) - Diapers/								1					1
Persons w/ Disabilities (PWD) - Medically	y Necessary Me	dication ar	nd Medical S	Supplies							1		1
Property - Special Handling	2	1		2	1			1		1	1		9
Property - Special Handling - Damaged It		1			1					1			4
Property - Special Handling - Damaged It											1		1
Property - Special Handling - Missing Iter				0				4					1
Property - Special Handling - Missing Iter Screening	1	1	4	1	1	2		2	1	4		1	3
Screening - Crew Member or Airline Emp		1	4	1	1				I	4 1		1	18
Screening - Crew Member of Alline Emp	loyee		1		1	1		2	1	2			8
Screening - Procedures/Process	1	1	3	1		- '			'			1	7
Screening - Retrieving Abandoned/Confis				•						1			1
2025	5	15	14	4	9	7	13						67
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		1			1		1						3
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race							1						1
Customer Service	1	9	10	1	3	1	2						27
Customer Service - Others	4	1	40	4	2	4	0						1
Customer Service - TSO	1	8	10	1	3	1 1	2						26 5
Mishandling of Passenger Property  Mishandling of Passenger Property - Dan	1 1		1			- 1	1						3
Mishandling of Passenger Property - Dan		emsChe	cked Banna	ide		1	'						1
Mishandling of Passenger Property - Disa				ige			1						1
No Jurisdiction		1	Onoonou			1							2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1											1
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)		2		1	1	1	5						10
Persons w/ Disabilities (PWD) - Autism S	pectrum						2						2
Persons w/ Disabilities (PWD) - Cognitive		al /Mental I	Disability				1						1
Persons w/ Disabilities (PWD) - Metal Im	,			1									1
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1			1	1	1						4
Property - Special Handling		1		1	1		2						5
Property - Special Handling - Damaged It				1			1						2
Property - Special Handling - Missing Iter		1											1
Property - Special Handling - Missing Iter	ns - Checked		•		1		1						2
Screening Inconsistancy	1	1	3		3	3	1						12
Screening - Inconsistency			2		0	1							1
Screening - Lengthy Lines	1	1	1		1	2	4						7
Screening - Procedures/Process	1	I	I		1	2	1						/

Categories	04-Apr 6 3 2 2	05-May 1 1 1	06-Jun 1 1	07-Jul 1 1	08-Aug 1 1	3 3 1 1 1	Total 2 1
1	<b>3</b>	1 1 1	1 1 1	1 1	1	3 3 1 1 1 1	
Customer Service           Customer Service - TSO           Mishandling of Passenger Property           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage           No Jurisdiction           No Jurisdiction - Refer to Other           Patdown           Patdown - Flyer           Screening         1           Screening - Lengthy Lines         1           Screening - Procedures/Process         1           1         2           Airline         1           Airline - Policy/Regulations/Service         1	2	1 1 1	1 1	1	1	3 1 1 1 1	1
Customer Service - TSO  Mishandling of Passenger Property  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage  No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Screening	2 2 1 1	1	1 1	1		1 1 1	
Mishandling of Passenger Property         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage         No Jurisdiction         No Jurisdiction - Refer to Other         Patdown         Patdown - Flyer         Screening - Lengthy Lines       1         Screening - Procedures/Process       1       1         2025       1       2       1         Airline       1       1       3         Airline - Policy/Regulations/Service       1       1	1 1	1	1	1		1 1 1	
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage         No Jurisdiction       No Jurisdiction - Refer to Other         Patdown       - Patdown - Flyer         Screening - Lengthy Lines       1         Screening - Procedures/Process       1         1       1         2025       1         Airline       1         Airline - Policy/Regulations/Service       1	1 1		1	1		1	
No Jurisdiction         No Jurisdiction - Refer to Other         Patdown         Patdown - Flyer         Screening - Lengthy Lines       1         Screening - Lengthy Lines       1         Screening - Procedures/Process       1       1         2025       1       2       1         Airline       1         Airline - Policy/Regulations/Service       1	1		1	1		1	
No Jurisdiction - Refer to Other   Patdown   Patdown - Flyer   Screening	1		1	1			
Patdown         9           Patdown - Flyer         2           Screening         1         1         2           Screening - Lengthy Lines         1         1         1         1           Screening - Procedures/Process         1         1         2         1         3           4         Airline         1 <t< td=""><td>1 1</td><td></td><td>1</td><td>1</td><td></td><td></td><td></td></t<>	1 1		1	1			
Patdown - Flyer         2           Screening         1         1         2           Screening - Lengthy Lines         1         1         1           Screening - Procedures/Process         1         1         1         1           2025         1         2         1         3           Airline         1         1         1         1           Airline - Policy/Regulations/Service         1         1         1	1			1		4	
Screening         1         1         2           Screening - Lengthy Lines         1         1           Screening - Procedures/Process         1         1         1           2025         1         2         1         3           Airline         1         1         1           Airline - Policy/Regulations/Service         1         1	1					1	
Screening - Lengthy Lines         1           Screening - Procedures/Process         1         1         1           2025         1         2         1         3           Airline         1         4         1           Airline - Policy/Regulations/Service         1         1	1			1		1	
Screening - Procedures/Process         1         1         1           2025         1         2         1         3           Airline         1         1         1           Airline - Policy/Regulations/Service         1         1	1				1		
2025         1         2         1         3           Airline         1							
Airline 1 Airline - Policy/Regulations/Service 1					1		
Airline - Policy/Regulations/Service 1	3						1
Civil Rights 1 1							
Civil Rights - Race 1							
Civil Rights - Sex 1							
No Jurisdiction 1							
No Jurisdiction - No Referral 1							
Persons w/ Disabilities (PWD) 1	1						
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1						
Persons w/ Disabilities (PWD) - Visual Impairment 1							
Property - Special Handling 1							
Property - Special Handling - Missing Items - Checke 1							
Screening 1	2						
Screening - Procedures/Process 1							

				Center Tra			ort						
Categories	10-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		2	3	6	1	7	6	1	2	1	5	1	35
2024		2		1		5	5	1	2	1	5	1	23
Customer Service		1		1		3	2	1	1		2		11
Customer Service - Others						1							1
Customer Service - TSO		1		1		2	2	1	1		2		10
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lug	ggage		1							1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage					1				1
No Jurisdiction						1	1						2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)										1		1
Property - Special Handling							2						2
Property - Special Handling - Missing Iten	ns - Checke	d					2						2
Screening		1								1	1	1	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1								1	1		3
2025			3	5	1	2	1						12
Civil Rights				1									1
Civil Rights - Age				1									1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1										1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter	Segway		1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Iten	ns - Checke	d		1									1
Screening			2	2		1	1						6
Screening - Inconsistency				1									1
Screening - Procedures/Process			1	1		1	1						4
Screening - Retrieving Abandoned/Confis	cated Items		1										1

		TS	A Contact (	Center Trav	eler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	3	3	4	2	1	5	5		1	2	1		2
2024	1	3	3	2	1	1	3		1	2	1		1
Airline		1											
Airline - Policy/Regulations/Service		1											
Civil Rights							1						
Civil Rights - Sex							1						
Customer Service	1	1	2	2		1	1						
Customer Service - TSO	1	1	2	2		1	1						
Human Capital										1			
Human Capital - Prospective Employme	nt with TSA									1			
Patdown			1							1			
Patdown - Flyer			1							1			
Property - Special Handling		1					1						
Property - Special Handling - Damaged	Items - Carry	1											
Property - Special Handling - Missing Ite	ems - Checked	d					1						
Screening					1				1		1		
Screening - Procedures/Process					1				1		1		
2025	2		1			4	2						
Customer Service			1			3	1						
Customer Service - TSO			1			3	1						
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Da	m 2												
Property - Special Handling						1							
Property - Special Handling - Missing Ite	ems - Carry-O	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
MGW				1	1		1						3
2024					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d	1								1
2025				1			1						2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	ot Wheelch	air or Scoot	1									1
Screening							1						1
Screening - Procedures/Process							1						1

		13	A Contact	center ira	veier comp	наниз кер	ort						
Categories	10-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	3	3	1		1		2			1		1	12
2024	1	3			1		2			1		1	9
Customer Service		1											1
Customer Service - TSO		1											1
Patdown					1								1
Patdown - Flyer					1								1
Screening	1	2					2			1		1	7
Screening - Inconsistency	1									1		1	3
Screening - Procedures/Process		2					2						4
2025	2		1										3
Civil Rights	1												1
Civil Rights - Sex	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1										1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

Categories	10-Oct	11-Nov	12-Dec	Center Trav	02-Feb	03-Mar		OE Mari	06 1	07 11	00 A	00 800	Total
							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	4	4	3		4	6				1			4
2024	4	1		3	3	3		4	6	1	2	4	3.
Claims								1					
Claims - General								1					
Customer Service	1			3		1			1		1	2	
Customer Service - TSO	1			3		1			1		1	2	
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	1				2			1	1			1	
Mishandling of Passenger Property - Dar		ItemsCa	arry-on Lug	ggage								1	
Mishandling of Passenger Property - Dar	m 1				2			1	1				
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Patdown		1								1			
Patdown - Children										1			
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)								1	3		1		
Persons w/ Disabilities (PWD) - Cognitiv	e /Developmen	tal /Menta	al Disability	/					1				
Persons w/ Disabilities (PWD) - Medical	Devices - Attac	ched to the	e Body						1				
Persons w/ Disabilities (PWD) - Medicall	ly Necessary M	edication	and Medic	al Supplies							1		
Persons w/ Disabilities (PWD) - Ostomy/				- ''				1	1				
Screening	1				1	2			1			1	
Screening - Crew Member or Airline Emp	plovee					1							
Screening - Procedures/Process	1				1	1			1			1	
2025		3	3	3	1	3	1						1
Civil Rights							1						
Civil Rights - Screening of Religious Cult	ural and Ceren	nonial Iter	ns				1						
Customer Service		1		1									
Customer Service - TSO		1		1									
Mishandling of Passenger Property			1	1		1							
Mishandling of Passenger Property - Dar	naged/Missing	ItemsCa	arry-on Luc	1 1									
Mishandling of Passenger Property - Dar			1			1							
No Jurisdiction						1							
No Jurisdiction - No Referral						1							
Patdown		1											
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)		1				1							
Persons w/ Disabilities (PWD) - Metal Im	aplants (ioint)	- '				1							
Persons w/ Disabilities (PWD) - Touch A		1				- 1							
Property - Special Handling	T T T T T T T T T T T T T T T T T T T	- 1	4										
Property - Special Handling - Damaged I	Itoma Cara	n	1										
	items - Carry-O	П	1										
Screening	1		1	1	1								
Screening - Crew Member or Airline Emp	pioyee			1									
Screening - Inconsistency					1								
Screening - Procedures/Process			1										

Categories	10-Oct 1			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	186	227	220	227	224	284	206	108	92	125	107	105	2,111
2024	78	98	81	95	108	144	102	108	92	125	107	105	1,243
Additional Information Required/Insufficient Information	formation								2				2
Additional Information Required/Insufficien		EMAIL OI	VLY						2				2
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Fly	er				1								1
Airline		2		2	2	1	1			2	3	2	15
Airline - Lost Baggage					2						1	2	5
Airline - Policy/Regulations/Service		1		2		1	1			2	2		9
Airline - Positive Bag Match Program		1											1
Civil Rights	2	5	3	2	10	4	4	7	5	2	9	10	63
Civil Rights - Age					1						1		2
Civil Rights - Civil Rights Violation (TSA E	Employee)						1						1
Civil Rights - Constitutional Rights			1								1		2
Civil Rights - National Origin					3		1		3	1		4	12
Civil Rights - Not Specified					1	1	1	1					4
Civil Rights - Other		1										1	2
Civil Rights - Perceived Religion						1						2	3
Civil Rights - Race	1	3	1	1	4	1	1	6	1	1	4	2	26
Civil Rights - Screening of Religious or Cu	ultural Garmeni I		4	4	4	4			1		2		1
Civil Rights - Sex	4	1	1	1	1	1					3	4	8
Civil Rights - Sexual Orientation	1	1				1						1	2 2
Claims Claims - General		- 1				1							
Claims - Status		1				1							
CLEAR		- 1			1								
CLEAR - TSA PreCheck Application Prog	ram				1								
Customer Service	22	44	34	38	30	58	43	36	33	45	45	35	463
Customer Service - CSM	22	44	34	30	30	2	40	30	33	40	1	33	3
Customer Service - Others	1				2		1				- '		4
Customer Service - TCC				2		1							3
Customer Service - TSO	21	44	34	36	28	55	42	36	33	45	44	35	453
DHS TRIP	1	1							1			2	5
DHS TRIP - General	1	1							1			2	5
Hazardous Materials Safety			1			1		1					3
Hazardous Materials Safety - General			1			1		1					3
Locks						4		1			1	1	7
Locks - Missing or Damaged Lock						4		1			1	1	7
Lost and Found				1	2	2		2	1	1	4	1	14
Lost and Found - Airport/TSA				1	2	2		2	1	1	4	1	14
Mishandling of Passenger Property	10	6	5	8	7	9	9	6	13	9	7	11	100
Mishandling of Passenger Property - Dam		3		1	5	4	2	2	4	4	3	5	36
Mishandling of Passenger Property - Dam		3	4	6	2	5	6	2	9	4	3	5	55
Mishandling of Passenger Property - Dam		ItemsU	1					1		1		1	4
Mishandling of Passenger Property - Disa				1			1	1			1		5
No Jurisdiction	6	5	1	4	2	5	9	5	3	5	5	8	58
No Jurisdiction - No Referral	2	1		1			3	1		2	1		11
No Jurisdiction - Refer to CBP	2	2		2	2	4	5	2	2	3	3	6	33
No Jurisdiction - Refer to FAA	0		4	4		4	4	1	4		4	0	1
No Jurisdiction - Refer to Other	2	2	1	1		1	1	1	1		1	2	13
Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener								1					
Ombudsman	ai I							1			1		1
Ombudsman - General											1		1
Patdown	2	1		3	5	5	2	2	2	9	- 1	3	34
Patdown - Children				1	J	3				1		3	2
Patdown - Flyer	1	1		2	5	5	2	2	2	7		3	30
Patdown - Flyer as Observer	1					0				1		0	2
Persons w/ Disabilities (PWD)	5	7	11	2	10	13	8	8	7	10	11	9	101
Persons w/ Disabilities (PWD) - Autism S						3	2			1	3	1	10
Persons w/ Disabilities (PWD) - Breast Ca								1			1		2
Persons w/ Disabilities (PWD) - Cancer (c		east Canc	er					1		1		1	3
Persons w/ Disabilities (PWD) - Cognitive	1				1	1				1			4
Persons w/ Disabilities (PWD) - Diabetes	2	1	1		1	2		1	2			1	11
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	sings/Ma	1				1						2
Persons w/ Disabilities (PWD) - General			1	1	1			1	2	1			7
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1						1		2
Persons w/ Disabilities (PWD) - Internal N	Medical Device	S									1		1
Persons w/ Disabilities (PWD) - Medical [	Devices - At	1		1	1	1						1	5
Persons w/ Disabilities (PWD) - Medically	1	1	1			1		1			2		7
Persons w/ Disabilities (PWD) - Metal Imp	,											1	1
Persons w/ Disabilities (PWD) - Mobility D		Wheelchair	or Scoote	r)	3	2		2	1		1	1	10
Persons w/ Disabilities (PWD) - Ostomy/0								1				1	2
Persons w/ Disabilities (PWD) - Prosthesi			1				1			3		1	7
Persons w/ Disabilities (PWD) - Respirato						1			1				2
Persons w/ Disabilities (PWD) - Service A		1	1		1	1	3						7
Persons w/ Disabilities (PWD) - Touch Av			-			1							1
Persons w/ Disabilities (PWD) - Wheelcha		3	4		1		1		1	3	2	1	16
Persons w/ Disabilities (PWD) - Wounded		_	1										1
Property - Special Handling	8	6	16	10	7	6	4	14	7	10	5	10	103
Property - Special Handling - Damaged It		1	4	2	_	3	1	3	1	2		2	23
Property - Special Handling - Damaged It		4	2		3		4	1		2		2	15
Property - Special Handling - Missing Item		4	5	6	4	3	1	7	2	3	2	4	38
Property - Special Handling - Missing Iten	2	1	5	2			2	3	4	3	3	2	27
Request for Assistance												1	1
Request for Assistance - Other												1	1

Categories	10 004				eler Comp			OF Mov	06 1	07 11	N8 A~	00 800	Total
<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
Screening	22	20	10	25	31	35	22		18	32	16	12	268
Screening - Children								1					1
Screening - Crew Member or Airline Emplo	-	1											1
Screening - Inconsistency	1	1	2	1	1	2	2	1	1	2	1	1	16
Screening - International Screening	1												1
Screening - Lengthy Lines	6	5	2	13	15	24	8	4	5	9	3	1	95
Screening - Opposite Sex	1												1
Screening - Procedures/Process	13	11	6	11	12	7	8	16	12	20	12	10	138
Screening - Retrieving Abandoned/Confisc	ated Items	2			3	2	4	3		1			15
2025	108	129	139	132	116	140	104						868
Additional Information Required/Insufficient Info	ormation	1	1			1	1						4
Additional Information Required/Insufficien		1	1			1	1						4
Airline	5	1	2	2	1	8	1						20
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service	5	1	1	1	1	8	1						18
Airline - Wheelchair Assistance	J		'	1	'	0							1
Civil Rights	6	7	9	9	6	10	6						53
<u> </u>	0	- /	9	1	1	10	0						3
Civil Rights - Age				1	1	- 1							
Civil Rights - Civil Rights Violation (TSA E		0	0			4	0						1
Civil Rights - National Origin	2	2	3	1		1	2						11
Civil Rights - Not Specified					1	1							2
Civil Rights - Other			1										1
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Race	2	1	2	1	3	5	2						16
Civil Rights - Screening of Religious Cultur		1	1				1						3
Civil Rights - Screening of Religious or Cu	Itural Garm	1		1									2
Civil Rights - Sex	1	2	2	3	1	2	1						12
Claims						1	1						2
Claims - General							1						1
Claims - Status						1							1
Customer Service	25	33	38	30	31	29	40						226
Customer Service - CSM						1							1
Customer Service - Others			1										1
Customer Service - TSO	25	33	37	30	31	28	40						224
DHS TRIP	20	00	3	2	1	1	1						8
DHS TRIP - General			3	2	1	1	1						8
Hazardous Materials Safety		1	3		- 1	- 1	- 1						1
Hazardous Materials Safety - General		1											1
HAZMAT Endorsement		1											
													1
HAZMAT Endorsement - General		1											1
Human Capital						1							1
Human Capital - Wage Garnishment						1							1
Locks	1	1	4		1	3							10
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1	3		1	3							9
Lost and Found	1	4	2	2	1		1						11
Lost and Found - Airport/TSA	1	4	2	2	1		1						11
Mishandling of Passenger Property	12	8	5	10	10	6	3						54
Mishandling of Passenger Property - Dam	5	2	2	5	6	5	3						28
Mishandling of Passenger Property - Dam	7	5	3	5	4	1							25
Mishandling of Passenger Property - Disar	rayed Item	1											1
No Jurisdiction	10	4	4	11	4	8	8						49
No Jurisdiction - No Referral		1	1	2	1	2	2						9
No Jurisdiction - Refer to CBP	5	2	2	9	3	5	5						31
No Jurisdiction - Refer to Other	5	1	1			1	1						9
Patdown	1	3	1	2	4	1	1						13
Patdown - Children	'	0	'			1	- '						1
Patdown - Flyer	1	3	1	2	4		1						12
Persons w/ Disabilities (PWD)	10	21	17	14	9	17	7						95
Persons w/ Disabilities (PWD) - Autism Sp		21	17	14	9	- 17	- /						2
Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca			1	1									2
Persons w/ Disabilities (PWD) - Cancer (g		Breast Car	1										1
Persons w/ Disabilities (PWD) - Cancer (g			1			0							
		1				2							3
Persons w/ Disabilities (PWD) - Diabetes	1	1		1	1	2							8
Persons w/ Disabilities (PWD) - General		6	4			1	3						14
Persons w/ Disabilities (PWD) - Hearing Ir			<b>.</b>	2									2
Persons w/ Disabilities (PWD) - Medical D					1	1							2
Persons w/ Disabilities (PWD) - Medically	1	2	1		2	3	1						15
Persons w/ Disabilities (PWD) - Metal Imp	- ,	1	1	1	1								4
Persons w/ Disabilities (PWD) - Mobility [	4	6	5	1	2	4							22
Persons w/ Disabilities (PWD) - Ostomy/0	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1	2	1										4
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipme	1	1									2
Persons w/ Disabilities (PWD) - Service A	nimals				1								1
Persons w/ Disabilities (PWD) - Touch Ave		/trauma)				1							1
Persons w/ Disabilities (PWD) - Wheelcha	2	2	1	2	1	3	1						12
Property - Special Handling	7	16	18	10	11	22	11						95
Property - Special Handling - Damaged Ite	1	5	6	6	1	3	5						27
Property - Special Handling - Damaged Ite		2	1	0	3	3	2						11
Property - Special Handling - Missing Item	4	5	6	2	3	8	3						31
Property - Special Handling - Missing Item	2	4	5	2	4	8	1						26
Request for Assistance		4	5	2	4	8	- 1						
Deducation Magazine				2									2
·													
Request for Assistance - Other	20	00	25		27	20	22						
·	30	28	35 1	38	37	32	23						223

				· oontaot ·	Jointon IIIa	о.с. оср	iaiiito itop	0						
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening -	Cruise Ships			1										1
Screening -	Inconsistency	4		5	4	3	2	2						20
Screening -	Lengthy Lines	4	2	9	4	6	6	2						33
Screening -	Procedures/Process	19	21	17	29	26	20	18						150
Screening -	Retrieving Abandoned/Confis	2	4	1		2	1							10
Screening -	Security Breach			1										1

Categories					r Complair	-					_	_	_
												9-Sep	Total
MKE	18	20	18	15	13	17	24	10	5	14	18	8	180
2024	5	10	8	8	5	9	11	10	5	14	18	8	111
Airline	1			1									2
Airline - Lost Baggage	1			1									2
Civil Rights		1					1			1			3
Civil Rights - Constitutional Rights										1			1
Civil Rights - Sex		1					1						2
CLEAR												1	1
CLEAR - TSA PreCheck Application Prog	gram											1	1
Customer Service	1	2	1	3	2	5	2	4	1	4	3	2	30
Customer Service - TSO	1	2	1	3	2	5	2	4	1	4	3	2	30
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									;
Lost and Found		1		1					1	1			4
Lost and Found - Airport/TSA		1		1					1	1			4
Mishandling of Passenger Property			1			2	1	1		2	1		
Mishandling of Passenger Property - Dam	naged/Missing It	emsCarry	/-on Luggage			1							
Mishandling of Passenger Property - Dam			1			1	1	1		2	1		
No Jurisdiction	lagou, moonig it						1						
No Jurisdiction - No Referral							1						
Patdown			4		1		1			2	2		1
Patdown - Children			1							_	_		- 10
Patdown - Flyer			2		1		1			2	2		8
Patdown - Flyer as Observer			1		1						۷		
Persons w/ Disabilities (PWD)		3	1		1	1				1	4	1	1
Persons w/ Disabilities (PWD) - Diabetes		1			1	1				1	4	ļ	- 1
. ,		1 4											
Persons w/ Disabilities (PWD) - General	Davisas Attack	]   4 4  D	- d		4								
Persons w/ Disabilities (PWD) - Medical I		led to the B	oay		1	4				4			
Persons w/ Disabilities (PWD) - Medically		1	0			1				1	3		
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)								1		
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se											1	
Property - Special Handling		2									2		
Property - Special Handling - Damaged It		1									1		
Property - Special Handling - Missing Iter		1											
Property - Special Handling - Missing Iter											1		
Screening	2	1	1	2	1	1	5	5	3	3	5	4	33
Screening - Children					1								
Screening - Inconsistency			1				3		1		3	1	
Screening - Lengthy Lines						1		1		1			3
Screening - Procedures/Process	2	1		2			1	4	2	1	2	2	17
Screening - Retrieving Abandoned/Confis	cated Items									1		1	2
Screening - Security Breach							1			1		1	
Screening - Security Breach 2025	scated Items	10	10	7	8	8	1 13			1		1	1
Screening - Security Breach		10	<b>10</b>	<b>7</b>	8	8				1		1	69
Screening - Security Breach 2025		10			8	8				1		1	69
Screening - Security Breach  2025  Airline		10		1	8	8				1		1	69
Screening - Security Breach  2025  Airline  Airline - Lost Baggage		10	1	1	8	8				1		1	69
Screening - Security Breach  2025  Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service	13		1	1	8					1		1	69
Screening - Security Breach  2025  Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights	13		1	1 1 2	8					1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin	13	2	1	1 1 2	8					1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified	13	2	1	1 1 2	8	1				1		1	6:
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion	13	2	1	1 1 2 1	8	1				1		1	6
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race	1 1	2 1	1	1 1 2 1	8	1	13			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service	1 1 1 2	1 1 2	1 1 4	1 1 2 1		1 1 1	13			1		1	63
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Locks	1 1 1 2	1 1 2	1 1 4	1 1 2 1	2 2 2	1 1 1	4 4			1		1	66
Screening - Security Breach  2025  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock	1 1 2 2 2	1 1 2	1 1 4 4 4	1 1 1 1 1 1	2 2	1 1 1	4 4 1			1		1	66
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 1 2 2 2	1 1 2	1 1 4	1 1 2 1	2	1 1 1	4 4 1			1		1	61
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	13 1 1 2 2 2	1 1 2	1 1 4 4 4	1 1 1 1 1 1	2 2 1	1 1 1	4 4 1			1		1	65
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	13 1 1 2 2 2	1 1 2	1 1 4 4 1 1 1	1 1 1 1 1 1	2 2	1 1 1	4 4 1			1		1	68
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction	13 1 1 2 2 2	1 1 2	1 1 4 4 1 1	1 1 1 1 1 1	2 2 1	1 1 1	4 4 1			1		1	68
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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	13 1 1 2 2 2	1 1 2	1 1 4 4 1 1 1	1 1 1 1 1 1	2 2 1	1 1 1	4 4 1 1			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  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	13 1 1 2 2 2 4 4 2 2	1 1 2	1 1 4 4 1 1	1 1 1 1 1 1	2 2 1	1 1 1	4 4 1 1 1			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer	13 1 1 2 2 2 4 4 2 2	2 1 1 2 2 2	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1 1 1 1	4 4 1 1 1			1		1	65
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	13 1 1 2 2 2 4 2 2 2	1 1 2	1 1 4 4 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1	4 4 1 1 1			1		1	66
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	13 1 1 1 2 2 2 4 4 2 2 1 2 2 2 1 peectrum	2 1 1 2 2 2	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1 1 1 1	4 4 1 1 1			1		1	65
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive	13 1 1 1 2 2 2 1 2 1 1 pectrum e /Developm	2 1 1 2 2 2	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1	13 4 4 1 1 1 1 3			1		1	66
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing I	13  1 1  1 2 2 2 4 4 2 2 1 2 2 1 1 pectrum e /Developm	2 1 1 2 2 2 4 1	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1	4 4 1 1 1			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  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 - Flyer  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Learing I  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Medically	13  1  1  1  2  2  2  4  2  1  peetrum e/Developm Impairment 1	2 1 1 2 2 2 4 4 1 1 2 2	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1	4 4 1 1 1 3			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Learing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	13  1 1  1 2 2 2 4 4 2 2 1 2 2 1 1 Epectrum e /Developm Impairment e	2 1 1 2 2 2 4 1	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1	4 4 1 1 1 3			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	13  1 1  1 2 2 2 4 4 2 2 1 1 2 2 2 1 1 1 2 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2	1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1 1	4 4 1 1 1 3			1		1	66
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Ostomy/G	13  1 1  1 2 2 2 4 4 7 2 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 4 4 1 2 1 1 dd Casts	1 1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1	4 4 1 1 1 3			1		1	11. 1.
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes	13  1 1  1 2 2 2 4 4 7 2 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 4 4 1 2 1 1 dd Casts	1 1 1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1	13 4 4 1 1 1 1 3			1		1	1.
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch	13  1 1  1 2 2 2 4 4 2 2 1 1 1 pectrum e /Developm Impairment y 1 plants (joint) Ootomates is/Amputees and air/ Scooter/ Seg	2 1 1 2 2 2 4 4 1 2 1 1 dd Casts	1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1	2 2 1 1	1 1 1 1 1 1	13 4 4 1 1 1 1 1 1			1		1	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
Screening - Security Breach  2025  Airline Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  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 - Flyer  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Ostomy/C  Persons w/ Disabilities (PWD) - Ostomy/C  Persons w/ Disabilities (PWD) - Ostomy/C  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling  Property - Special Handling - Missing Iter	13  1  1  1  2  2  2  4  4  2  1  Spectrum e /Developm Impairment y 1 plants (joint) Ostomates is/Amputees and air/ Scooter/ Sed	2 1 1 2 2 2 4 4 1 2 1 1 dd Casts	1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	2 2 1 1	1 1 1 1 2	13 4 4 1 1 1 1 3			1		1	66
Screening - Security Breach  2025  Airline - Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mo Jurisdiction  No Jurisdiction - No Referral  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Ostomy//  Persons w/ Disabilities (PWD) - Ostomy//  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling - Missing Iter  Property - Special Handling - Missing Iter	13  1 1  1 1  2 2 2 2 1 2 1 2 2 1 Spectrum e /Developm Impairment   1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 1 1 d Casts	1 1 1 1 1 1 1 1 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	1 1 1 1 1 2 2	13 4 4 1 1 1 1 1 1			1		1	69
Screening - Security Breach  2025  Airline Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  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 - Flyer  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Ostomy/C  Persons w/ Disabilities (PWD) - Ostomy/C  Persons w/ Disabilities (PWD) - Ostomy/C  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling  Property - Special Handling - Missing Iter	13  1  1  1  2  2  2  4  4  2  1  Spectrum e /Developm Impairment y 1 plants (joint) Ostomates is/Amputees and air/ Scooter/ Sed	2 1 1 2 2 2 4 4 1 2 1 1 dd Casts	1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	2 2 1 1	1 1 1 1 2	13 4 4 1 1 1 1 1 1			1		1	65
Screening - Security Breach  2025  Airline - Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Perceived Religion  Civil Rights - Race  Customer Service  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mo Jurisdiction  No Jurisdiction - No Referral  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Hearing I  Persons w/ Disabilities (PWD) - Medically  Persons w/ Disabilities (PWD) - Ostomy//  Persons w/ Disabilities (PWD) - Ostomy//  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Prosthes  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling - Missing Iter  Property - Special Handling - Missing Iter	13  1 1  1 1  2 2 2 2 1 2 1 2 2 1 Spectrum e /Developm Impairment   1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 1 1 d Casts	1 1 1 1 1 1 1 1 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	1 1 1 1 1 2 2	13 4 4 1 1 1 1 1 1			1			11
Screening - Security Breach  2025  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Perceived Religion Civil Rights - Race Customer Service Customer Service - TSO 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 - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	13  1 1  1 2 2 2 4 4 2 2 2 1 2 2 1 2 2 1 1 2 2 2 1 1 2 2 2 2 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2 1 1 2 2 2 1 1 d Casts	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	1 1 1 1 1 2 2	13 4 4 4 1 1 1 1 1 1 1 1 1			1			2 1 69 2 1 1 1 1 2 2 1 4 1 4 1 1 1 1 3 3 3 3 3 3 3 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
MKG				2									2
2024				1									1
No Subject				1									1
No Subject - General				1									1
2025				1									1
Customer Service				1									1
Customer Service - TSO				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
MKL		1											1
2024		1											1
Screening		1											1
Screening - Procedures/Process		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
MLB		2	2	1		1	4	2	1	1	2	4	2
2024			1			1	2	2	1	1	2	4	1
Civil Rights									1				
Civil Rights - Race									1				
Customer Service			1					1				1	
Customer Service - TSO			1					1				1	
Mishandling of Passenger Property							1			1	1		
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage							1		
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage			1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsU	nspecified	Luggage						1			
No Jurisdiction						1							
No Jurisdiction - No Referral						1							
Persons w/ Disabilities (PWD)								1				1	
Persons w/ Disabilities (PWD) - Autism S	pectrum							1					
Persons w/ Disabilities (PWD) - Cognitive	e /Developm	ental /Ment	al Disability	,								1	
Screening							1				1	2	
Screening - Procedures/Process							1				1	2	
2025		2	1	1			2						
Civil Rights				1									
Civil Rights - Sex				1									
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage			1						
No Jurisdiction							1						
No Jurisdiction - Refer to CBP							1						
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Mobility	Disability (N∈	1											
Property - Special Handling		1											
Property - Special Handling - Damaged I	tems - Checl	1											

				Center Trav									
Categories	10-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	2	3	2	8	3	1	2	4	1	2	•		28
2024		1		4	1	1	1	4	1	2	?		15
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service						1	1		1				3
Customer Service - TSO						1	1		1				3
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on Lu	ggage				1		1			2
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d				1					
No Jurisdiction					1								
No Jurisdiction - No Referral					1								
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)				1						1			
Persons w/ Disabilities (PWD) - Medicall	y Necessary I	Medication	and Medic	cal Supplies						1			
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1									
Property - Special Handling		1						1					
Property - Special Handling - Damaged I	tems - Checl	1											
Property - Special Handling - Missing Iter	ns - Carry-Or	1						1					
Screening				1				1					
Screening - Inconsistency								1					
Screening - Lengthy Lines				1									
2025	2	2	2	4	2		1						1:
Civil Rights		1											
Civil Rights - Race		1											
Customer Service				1	1								
Customer Service - TSO				1	1								
DHS TRIP					1								
DHS TRIP - General					1								
Persons w/ Disabilities (PWD)	1		1										
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts	1										
Property - Special Handling			1	1			1						
Property - Special Handling - Damaged I	tems - Carry-	On	1										
Property - Special Handling - Missing Iter				1			1						2
Screening	1	1		2									4
Screening - Inconsistency		1											
Screening - Procedures/Process	1			1									2
Screening - Retrieving Abandoned/Confis	scated Items			1									1

		15	A Contact	Senter Trav	veier Comp	oiaints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU		2	3	1				1	1	1			9
2024			1	1				1	1	1			
Customer Service									1	1			2
Customer Service - TSO									1	1			
Property - Special Handling			1										
Property - Special Handling - Missing Iter	ns - Carry-C	)n	1										
Screening				1				1					
Screening - Procedures/Process				1				1					
2025		2	2										
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	1										
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	1										
Property - Special Handling		1											
Property - Special Handling - Missing Iter	ns - Carry-C	1											
Screening		1											-
Screening - Lengthy Lines		1											

					eler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOB	3	5	3	2	4	6	4	2	3	2	3	1	:
2024	1	1	1	1	1	3		2	3	2	3	1	1
Civil Rights											1		
Civil Rights - Age											1		
Customer Service		1		1	1	1		1	2	1	1	1	1
Customer Service - Others								1					
Customer Service - TSO		1		1	1	1			2	1	1	1	
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	gage				1					
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							
Screening	1					1			1	1	1		
Screening - Lengthy Lines	1										1		
Screening - Procedures/Process						1			1	1			
2025	2	4	2	1	3	3	4						1
Civil Rights							1						
Civil Rights - Age							1						
Customer Service	1	1	1	1	2	1	2						
Customer Service - TSO	1	1	1	1	2	1	2						
Patdown		1											
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)						2							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medica	al Supplies		1							
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							
Screening	1	2	1		1		1						
Screening - Crew Member or Airline Empl	1												
Screening - Procedures/Process		2			1		1						
Screening - Retrieving Abandoned/Confise	cated Items		1										

		TS	A Contact	Center Trav	veier Comp	plaints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	2		2	2		1	1	1	3		4	1	17
2024	1			1		1	1	1	3		4	1	13
Civil Rights												1	1
Civil Rights - Race												1	1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Carry-on Lug	gage							1		1
Property - Special Handling						1		1	1				3
Property - Special Handling - Missing Item	ns - Checke	d				1		1	1				3
Screening	1			1			1		2		2		7
Screening - Inconsistency	1												1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process				1			1		1		2		5
2025	1		2	1									4
Customer Service			1										1
Customer Service - TSO			1										1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Screening				1									1
Screening - Procedures/Process				1									1

		13	A Contact	Center Trav	veier Comp	naints Rep	ort						
Categories	10-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	1			1	1	1	2		1	3		2	1:
2024	1			1		1			1	3		2	9
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1									1		1	3
Customer Service - TSO	1									1		1	3
Patdown						1				1			2
Patdown - Flyer						1							1
Patdown - Flyer as Observer										1			1
Screening				1						1			2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process										1			1
2025					1		2						3
DHS TRIP							1						1
DHS TRIP - General							1						1
Patdown					1								1
Patdown - Flyer					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		1							3
formation			1									1
nt Informatio	n - EMAIL	ONLY	1									1
	1											1
	1											1
					1							1
					1							1
	formation	1 1 formation	1 1	1 1 1 1 1 formation 1	1 1 1 1 1 formation 1	1 1 1 1 1 formation 1	1 1 1 1 1 1 formation 1	1 1 1 1 1 1 formation 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 formation 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 formation 1

			Contact Cer										
Categories		-Nov		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSN	9	5	4	11	6	8	4	3	4	7	6	4	7
2024	2	1	1	6	4	1	2	3	4	7	6	4	4
Airline												1	
Airline - Policy/Regulations/Service												1	
Civil Rights	1				1								
Civil Rights - Other	1												
Civil Rights - Race					1								
Customer Service		1	1	2	2		2	1	4	2	2	1	1
Customer Service - TSO		1	1	2	2		2	1	4	2	2	1	1
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsCh	ecked Bagga	ge							1		
No Jurisdiction				1						2			
No Jurisdiction - No Referral				1						1			
No Jurisdiction - Refer to Other										1			
Ombudsman											1		
Ombudsman - General											1		
Patdown	1									1			
Patdown - Flyer	1									1			
Persons w/ Disabilities (PWD)	·									2	1		
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Medical	Tevices - Attach	ed to the	Body								1		
Persons w/ Disabilities (PWD) - Wheelch			Восту							1			
Screening	lani occoton occ	yway		3	1	1		2		!	1	2	
Screening - Inconsistency				1	1	'		1			'		
Screening - Inconsistency Screening - Lengthy Lines				'				1					
Screening - Procedures/Process				1	1	1		'			1	2	
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis	costod Itoms			1	- 1	- 1					- 1		
2025	7	4	3	5	2	7	2						
Customer Service	2	1		3		1							
Customer Service - TSO	2	1				1							
Lost and Found		- 1				1							
Lost and Found - Airport/TSA						1							
	4					1							
Mishandling of Passenger Property	1			1									
Mishandling of Passenger Property - Dan			I I D										
Mishandling of Passenger Property - Dan		emsCn	ескеа вас	1									
Patdown	2					1	1						
Patdown - Children						1							
Patdown - Flyer	1						1						
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	1		1		1	1							
Persons w/ Disabilities (PWD) - Breast C					1								
Persons w/ Disabilities (PWD) - Medically		lication	1										
Persons w/ Disabilities (PWD) - Mobility I	<b>q</b> 1					1							
Property - Special Handling				1		1							
Property - Special Handling - Missing Iter				1									
Property - Special Handling - Missing Iter	1					1							
Screening	1	3	2	3	1	2	1						
Screening - Inconsistency		1											
Screening - Lengthy Lines			1			1							
Screening - Procedures/Process	1	2	1	2	1	1	1						
Screening - Retrieving Abandoned/Confis	scated Items			1									

Catagorios	40 Oct			Center Trav				OF Mo:	OC lust	07 101	00 4	00 Cor	Total
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	1	4		4	3	4	2	~	-		5	2	3
2024	1	1		3	2			3	6		5	2	2
Additional Information Required/Insufficient I					1								
Additional Information Required/Insuffici	ent Informati	on - EMAIL	ONLY		1								
Customer Service				1	1			2			2		
Customer Service - TSO				1	1			2	1		2		
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property									2				
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	ggage					2				
No Jurisdiction		1											
No Jurisdiction - No Referral		1											
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)								1				1	
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	and Medic	al Supplies								1	
Persons w/ Disabilities (PWD) - Metal In	nplants (joint	)						1					
Property - Special Handling											2		
Property - Special Handling - Damaged	Items - Carry	-On									1		
Property - Special Handling - Missing Ite	ms - Checke	ed									1		
Screening	1			2					1		1	1	
Screening - Inconsistency				1									
Screening - Lengthy Lines												1	
Screening - Procedures/Process	1			1					1		1		
2025		3		1	1	4	2						1
Civil Rights						1							
Civil Rights - Age						1							
Customer Service		1				1	1						
Customer Service - TSO		1				1	1						
No Jurisdiction						2							
No Jurisdiction - No Referral						2							
Patdown				1	1		1						
Patdown - Flyer				1	1		1						
Screening		2											
Screening - Inconsistency		1											
Screening - Procedures/Process		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
MSP	55	70	76	70	63	82	80	22	50	64	50	40	722
2024	25	33	36	27	23	42	32	22	50	64	50	40	444
Airline		1	1						3	1	1		7
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service		1	1						2	1	1		6
Civil Rights	4	1	3	4			1			3			16
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Not Specified	1		1										2
Civil Rights - Other			4	2									2
Civil Rights - Profiling	0		1	4						0			1
Civil Rights - Race Civil Rights - Sex	2	1	1	1			- 1			2			6
Customer Service	8	1 12	14	10	7	18	13	7	13	24	17	13	156
Customer Service - CSM	0	12	14	10	- /	10	13	- 1	13	24	17	13	2
Customer Service - Others			1			'					1		2
Customer Service - TSO	8	12	13	9	7	17	13	7	13	24	16	13	152
Locks	Ü	12	1	1	'	1	10	1	10	27	10	10	6
Locks - Missing or Damaged Lock			1	1		1		1			1	1	6
Lost and Found			1	1	1	2			1	3	1		10
Lost and Found - Airport/TSA			1	1	1	2			1	3	1		10
Mishandling of Passenger Property	3	2	1	2	3	3	3	1	5	3	6	3	35
Mishandling of Passenger Property - Dam	naged/Missing		y-on Lug	1		2	2	1	4	2	5	2	19
Mishandling of Passenger Property - Dam		2	1	1	3	1	1		1	1	1	1	14
Mishandling of Passenger Property - Disa													2
No Jurisdiction		2	1		3	2		1	2	1	2	4	18
No Jurisdiction - No Referral			1		1	1		1	1	1	1	1	8
No Jurisdiction - Refer to CBP		2			2	1						2	7
No Jurisdiction - Refer to Other									1		1	1	3
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - Gener	al					1							1
Patdown		2	2	3		1		2	2	1	2		15
Patdown - Children						1							1
Patdown - Flyer		2	2	2				2	2	1	2		13
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	3	5		4	5	3	3	9	6	9	7	55
Persons w/ Disabilities (PWD) - Autism S					1					1			2
Persons w/ Disabilities (PWD) - Breast Ca		4 - 1 - /// 4 4	4								1		1
Persons w/ Disabilities (PWD) - Cognitive			1			4		4			1		2
Persons w/ Disabilities (PWD) - Diabetes		1				1		1					3
Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General	Jannenis/D	1								2		2	1
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	1							1	1			2	3
Persons w/ Disabilities (PWD) - Internal M		20						1	ı	1	1		2
Persons w/ Disabilities (PWD) - Medical [			Rody					1		- 1	1	1	3
Persons w/ Disabilities (PWD) - Medically		1	1			2		· ·	4	2	3		14
Persons w/ Disabilities (PWD) - Mobility I			2		2	1			1		1	3	10
Persons w/ Disabilities (PWD) - Ostomy/0		VVIIOOIOII							2		•		2
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts					1				1		2
Persons w/ Disabilities (PWD) - Touch Av						1			1				2
Persons w/ Disabilities (PWD) - Wheelch			1		1		2						4
Property - Special Handling	1	5	2	1		1	2	2	3	3	1	2	23
Property - Special Handling - Damaged It	1	1					1		2	1	1		7
Property - Special Handling - Damaged It		2											2
Property - Special Handling - Missing Iten	ns - Carry-On		1	1		1	1	2	1	1		2	10
Property - Special Handling - Missing Iten	ns - Checke	2	1							1			4
Request for Assistance										2			2
Request for Assistance - Other										2			2
Screening	8	5	5	5	5	8	10	5	12	17	10	10	100
Screening - Children									1				1
Screening - Crew Member or Airline Emp	1												1
Screening - Inconsistency	1				1	1			1	2	1	1	8
Screening - Lengthy Lines	1		1		1	3	3		3	2	6	2	22
Screening - Procedures/Process	5	5	3	4	3	3	7	4	7	13	3	7	64
Screening - Retrieving Abandoned/Confis			1	1		1		1					4
2025	30	37	40	43	40	40	48						278
Additional Information Required/Insufficient In		1											1
Additional Information Required/Insufficie		1	4			0							1
Airline	1	2	1			2							6
Airline - Lost Baggage	- 1	2				1							3
Airline - Policy/Regulations/Service Airline - Wheelchair Assistance	1		1			1							1
Anime - wheelchair Assistance Animals			1										1
Animals - Checked			1										1
Civil Rights	3	1	4	5	3		4						20
Civil Rights - Age	1	1	4	J	3		1						20
Civil Rights - Age  Civil Rights - Constitutional Rights	'			1			'						1
Civil Rights - National Origin			1	1									2
Civil Rights - Not Specified			1	1									2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race	2	1	1	2	3		1						10
Civil Rights - Sex					3		1						10
Civil Rights - Sexual Orientation			1										1
CLEAR	1			2	1		2						6
CLEAR - Registered Traveler	1				•		2						3
CLEAR - TSA PreCheck Application Prog				2	1								3

tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	laints Repo	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	4	8	7 7	10	9	8	13	UJ-IVIAY	00-5011	07-Jul	00-Aug	03-3ер	59
Customer Service - TSO	4	8	7	10	9	8	13						59
DHS TRIP	1	0	- 1	10	1	0	13						2
DHS TRIP - General	1				1								2
Hazardous Materials Safety	l l		1		- 1								2
Hazardous Materials Safety - General			1										1
Locks		1	1										2
		1	1										
Locks - Missing or Damaged Lock Lost and Found	4	ı		4		4	4						2
	1		3	1		<u> </u>	1						7
Lost and Found - Airport/TSA	1		3	<u> </u>	7		1						7
Mishandling of Passenger Property				1	7	3	2						20
Mishandling of Passenger Property - Dam			3		3	3	2						11
Mishandling of Passenger Property - Dam		itemsC	- 1		3		1						5
Mishandling of Passenger Property - Disa				1	1								4
No Jurisdiction	2	1		1	3	2	1						10
No Jurisdiction - No Referral		1			1		1						3
No Jurisdiction - Refer to CBP	1			1	1	2							5
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	2		1	3	2							9
Patdown - Children					1								1
Patdown - Flyer	1	2		1	1	2							7
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	3	10	5	7	5	6	7						43
Persons w/ Disabilities (PWD) - Autism S			1										1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Menta	al Disability		1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes	1			1	1	2							5
Persons w/ Disabilities (PWD) - General		1		1	1	1	1						5
Persons w/ Disabilities (PWD) - Hearing I				1			1						2
Persons w/ Disabilities (PWD) - Internal N		3											3
Persons w/ Disabilities (PWD) - Medically	Necessary	1	3	2	1		2						9
Persons w/ Disabilities (PWD) - Metal Imp													1
Persons w/ Disabilities (PWD) - Mobility [	Disability (N∈	1		1		1							3
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees a	and Casts					1						1
Persons w/ Disabilities (PWD) - Respirato		2											2
Persons w/ Disabilities (PWD) - Service A	Animals	2											2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)			1		1						2
Persons w/ Disabilities (PWD) - Visual Im						1							1
Persons w/ Disabilities (PWD) - Wheelch	1		1	1									3
Property - Special Handling	4	3	5	1	1	4	2						20
Property - Special Handling - Damaged It	1	2	1			1	1						6
Property - Special Handling - Damaged It	ems - Checke	d	2		1	1							4
Property - Special Handling - Missing Iten	3		1			1	1						6
Property - Special Handling - Missing Iten	ns - Checke	1	1	1		1							4
Screening	8	8	7	14	7	12	14						70
Screening - Crew Member or Airline Emp	loyee					1	1						2
Screening - Inconsistency	1					1							2
Screening - Lengthy Lines	1	2	1	2	1		2						9
Screening - Procedures/Process	5	5	5	11	6	10	11						53
Screening - Retrieving Abandoned/Confis			1										2
Screening - Security Breach				1									1
Screening - Shoe Screening		1											1

				oonto. ma	10.0. 00p	iuiiito itop	0						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSS			3		1								4
2024			2		1								3
Customer Service			2										2
Customer Service - TSO			2										2
Patdown					1								1
Patdown - Flyer					1								1
2025			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1

egories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SY	74	79	56	43	31	59	54	38	32	39	37	39	581
2024	25	31	19	14	20	21	23	38	32	39	37	39	338
Airline	-		1				-		1			1	3
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service			1						1				2
Civil Rights	1		1	1	3	2	2	1		3	3	3	20
Civil Rights - Age						1						1	2
Civil Rights - Not Specified								1					1
Civil Rights - Other							1						1
Civil Rights - Perceived Religion										1			1
Civil Rights - Race			1	1	2	1	1			1	2	2	11
Civil Rights - Screening of Religious or Cu	Iltural Garmer	its									1		1
Civil Rights - Sex	1				1								2
Civil Rights - Sexual Orientation										1			1
Claims		1											1
Claims - General		1											1
Customer Service	8	10	11	10	6	8	8	18	8	10	7	13	117
Customer Service - CSM								1					
Customer Service - TCC										2			2
Customer Service - TSO	8	10	11	10	6	8	8	17	8	8	7	13	114
Hazardous Materials Safety											2		2
Hazardous Materials Safety - General											2		2
Locks	1	1					1		1	1	1		(
Locks - Missing or Damaged Lock	1	1					1		1	1	1		(
Lost and Found		1					3			1	1		6
Lost and Found - Airport/TSA		1					3			1	1		(
Mishandling of Passenger Property		1			1	1	3	2		5	1	2	10
Mishandling of Passenger Property - Dam	aged/Missii	1			•		1	1		2	1	1	7
Mishandling of Passenger Property - Dam		ItemsChec	ked Banna	age	1	1	2	1		3	'		8
Mishandling of Passenger Property - Disa				3-						J		1	1
No Jurisdiction	ayou nomo-	July-Oll Ol	SHOOKGU		1			1	1		1	1	4
No Jurisdiction - Refer to Department of S	toto				- '			- '	1		- 1		1
No Jurisdiction - Refer to Other	lale				4			- 1	- 1		- 1		
	0		4		1	0	2	1	4		1	2	3
Patdown	6		1		2	2	3	1	4	5	5	3	32
Patdown - Children					1								1
Patdown - Flyer	6		1		1	2	3	1	4	5	5	3	31
Persons w/ Disabilities (PWD)	5	4		1	2	3	2	4	7	5	7	4	44
Persons w/ Disabilities (PWD) - Autism Sp											1		1
Persons w/ Disabilities (PWD) - Breast Ca					2				1				3
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental D	Disability						2	1			3
Persons w/ Disabilities (PWD) - Diabetes				1				1	1	1	1		6
Persons w/ Disabilities (PWD) - Diapers/G	Sarments/Dres	ssings/Mask	S			1							1
Persons w/ Disabilities (PWD) - General	1										2		3
Persons w/ Disabilities (PWD) - Internal M	ledical Device	S					1						1
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	ched to the E	Body						2				2
Persons w/ Disabilities (PWD) - Medically	Necessary	1				1	1	1		1	1	2	8
Persons w/ Disabilities (PWD) - Metal Imp	1											1	2
Persons w/ Disabilities (PWD) - Mobility [	1	1				1				1	1		5
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Persons w/ Disabilities (PWD) - Respirato		Equipment								1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1						2	1		1	1	6
Property - Special Handling	2	5	1	1	2	1	1	3	3	3	3	3	28
Property - Special Handling - Damaged Ite	2	1			1		1	1	2	1	2		11
Property - Special Handling - Damaged Ite		1		1		1							3
Property - Special Handling - Missing Item	ns - Carry-C	1	1		1			1		1		3	8
Property - Special Handling - Missing Item	s - Checke	2						1	1	1	1		6
Screening	2	7	2	1	3	4		8	7	6	6	10	56
Screening - Inconsistency		1						2	2	1	1	2	9
Screening - Lengthy Lines					1	2		2	1			3	9
Screening - Procedures/Process	2	6	2	1	2	2		4	4	5	5	5	38
TWIC	_	1	2										3
TWIC - General		1	2										3
2025	49	48	37	29	11	38	31						243
Airline			1	1	1	2	٠.						5
			1	1	1	2							5
Airline - Policy/Regulations/Service					- 1		2						
Airline - Policy/Regulations/Service	2	4	2										13
Civil Rights	3	1	3	4									
Civil Rights Civil Rights - Age	3 2		3	4									
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights		1		4			1						2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear			1				1						2 1
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin				1			1						2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified	2		1	1			1						1
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race			1	1									1
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex	2		1	1			1						-
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR	2		1	1		1							2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler	1	1	1 1 1	1 1 2		1	1						2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service	2		1 1 1 1 12	1	5								2 1 1 1 4 2 1 1 75
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others	1	1	1 1 1	1 1 2	5 1	1	1						2 1 1 1 4 2 1 1 75
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service	1	1	1 1 1 1 12	1 1 2		1	1						2 1 1 1 2 1 1 75
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others	1 16	1 12	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 12	1						2 1 1 1 4 2 1 1 75 2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO	1 16	1 12	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 12	1 6						2 1 1 1 4 2 1 1 75 2 73
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO DHS TRIP	1 16	1 12	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 12 12	1	1 12	1 6 6						2 1 1 1 4 2 1 1 75 2 73 2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General	1 16	1 12	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 12 12	1 4	1 12	1 6 6						2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General Hazardous Materials Safety	1 16	1 12	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 12 12	1 4	1 12	1 6 6						2 1 1 1 4 2 2 1 1 1 75 2 73 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety - General Locks	1 16	1 12	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 12 12 1 1	1 4	1 12 12	1 6 6						2 1 1 1 4 2 1 1 75 2 73 2 2 2 2 2 4
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General Hazardous Materials Safety Hazardous Materials Safety	1 16	1 12	1 1 1 1 1 1 1 1 1 1 1	1 1 2 12 12 1 1	1 4	12	1 6 6						2 1 1 1 1 4 2 2 1 1 1 7 5 2 7 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2

Categories	10-Oct	11-Nov	12-Dec	Center Tra		03-Mar	04-Apr	05-Mav	06-Jun	07-Jul	08-Aua	09-Sep	Total
Mishandling of Passenger Property	10 000	2				3			oo oun	or our	oo Aug	00 оор	1
Mishandling of Passenger Property - Dam	aged/Missi		4			2	3						1
Mishandling of Passenger Property - Dam		1	2	2		1							
Mishandling of Passenger Property - Disa		Corry on				- 1	1						
No Jurisdiction	mayeu nem	sCarry-Ori	or checke	u		4							
No Jurisdiction - No Referral						1							
Patdown	1					1							
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	10	6	2	4	1								
Persons w/ Disabilities (PWD) - Autism Sp		Ь	3	4	1	6	8						3
` , ,						2							
Persons w/ Disabilities (PWD) - Breast Ca		0				1							
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		2											
		t /b. 4			1								
Persons w/ Disabilities (PWD) - Diapers/0	arments/טו I	essings/ivia	1										
Persons w/ Disabilities (PWD) - General						2							
Persons w/ Disabilities (PWD) - Hearing In							1						
Persons w/ Disabilities (PWD) - Internal N													
Persons w/ Disabilities (PWD) - Medically		1	1	2			2						
Persons w/ Disabilities (PWD) - Metal Imp		1					2						
Persons w/ Disabilities (PWD) - Mobility [		1					2						
Persons w/ Disabilities (PWD) - Respirato		ler Equipm	ent				1						
Persons w/ Disabilities (PWD) - Service A													
Persons w/ Disabilities (PWD) - Touch Av		/trauma)		2									
Persons w/ Disabilities (PWD) - Visual Im													
Persons w/ Disabilities (PWD) - Wheelcha		1	1			1							
Property - Special Handling	4	4	5			3	1						1
Property - Special Handling - Damaged Ite		1											
Property - Special Handling - Damaged Ite		2				2							
Property - Special Handling - Missing Item		1	2										
Property - Special Handling - Missing Item	rs - Checke	d	3			1	1						
Request for Assistance		1											
Request for Assistance - Other		1											
Screening	14	22	6	4	2	7	9						6
Screening - Crew Member or Airline Empl	oyee			1			1						
Screening - Inconsistency		1			1	1	2						
Screening - Lengthy Lines	4	14	3	1									2
Screening - Procedures/Process	10	7	3	2	1	6	6						3

					veler Comp								
Categories	10-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	11	5	6	3	6		3	1	7	2		49
2024	2	5	3	5	1	3		3	1	7	2		32
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights		1								1			2
Civil Rights - Race		1								1			2
Customer Service	1	3	2	3	1	2		1	1		1		15
Customer Service - TSO	1	3	2	3	1	2		1	1		1		15
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checl	ked		1									1
Screening	1	1	1	1				2		3	1		10
Screening - Lengthy Lines	1			1				1		1	1		5
Screening - Procedures/Process		1	1					1		2			
2025	3	6	2	1	2	3							17
Customer Service		5											5
Customer Service - TSO		5											5
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	ıgage	1								1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Autism Sp	pectrum					1							1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Checke	d		1									1
Screening	2	1	2		1	1							7
Screening - Lengthy Lines	1		1		1	1							4
Screening - Procedures/Process	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
MVY		1									1		2
2024		1									1		2
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service											1		1
Customer Service - TSO											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
MWA	2	1			2								5
2024					1								1
Civil Rights					1								1
Civil Rights - Race					1								1
2025	2	1			1								4
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Disa	2				1								3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Imp	lants (ioint)	1											1

Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar		OE May	06-Jun	07 11	00 4	00 600	Total
		1-NOV 9	12-Dec 7	01-Jan 7			04-Apr	05-May 2		07-Jul	08-Aug	09-Sep	Total
MYR	8					4	12			10	5	15	9
2024	3	6	3	2		2		2	8	10	5	15	6
Civil Rights							1						
Civil Rights - Other							1						
Customer Service	1	4		1		2	1		5	4	1	5	2
Customer Service - Others										1			
Customer Service - TCC	1												
Customer Service - TSO		4		1		2	1		5	3	1	5	2
Mishandling of Passenger Property		_	2				2		1	1		1	
Mishandling of Passenger Property - Dar			2				1		1	1			
Mishandling of Passenger Property - Dis	arrayed Items0		or Checked				1					1	
Patdown		1							1	1		1	
Patdown - Children										1			
Patdown - Flyer		1							1			1	
Persons w/ Disabilities (PWD)											2	4	
Persons w/ Disabilities (PWD) - Breast C	Cancer											1	
Persons w/ Disabilities (PWD) - Cancer	(general) Not Br	east Can	cer								1		
Persons w/ Disabilities (PWD) - Diabetes	3										1	1	
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)											2	
Property - Special Handling	1		1				2				1		
Property - Special Handling - Damaged I	tems - Carry-Or	1					1				1		
Property - Special Handling - Damaged I			1										
Property - Special Handling - Missing Ite							1						
Screening	1	1		1				2	1	4	1	4	
Screening - Lengthy Lines	1	1								1	1	1	
Screening - Procedures/Process				1				2	1	3		3	
2025	5	3	4	5	4	2	6						:
Civil Rights			1		1		1						
Civil Rights - Age					1								
Civil Rights - Not Specified			1										
Civil Rights - Race							1						
Claims		1											
Claims - Status		1											
Customer Service	3	1			2	1	4						
Customer Service - TCC	1	'				'							
Customer Service - TSO	2	1			2	1	4						
Locks	1	1				'							
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	'			1									
Mishandling of Passenger Property - Dar	nagod/Missing	Itoma Ch	ookod Bar	1									
	I aged/iviissirig		lecked baç	- 1									
Patdown		1											
Patdown - Flyer		1	4				4						
Property - Special Handling			1				1						
Property - Special Handling - Damaged I	tems - Carry-Or	1	1				1						
Screening	1		2	4	1	1							
Screening - Inconsistency	1												
Screening - Lengthy Lines	1			1									
Screening - Procedures/Process			2	2	1	1							
Screening - Security Breach				1									

			A Contact	ociitei iia		mannes repr	J. C						
Categories	10-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		2				4	1					1	8
2024						1	1					1	3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Screening												1	1
Screening - Procedures/Process												1	1
2025		2				3							5
Patdown						2							2
Patdown - Flyer						2							2
Property - Special Handling						1							1
Property - Special Handling - Missing Ite	ems - Carry-C	)n				1							1
Screening		2											2
Screening - Procedures/Process		2											2

		TS	A Contact	Center Trav	veler Com	plaints Rep	ort						
Categories	10-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	2	4	2	1		1	2	2	2	1			17
2024			2				1	2	2	1			8
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service								1		1			2
Customer Service - Others								1					1
Customer Service - TSO										1			1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	2										2
Patdown								1	1				2
Patdown - Flyer								1	1				2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts					1						1
2025	2	4		1		1	1						9
Civil Rights	1												1
Civil Rights - Sexual Orientation	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthes	i 1												1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	ems - Checl	1											1
Screening		3					1						4
Screening - Procedures/Process		3					1						4

Categories	40.0-4				eler Compl			OF Mass	00 1	07 1	00 4	00 0	Tatal
					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	26	18	33	24	25	34	32	23	18	16	28		296
2024	13	9	16	9	14	23	23	23	18	16	28	19	211
Airline									1		1		2
Airline - Policy/Regulations/Service									1		1		2
Civil Rights	1		1		1	1	4	1	1		3		13
Civil Rights - Civil Rights Violation (TSA E	mployee)						1						1
Civil Rights - Constitutional Rights							1		1				2
Civil Rights - Other						1	1						2
Civil Rights - Race	1				1		1	1					4
Civil Rights - Sex	· ·		1		- '		- '	'			2		
ŭ .			1										3
Civil Rights - Sexual Orientation											1		1
Claims						1							1
Claims - Status						1							1
Customer Service	3	3	7	5	3	11	4	5	3	4	7	4	59
Customer Service - CSM						1							1
Customer Service - TCC			1										1
Customer Service - TSO	3	3	6	5	3	10	4	5	3	4	7	4	57
Lost and Found			1						2	1			4
Lost and Found - Airport/TSA			1						2	1			4
·			- 1			0							
Mishandling of Passenger Property	1				2	3	2	2	3	2	3		22
Mishandling of Passenger Property - Dam						3	1			2	2		10
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Baggag	ge	2		1	2	3		1	3	12
No Jurisdiction			1				1		1	2	1	1	7
No Jurisdiction - No Referral										1	1	1	3
No Jurisdiction - Refer to CBP							1			1			2
No Jurisdiction - Refer to Other			1						1				2
Patdown			1						1		2		4
Patdown - Children													1
Patdown - Flyer			1			_			1		1		3
Persons w/ Disabilities (PWD)		2	2		2	2				1	2		13
Persons w/ Disabilities (PWD) - General		1	1									1	3
Persons w/ Disabilities (PWD) - Medical D	evices - Attac	hed to the B	ody		1								1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication and	d Medical S	Supplies		2					1	1	4
Persons w/ Disabilities (PWD) - Ostomy/C										1			1
Persons w/ Disabilities (PWD) - Service A		1									1		2
Persons w/ Disabilities (PWD) - Wheelcha			1		4								2
	III/ Scoolel/ Se		- 1		1	4		4					
Property - Special Handling	1	2			2	1	3	1			1	3	14
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Damaged Ite	ems - Checked				1								1
Property - Special Handling - Missing Item	s - Carry-C	1			1		3					2	7
Property - Special Handling - Missing Item	s - Checke	1				1		1			1	1	5
Screening	7	1	3	4	4	4	9	14	6	6	8	5	71
Screening - Children									2				2
Screening - Inconsistency			1							1			2
	2		1		4	4	7	0	4	1			
Screening - Lengthy Lines			1		1	4	7	6	1		3		27
Screening - Procedures/Process	4	1		3	3		2	8	3	4	4	4	36
Screening - Retrieving Abandoned/Confis	1			1							1		3
Screening - Security Breach			1										1
TWIC		1											1
TWIC - General		1											1
2025	13	9	17	15	11	11	9						85
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights			2		1		1						4
Civil Rights - Other			1		1		- '						
ŭ .			1										
Civil Rights - Perceived Religion													
Civil Rights - Race					1								1
ŭ .			1		1		1						1 2
Customer Service	2	4	1 3	2	1	1	1 2						1
Customer Service Customer Service - TSO	2	4	1 3 3	2 2		1 1							1 2
					1		2						1 2 15
Customer Service - TSO Locks				2	1		2						1 2 15 15
Customer Service - TSO Locks Locks - Missing or Damaged Lock				2	1		2						1 2 15 15
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found				2	1 1		2						1 2 15 15 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA			3	2 1 1	1 1 1 1	1	2						1 2 15 15 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2	4	2	1	1 1 1 1 2		2						1 2 15 15 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 aged/Missing	4 ItemsCarry	3 2 -on Lug	2 1 1	1 1 1 2 1	1	2						1 2 15 15 1 1 1 1 1 7
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 aged/Missing aged/Missing	4 ItemsCarry ItemsC	2 -on Lug 2	1	1 1 1 1 2	1	2 2						1 2 15 15 1 1 1 1 1 7 2
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 aged/Missing aged/Missing	4 ItemsCarry ItemsC	2 -on Lug 2	1	1 1 1 2 1	1	2						1 2 15 15 1 1 1 1 1 7
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 aged/Missing aged/Missing	4 ItemsCarry ItemsC	2 -on Lug 2	1	1 1 1 2 1	1	2 2						1 2 15 15 1 1 1 1 1 7 2
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 aged/Missing aged/Missing rrayed Items	4 ItemsCarry ItemsC	2 -on Lug 2	1 1	1 1 1 2 1	1	2 2						1 2 15 15 1 1 1 1 1 7 2 4
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missing aged/Missing rayed Items	4 ItemsCarry ItemsC	2 -on Lug 2	1 1	1 1 1 2 1	1	2 2						1 2 15 15 1 1 1 1 7 2 4
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	aged/Missing aged/Missing rrayed ItemsI 2 1	4 ItemsCarry ItemsC	2 -on Lug 2	1 1	1 1 1 2 1	1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 3
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 aged/Missing aged/Missing rrayed Items 2 1 1	4 ItemsCarry ItemsC	2 -on Lug 2	1 1 1	1 1 1 2 1 1	1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 3 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown	aged/Missing aged/Missing trayed Items 2 1 1	4 ItemsCarry ItemsC	2 -on Lug 2	1 1 1 1 1 1	1 1 2 1 1	1 1 1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 3 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer	aged/Missing aged/Missing rrayed Items 2 1 1	4 ItemsCarry ItemsC	3 2 -on Lug 2 Checked	1 1 1 1 1 1 1	1 1 1 2 1 1	1 1 1 1 1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 3 1 1 1 1 4 1 4 4
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing aged/Missing rrayed ItemsI 2 1 1	4 ItemsCarry ItemsC Carry-on or (	2 -on Lug 2 Checked	1 1 1 1 1 1	1 1 2 1 1	1 1 1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 1 1 1 1 1 1 4 4 1 1 1 1 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	aged/Missing aged/Missing rayed ItemsI 1 1 4 Pevices - Attace	4  ItemsCarry ItemsC Carry-on or (	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 1 1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 1 1 1 4 4 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing aged/Missing rayed ItemsI 1 1 4 Pevices - Attace	4  ItemsCarry ItemsC Carry-on or (	2 -on Lug 2 Checked	1 1 1 1 1 1 1	1 1 2 1 1	1 1 1 1 1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 1 1 1 1 1 1 4 4 1 1 1 1 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	aged/Missing aged/Missing rayed Items 2 1 1 4 bevices - Attac Necessary Me	4  ItemsCarry ItemsC Carry-on or (	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 1 1	2 2						1 2 15 15 1 1 1 1 7 2 4 1 1 1 1 4 4 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	aged/Missing aged/Missing trayed Itemsi 2 1 1 4 Devices - Attac Necessary Melants (joint)	4  ItemsCarry ItemsC Carry-on or (	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 1 1	2 2						1 2 15 15 15 1 1 1 1 1 3 1 1 1 1 4 4 4 1 1 1 1 2 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical IID	aged/Missing aged/Missing trayed Items0 2 1 1 4 bevices - Attac Necessary Melants (joint) 2	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 1 3 3	2 2						1 2 15 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi	aged/Missing aged/Missing rrayed Items 2 1 1 4 bevices - Attac Necessary Melants (joint) 2 s/Amputees ar	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 1 3 3	2 2						1 2 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av	aged/Missing aged/Missing trayed Itemsi 2 1 1 1 4 Devices - Attac Necessary Me lants (joint) 2 s/Amputees ar	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 3 3	2 2						1 2 15 15 1 1 1 1 1 7 2 4 1 1 1 1 1 2 1 1 3 1 1 1 1 1 1 2 1 1 3 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medial Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av	aged/Missing aged/Missing rrayed Items 2 1 1 1 4 Devices - Attac Necessary Me lants (joint) 2 s/Amputees ar 1 1	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 3 3 1 1 1	1						1 2 15 15 1 1 1 1 1 7 7 2 4 1 1 1 1 1 1 2 1 1 3 1 1 1 2 1 1 2 1 1 2 1 1 2 2 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Posthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelchs Property - Special Handling	aged/Missing aged/Missing rayed ItemsI  1  1  4  Devices - Attac Necessary Melants (joint)  2 ss/Amputees ar  1  1  2	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 3 3	1 1 2						1 2 15 15 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medial Impersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av	aged/Missing aged/Missing rrayed Items 2 1 1 1 4 Devices - Attac Necessary Me lants (joint) 2 s/Amputees ar 1 1	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 3 3 1 1 1	1						1 2 15 15 11 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - 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 Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Posthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelchs Property - Special Handling	aged/Missing aged/Missing rrayed Itemsi 2 1 1 4 Devices - Attac Necessary Me lants (joint) 2 s/Amputees ar 1 1 2 1	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 3 3 1 1 1	1 1 2						1 2 15 15 1 1 1 1 1 1 1 1 1 1 1 2 1 1 3 1 1 1 2 8 8
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelchale Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing aged/Missing trayed Items 2 1 1 4 bevices - Attac Necessary Milants (joint) 2 s/Amputees an 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 ItemsCarry ItemsC Carry-on or (  1 hed to the	2 -on Lug 2 Checked	1 1 1 1 1 2	1 1 2 1 1	1 1 1 3 3 1 1 1	1 1 2 2 1						1 2 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	2	4	6	7	5	4	2						30
Screening - Gate Pass	1												1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines	1	1	2	4	2								10
Screening - Procedures/Process		2	4	2	3	4	1						16
Screening - Retrieving Abandoned/Confis	cated Items						1						1

	40.0-4 44					ts Report	4 4	May 00	lum ^	7 1 4	00 A	00 86-	Total
Categories OGG	10-Oct 11	-Nov 1 15	2-Dec 0 25	1-Jan 0: 20	2-Feb 0 14	3-Mar 0- 25	4-Apr 05 26	-May 06 7	-Jun 0 14	7-Jul ( 9	08-Aug 17	09-Sep 10	Total 193
2024	6	3	25 4	20 8	7	25 9	12	7	14	9	17	10	106
Civil Rights	0	•	1	J	•		12	1	17	1	1	3	100
Civil Rights - Age								1					1
Civil Rights - Headwear										1			1
Civil Rights - Race			1									2	3
Civil Rights - Sex											1		1
Civil Rights - Sexual Orientation												1	1
Customer Service	2	1	1	2	2	5	2	3	5	4	7	1	35
Customer Service - TSO	2	1	1	2	2	5	2	3	5	4	7	1	35
Locks								1					1
Locks - Missing or Damaged Lock								1					
Lost and Found										1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property		1			1	1			2		3		
Mishandling of Passenger Property - Dan		emsCarry	/-on Luggag	je	1	1			2		1		
Mishandling of Passenger Property - Dan	1	1									2		
No Jurisdiction	1										2		
No Jurisdiction - No Referral	1										1		
No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other											1		
Patdown	2		1		1	2	5			1	1		1:
Patdown - Children							2			1			
Patdown - Flyer	2		1		1	2	2			1			
Patdown - Flyer as Observer							1						
Persons w/ Disabilities (PWD)	1		1	1	1	1	1	1	3		2	1	13
Persons w/ Disabilities (PWD) - Autism S				•	•			1	2		1		- 10
Persons w/ Disabilities (PWD) - Cognitive		I /Mental D	Disability		1								
Persons w/ Disabilities (PWD) - Hearing			,						1			1	2
Persons w/ Disabilities (PWD) - Medical		ed to the B	lody	1									-
Persons w/ Disabilities (PWD) - Medically			1								1		
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)					1	1						2
Property - Special Handling		1		2	1		2		1			1	
Property - Special Handling - Damaged It	tems - Carry-On			1					1				
Property - Special Handling - Missing Iter		1		1			2					1	į
Property - Special Handling - Missing Iter	ms - Checked				1								
Screening				3	1		2	1	3	2	2	4	18
Screening - Crew Member or Airline Emp	loyee			1									
Screening - Gate Pass							1						
Screening - Inconsistency								1		1		1	
Screening - Lengthy Lines				0	4		4		1	4	0	0	1
Screening - Procedures/Process				2	1		1		2	1	2	3	12
2025	_	40	0.4	40	7	40	4.4						0-
2025	5	12	21	12	7	16	14						87
Advanced Imaging Technology (AIT)		12	21	12	7	16	1						87
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly		12	21		7	16							1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline		12	21	2	7	16	1						1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service		12	21	2	7	16	1						1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program		12	21	2		16	1						1 1 2 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights				2 1 1	1	16	1						1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program			1	2 1 1		16	1						1 1 2 1 1 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion		1	1	2 1 1 2		16	1 1						1 1 2 1 1 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service		1	1	2 1 1 2	1	16	1 1						1 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) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service	yer	1	1 1	2 1 1 2	1		1 1 1						2 3 2 2 22 22
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property	yer 1 1 1	1 1 4 4 4	1 1 5 5 4	2 1 1 2 1 1 1	1 1 1	5 5 2	1 1 1 5						( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan	yer  1 1 1 naged/Missing It	1 1 4 4 emsCarry	1 1 5 5 4 on Luggaç	2 1 1 2 1 1 1	1 1 1 1 1	5 5	1 1 1 5						11 11 11 11 11 11 11 11 11 11 11 11 11
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	yer  1 1 1 naged/Missing It	1 1 4 4 emsCarry	1 1 5 5 4	2 1 1 2 1 1 1	1 1 1 1 1 1 1	5 5 2	1 1 1 5						11 11 11 11 11 11 11 11 11 11 11 11 11
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction	yer  1 1 1 naged/Missing It	1 1 4 4 emsCarry	1 1 5 5 4 on Luggaç	2 1 1 2 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2	1 1 1 5						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) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral	yer  1 1 1 naged/Missing Ita	1 1 4 4 emsCarry	1 1 5 5 4 on Luggag	2 1 1 2 1 1 1	1 1 1 1 1 1 1	5 5 2 2	1 1 1 5						11 11 11 11 11 11 11 11 11 11 11 11 11
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral Patdown	yer  1 1 1 naged/Missing It	1 1 4 4 emsCarry	1 1 5 5 4 on Luggaç	2 1 1 2 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2	1 1 1 5						87 1 1 2 1 1 1 3 3 2 2 2 2 2 2 2 5 5 1 1 1 1 1 1 1 2 2 2 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children	/er  1 1 1 naged/Missing Ite	1 1 4 4 4 emsCarry emsC	1 1 5 5 4 4 7-on Luggaç 4	2 1 1 2 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2	1 1 1 5						1 1 1 1 1 1 1 1 3 3 2 2 2 2 2 2 2 2 2 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mo Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer	yer  1 1 1 naged/Missing Ite	1 1 4 4 4 emsCarry emsC	1 1 5 5 4 /-on Luggae 4	2 1 1 2 1 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2 2	1 1 1 5 5 5						22222
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	yer  1 1 1 1 naged/Missing Ite	1 1 4 4 4 emsCarry emsC	1 1 5 5 4 /-on Luggag 4	2 1 1 2 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2 2	1 1 1 5						222222
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	yer  1 1 1 1 1 1 1 1 2 2 2 de //Developmenta	1 1 4 4 4 emsCarry emsC	1 1 5 5 4 /-on Luggag 4	2 1 1 2 1 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2 2	1 1 1 1 5 5						222222233333333333333333333333333333333
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	yer  1 1 1 1 naged/Missing Ite 1 1 2 e /Developmenta	1 1 4 4 4 emsCarry emsC	1 1 5 5 4 /-on Luggag 4	2 1 1 2 1 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2 2 1 1 1	1 1 1 5 5 5						22222
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Policy/Regulations/Service Airline - Positive Bag Match Program Civil Rights Civil Rights - Perceived Religion Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal I	yer  1 1 1 1 1 1 1 2 e /Developmenta 1 Medical Devices	1	1 1 5 5 4 y-on Luggacy 4 1 1 3	2 1 1 2 1 1 1 1	1 1 1 1 1 1 1 1 1	5 5 2 2 2	1 1 1 1 5 5						22 22 22 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
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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
OGS								1					1
2024								1					1
Customer Service								1					1
Customer Service - TSO								1					1

Additional Information Required/Insufficient Information Required/Insufficient Information Required/Insufficient Airline Airline - Policy/Regulations/Service Animals Animals - Carry-On Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex CLEAR CLEAR - Registered Traveler Customer Service Customer Service - Others Customer Service - TSO DHS TRIP DHS TRIP - General HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employment with Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damage Mishandling - Damaged Ite	16 6 1 1 1	11-Nov 1: 23 12	2-Dec 0 19 11	11-Jan 10 5	02-Feb 16 8	03-Mar 21 11 1	04-Apr 12 9	05-May 18 18 18	8 8 8	07-Jul 14 14 2	08-Aug 10 10	09-Sep 11 11	Total  178 123 1 1 1 1 1 1 6
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DHS TRIP  DHS TRIP - General  HAZMAT Endorsement  HAZMAT Endorsement - General  Human Capital  Human Capital - Prospective Employment wi Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarrar  No Jurisdiction  No Jurisdiction  No Jurisdiction - No Referral  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa  Persons w/ Disabilities (PWD) - Wheelchair/  Property - Special Handling  Property - Special Handling	1 1 vith TSA	3	7			2							2
DHS TRIP - General HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employment wi Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarrat No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Piyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	1 vith TSA				3	3	6	4	3	2	4	4	40
DHS TRIP - General HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employment wi Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarrat No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disarrat Property - Special Handling Property - Special Handling	1 vith TSA									1			1
HAZMAT Endorsement HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employment wi Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Disarrate No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	1 vith TSA									1			1
HAZMAT Endorsement - General Human Capital Human Capital - Prospective Employment wi Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Disarrate No Jurisdiction No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disares Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	1 vith TSA												1
Human Capital  Human Capital - Prospective Employment wi Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Damaged Mishandling of Passenger Property - Disarrate No Jurisdiction  No Jurisdiction  No Jurisdiction - No Referral Patdown  Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disarrates Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	vith TSA												1
Human Capital - Prospective Employment wi Locks  Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarrat No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling												1	1
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Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarrat No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disarrat Property - Special Handling Property - Special Handling													1
Mishandling of Passenger Property  Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarra' No Jurisdiction  No Jurisdiction  No Jurisdiction - No Referral Patdown  Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite										1			1
Mishandling of Passenger Property - Damag Mishandling of Passenger Property - Damag Mishandling of Passenger Property - Damag Mishandling of Passenger Property - Disarra No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite										1			1
Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarra No Jurisdiction  No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite	1 / 1 / P   41   1	11		1	1	2		2		4	1	1	12
Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarrat No Jurisdiction  No Jurisdiction - No Referral Patdown  Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disarrations of Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite						1						1	2
Mishandling of Passenger Property - Disarra No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite	,			1	1	1		1		4			8
No Jurisdiction  No Jurisdiction - No Referral Patdown  Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite				gage				1					1
No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite	ayed Items	-Carry-on or	Checked								1		1
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite					1					1			2
Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite					1					1			2
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair		2				1	1	2	1	1	1		9
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite								1					1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite		2				1	1	1	1	1	1		8
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Ite		1	2							1		1	5
Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged It			1							<del></del>		<u> </u>	1
Persons w/ Disabilities (PWD) - Mobility Disa Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged It	lococcony M	Indication on		Supplies								1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged It		4	u Medicai c	Jupplies						1			2
Property - Special Handling Property - Special Handling - Damaged Ite		I	4										
Property - Special Handling - Damaged Ite	/ Scooler/ S		11		4				4				1
	1	1	1		1			1	1	1	1		8
	1		1										2
Property - Special Handling - Damaged Items		d						1	1				2
Property - Special Handling - Missing Items -					1					1	1		3
Property - Special Handling - Missing Items -	- Checke	1											1
Screening	2	4		4	2	2	2	5	3		2	4	30
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines	1			2	1		1	1				2	8
Screening - Procedures/Process	1	4		2	1		1	4	3		1	1	18
Screening - Retrieving Abandoned/Confiscat	ted Items					1						1	2
2025	10	11	8	5	8	10	3						55
Civil Rights	3	1	2	1									7
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA E	1		'										1
Civil Rights - National Origin	- '	1	1										2
		ı											
Civil Rights - Other	2												2
Civil Rights - Perceived Religion	_		,	1		_							1
Customer Service	2	3	1			2							8
Customer Service - TSO	2	3	1			2							8
Human Capital						1							1
Human Capital - Prospective Employment wi	vith TSA					1							1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		2	1	1	2	2							8
Mishandling of Passenger Property - Damage	ged/Missina		1	1	2	1							5
Mishandling of Passenger Property - Damage		2	•	· ·		1							3
Patdown	,	1				1							2
Patdown - Flyer		1				1							2
Persons w/ Disabilities (PWD)	4	1			1	1							3
. ,	dical Dovice	20			1	1							1
Persons w/ Disabilities (PWD) - Internal Med			al Marilio I S	Dummille :	7	4							
Persons w/ Disabilities (PWD) - Medically Ne		ledication an	u iviedical S	oupplies		1							1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Property - Special Handling	1	1	1	1	2								6
Property - Special Handling - Damaged Item		1		1	1								3
Property - Special Handling - Missing Iten	ns - Carry		1										2
Property - Special Handling - Missing Items -	ns - Carry 1												1
Screening	1				1								
Screening - Lengthy Lines	1 - Checked	3	3	1	3	3	2						18
Screening - Procedures/Process	1	3	3 1	1		3	2						18 4
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confiscation	1 - Checked 3 2		1		3 1								4
SIDA (Security Identification Display Area)	1 - Checked 3 2 1	3		1	3	3	2						4 13
SIDA (Security Identification Display Area) -	1 - Checked 3 2 1		1		3 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
OLF							1						1
2025							1						1
Screening							1						1
Screening - Retrieving Abandoned/Confis	cated Items						1						1

Categories							laints Repo							
2024								· · · · · · · · · · · · · · · · · · ·						Total
Civil Rights - National Origin														193
Coult Rights - Race   1				9	7		4	9		12	7		15	131
Covid Rights - Sacreening of Religious Curtural and Ceremonal Items		1	1			1						2		7
Customer Service   1														1
Customer Service						1			1					5
Customer Service - TSO							4		7		2			1
Locks														38
Locks - Mistang or Damaged Lock     3		0	4	4			I		- /	5	3	3	3	38
Mishandling of Prasenger Property   1														
Mishandling of Passenger Property - Damaged Missing Items—Carry-on Lug   1   2   2			1		2		2	- 1	1	2	2	2		18
Mishandling of Passenger Property - Damaged Missis   1		aged/Missing		arry-on Lug										8
No Jurisdiction			1	arry-orr Lug	J		2	'	1		2			10
Patdown		agoa/wilooii			1			1	'	'		'		
Patdown														
Patdown Flyer   3   2   1   3   1   1   1   2   2   2   2   3   3   1   1   1   2   2   2   3   3   3   3   3   3   3		3	2	2	1	3			1	1	1		2	1
Persons w Disabilities (PWD) - Autism Spectrum					1						1			1:
Persons w   Disabilities (PWD) - Autism   Spectrum   1										1				
Persons w Disabilities (PWD) - Autism Spectrum	•	2				2	1		1	1		1	2	1
Persons w Disabilities (PWD) - Cancer (general) Not Breast Cancer   Persons w Disabilities (PWD) - Diabetes   1   1   1   1   1   1   1   1   1	` '													
Persons w Disabilities (PWD) - Cancer (general) Not Breast Cancer														
Persons w Disabilities (PWD) - Diabetes			Breast Can	cer									1	
Persons w Disabilities (PWD) - Diapers (General   1   1   1   1   1   1   1   1   1		,							1					
Persons w Disabilities (PWD) - Internal Medical Devices	. ,	Sarments/Dre	ssings/Mas	sks								1		
Persons w Disabilities (PWD) - Internal Medical Devices										1				
Persons w/ Disabilities (PWD) - Medically Necesary Medication and Medical Supplies   1		ledical Devic	es			1								
Persons w/ Disabilities (PWD) - Medically Necesary Medication and Medical Supplies   1				e Body			1							
Persons w   Disabilities (PWD) - Wheelch   1					al Supplies	1							1	
Property - Special Handling					- ''									
Property - Special Handling - Damaged Items - Carry-On	` '				1				4		1		1	
Property - Special Handling - Missing Items - Checked   2   6   3   1   2   6   2   2   3   3   3   3   Screening - Inconsistency   2   1   1   1   1   1   1   1   1   1		ems - Carry-C	On						3				1	
Property - Special Handling - Missing Items - Checked   2   6   3   1   2   6   2   2   3   3   3   3   Screening - Inconsistency   2   1   1   1   1   1   1   1   1   1	Property - Special Handling - Damaged Ite	ems - Checke	ed		1				1					
Screening - Inconsistency											1			
Screening - Lengthy Lines				3	1	2		6	2	2		3	3	3
Screening - Procedures/Process   1   5   1   1   1   2   2	Screening - Inconsistency					2		1					1	
Screening - Retrieving Abandoned/Confiscated Items	Screening - Lengthy Lines	1	1	2				1	1			1		
Moditional Information Required/Insufficient Information	Screening - Procedures/Process	1	5	1	1			4	1	1		2	2	1
Additional Information Required/Insufficient Information	Screening - Retrieving Abandoned/Confisc	cated Items								1				
Additional Information Required/Insufficient Information - EMAIL ONLY       1         Airline       1         Airline - Policy/Regulations/Service       1         Civil Rights       1       3       2         Civil Rights - National Origin       1       1         Civil Rights - Other       2       2         Civil Rights - Race       1       1         Civil Rights - Sex       1       1         Claims       1       1         Claims - Status       1       1         Customer Service       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missin       1       1       1         Mo Jurisdiction       1       1       1         No Jurisdiction - No Referral       1       1       1         No Jurisdiction - Refer to CBP       1       1       1	2025	8	13	11	5	8	9	8						6
Airline       1         Airline - Policy/Regulations/Service       1         Civil Rights       1       3       2         Civil Rights - National Origin       1       1         Civil Rights - Other       2       2         Civil Rights - Race       1       1         Civil Rights - Sex       1       1         Claims       1       1         Claims - Status       1       1         Customer Service       4       2       4       2       1         Customer Service - TSO       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missin       1       1       1         No Jurisdiction       1       1       1       1         No Jurisdiction - No Referral       1       1       1       1         No Jurisdiction - Refer to CBP       1       1       1       1       1	Additional Information Required/Insufficient Info	ormation				1		1						
Airline - Policy/Regulations/Service	Additional Information Required/Insufficient	it Information	- EMAIL C	ONLY		1		1						
Civil Rights         1         3         2           Civil Rights - National Origin         1         1           Civil Rights - Other         2	Airline							1						
Civil Rights - National Origin       1         Civil Rights - Other       2         Civil Rights - Race       1       1         Civil Rights - Sex       1       1         Claims       1       1         Claims - Status       1       1         Customer Service       4       2       4       2       1         Customer Service - TSO       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missing       1       1       1         Mo Jurisdiction       1       1       1         No Jurisdiction - No Referral       1       1       1         No Jurisdiction - Refer to CBP       1       1       1	Airline - Policy/Regulations/Service							1						
Civil Rights - Other       2         Civil Rights - Race       1       1         Civil Rights - Sex       1         Claims       1         Claims - Status       1         Customer Service       4       2       4       2       1         Customer Service - TSO       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missin       1       1       1         No Jurisdiction       1       1       1       1         No Jurisdiction - No Referral       1       1       1       1         No Jurisdiction - Refer to CBP       1 </td <td>Civil Rights</td> <td>1</td> <td></td> <td>3</td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Civil Rights	1		3			2							
Civil Rights - Race       1       1         Civil Rights - Sex       1       1         Claims       1       1         Claims - Status       1       1         Customer Service       4       2       4       2       1         Customer Service - TSO       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missin       1       1       1         Mo Jurisdiction       1       1       1         No Jurisdiction - No Referral       1       1       1         No Jurisdiction - Refer to CBP       1       1       1	Civil Rights - National Origin						1							
Civil Rights - Sex       1         Claims       1         Claims - Status       1         Customer Service       4       2       4       2       1         Customer Service - TSO       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missin       1       1         Mishandling of Passenger Property - Damaged/Missing Items—Checked Baç       1       1         No Jurisdiction       1       1       1         No Jurisdiction - No Referral       1       1       1         No Jurisdiction - Refer to CBP       1       1       1	Civil Rights - Other			2										
Claims         1           Claims - Status         1           Customer Service         4         2         4         2         1           Customer Service - TSO         4         2         4         2         1           Mishandling of Passenger Property         1         1         1           Mishandling of Passenger Property - Damaged/Missin         1         1           Mishandling of Passenger Property - Damaged/Missing Items—Checked Baç         1         1           No Jurisdiction         1         1         1           No Jurisdiction - No Referral         1         1         1           No Jurisdiction - Refer to CBP         1         1	Civil Rights - Race			1			1							
Claims - Status       1         Customer Service       4       2       4       2       1         Customer Service - TSO       4       2       4       2       1         Mishandling of Passenger Property       1       1       1         Mishandling of Passenger Property - Damaged/Missin       1       1         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç       1       1         No Jurisdiction       1       1       1         No Jurisdiction - No Referral       1       1       1         No Jurisdiction - Refer to CBP       1       1       1	Civil Rights - Sex	1												
Customer Service         4         2         4         2         1           Customer Service - TSO         4         2         4         2         1           Mishandling of Passenger Property         1         1         1           Mishandling of Passenger Property - Damaged/Missin         1         1           Mishandling of Passenger Property - Damaged/Missing Items—Checked Baç         1         1           No Jurisdiction         1         1         1           No Jurisdiction - No Referral         1         1         1           No Jurisdiction - Refer to CBP         1         1         1	Claims						1							
Customer Service - TSO         4         2         4         2         1           Mishandling of Passenger Property         1         1         1           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç         1         1           No Jurisdiction         1         1           No Jurisdiction - No Referral         1         1           No Jurisdiction - Refer to CBP         1         1	Claims - Status						1							
Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 1 No Jurisdiction 1 1 1 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 1	Customer Service	4	2	4		2		1						1
Mishandling of Passenger Property - Damaged/Missin 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 1 No Jurisdiction 1 1 1 No Jurisdiction - No Referral 1 No Jurisdiction - Refer to CBP 1	Customer Service - TSO	4	2	4		2		1						1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç         1           No Jurisdiction         1         1           No Jurisdiction - No Referral         1         1           No Jurisdiction - Refer to CBP         1         1	Mishandling of Passenger Property		1		1	1								
No Jurisdiction         1         1           No Jurisdiction - No Referral         1         1           No Jurisdiction - Refer to CBP         1         1	Mishandling of Passenger Property - Dama	aged/Missii	1			1								
No Jurisdiction - No Referral         1           No Jurisdiction - Refer to CBP         1	Mishandling of Passenger Property - Dama	aged/Missing	ltemsCh	necked Baç	1									
No Jurisdiction - Refer to CBP 1	No Jurisdiction			1			1							
	No Jurisdiction - No Referral			1										
	No Jurisdiction - Refer to CBP						1							
Patdown 2 1 1 2	Patdown			2	1	1		2						
Patdown - Flyer 2 1 1 2	Patdown - Flyer			2	1	1		2						
Persons w/ Disabilities (PWD) 1 3 1 2	Persons w/ Disabilities (PWD)	1	3			1	2							
Persons w/ Disabilities (PWD) - Autism Spectrum 1	Persons w/ Disabilities (PWD) - Autism Sp	ectrum					1							
Persons w/ Disabilities (PWD) - Medical [ 1	Persons w/ Disabilities (PWD) - Medical [	1												
Persons w/ Disabilities (PWD) - Medically Necessary 2 1 1	Persons w/ Disabilities (PWD) - Medically	Necessary	2			1	1							
Persons w/ Disabilities (PWD) - Metal Implants (joint) 1	Persons w/ Disabilities (PWD) - Metal Impl	lants (joint)	1											
Property - Special Handling 1 1 1 2 1 1	Property - Special Handling	1	1	1	2		1	1						
Property - Special Handling - Damaged Items - Carry 1 1 1		ms - Carry	1				1							
Property - Special Handling - Missing Iten 1 1				1										
Property - Special Handling - Missing Items - Checked 1 1					1			1						
Screening 1 6 1 2 2 2		1			1	2	2	2						1
Screening - Lengthy Lines 1 1 1 1	ŭ .	1			1									4
Screening - Procedures/Process 6 1 1 1			6			1	1	1						
Screening - Retrieving Abandoned/Confiscated Items 1		cated Items					1							

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	38	34	33	30	23	25	49	15	30	9	23	21	330
2024	9	9	8	11	6	7	24	15	30	9	23	21	172
Airline									1				1
Airline - Wheelchair Assistance									1				1
Civil Rights	3					1	1	1	2	2		2	12
Civil Rights - National Origin										1			1
Civil Rights - Not Specified									1			1	2
Civil Rights - Race	1						1	1	1	1			5
Civil Rights - Sex	2					1						1	4
Customer Service	2	4	2	3	3	2	7	4	8	2		4	49
Customer Service - CSM Customer Service - TSO		4	0	2	2	0	7	4	0		1 	4	1
Locks	2	1	2	3	3	2	7	4	8	2	- /	1	48
Locks - Missing or Damaged Lock		1							1			1	3
Mishandling of Passenger Property	1	ı	2	1	1	1	2	2	2	1	1	3	17
Mishandling of Passenger Property - Dar	-	n ItemsCa			ı	· ·	1		1	1	1	1	5
Mishandling of Passenger Property - Dar			2	1	1	1		2	'		'	2	9
Mishandling of Passenger Property - Disa		9 1101110					1		1				3
No Jurisdiction							•		1	1	1		3
No Jurisdiction - No Referral									1	1	1		3
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - Gene	ral							1					1
Patdown				1			3	1	2		2	2	11
Patdown - Flyer				1			3	1	2		2	2	11
Persons w/ Disabilities (PWD)							3	1	1	1	4	1	11
Persons w/ Disabilities (PWD) - Breast C	ancer						1						1
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	essings/Ma	sks								1		1
Persons w/ Disabilities (PWD) - Medical											1		1
Persons w/ Disabilities (PWD) - Medicall										1			1
Persons w/ Disabilities (PWD) - Mobility			air or Scoote	r)				1	1				2
Persons w/ Disabilities (PWD) - Touch A											1		1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/						2				1	1	4
Property - Special Handling		3	1	3			2	1	5	1	4	2	22
Property - Special Handling - Damaged I		2	1					1	1				5
Property - Special Handling - Damaged I		1					1				2	1	5
Property - Special Handling - Missing Itel		1		2			1		2	1			6
Property - Special Handling - Missing Itel		4	0	1	0	0		4	2	-	2	1	6
Screening Inconsistency	3	1	3	3	2	3	6	4		1	3	6	42
Screening - Inconsistency Screening - Lengthy Lines	1			1	1		2	1	3	1		3	2
Screening - Procedures/Process	2	1	3	2	1	3	3	3	3		2	3	13 26
Screening - Retrieving Abandoned/Confis		ı	3		ı	3	3	3	3		1	3	1
2025	29	25	25	19	17	18	25				ı		158
Airline					•		1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	2	2	2	2	1	1	3						13
Civil Rights - National Origin	1			1			1						3
Civil Rights - Not Specified							1						1
Civil Rights - Other	1		1										2
Civil Rights - Race		2			1	1							4
Civil Rights - Sex			1	1			1						3
Customer Service	9	4	6	5	3	2	3						32
Customer Service - Others		1											1
Customer Service - TSO	9	3	6	5	3	2	3						31
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	4	4	2	1	1	5						18
Mishandling of Passenger Property - Dar		2	1	1		1	1						6
Mishandling of Passenger Property - Dar		2	2	1	1		4						10
Mishandling of Passenger Property - Disa No Jurisdiction	a 1		1		4		2						2
No Jurisdiction - No Referral					1	1 1	2						5 3
No Jurisdiction - Refer to CBP					1	- '							1
No Jurisdiction - Refer to CBF					- 1		1						1
Patdown	3	2	2		1	1	2						11
Patdown - Children	3				ı		1						1
Patdown - Flyer	3	2	2		1	1	1						10
Persons w/ Disabilities (PWD)	1	6	2	2	1	1	2						15
Persons w/ Disabilities (PWD) - Breast C													1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Menta	al Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes			,				1						1
Persons w/ Disabilities (PWD) - Medicall		3	2	1		1	1						8
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	2											2
Persons w/ Disabilities (PWD) - Prosthes		and Casts			1								1
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	1											1
Property - Special Handling	3	2	3	1	3	3	2						17
Property - Special Handling - Damaged I	te 1		1			2							4
Property - Special Handling - Damaged I			1	1			2						4
Property - Special Handling - Missing Itel			1			1							2
Property - Special Handling - Missing Itel		2			3								7
Screening	10	4	6	7	6	8	4						45
Screening - Crew Member or Airline Emp	loyee						1						1
Screening - Inconsistency			1			1							2
Screening - Lengthy Lines	5	2		3	3	1	1						15
Screening - Procedures/Process	5	1	5	3	3	6	2						25
Screening - Retrieving Abandoned/Confis	scated Items			1									1

Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	aints Repo	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screen	ning - Security Breach		1											1
ORD		168	136	180	166	129	163	158	106	95	108		110	1,619
2024	Imaging Technology (AIT)	71	56	74	70	40	64	69	106	95	108	<b>100</b>	110	963
	ced Imaging Technology (AIT) - Fly	er										1		1
Airline		1		2	1		1		3	6	3			24
	- Lost Baggage	1									1	2		4
	- Policy/Regulations/Service - Wheelchair Assistance			2	1		1		3	5 1	2	1	2	18
Civil Right		4	1	5	5	3	8	2	6	3	6		5	56
Civil R	tights - Age		1				1		1			1	1	5
	tights - Constitutional Rights								1					1
	tights - National Origin					1	1			1	2	2	1	6
	lights - Not Specified			1	1		1						1	3
	tights - Perceived Religion					1	1							2
	tights - Profiling				1									1
	lights - Race	2		3	2	1	3	1	3	1	4	1	2	23
	tights - Screening of Religious Cultuitights - Sex	1		1			1		1	1		1		2
	tights - Sexual Orientation	1			1			1	'			2		5
Claims		1		1										2
	s - General			1										1
	s - Status	1												1
CLEAR	R - Registered Traveler											1	1 1	2
Customer	•	25	20	28	29	18	23	33	29	30	39	34	28	336
Custor	mer Service - CSM								1	1				2
	mer Service - Others			1			1				1	1		4
	mer Service - TCC mer Service - TSO	25	20	1 26	29	18	22	33	28	29	20	33	20	329
DHS TRIP		25	20	20	29	18	1	33	28	29	38	33	28	329
	RIP - General					1	1				1		1	4
	Materials Safety	1	1	1								1		4
	dous Materials Safety - General	1	1	1								1		4
Human Ca	pเtal า Capital - Prospective Employmen	t with TSΔ											1 1	1
Locks	Toopidi Troopodivo Employmon	1	1	1	2			2		1	2	3		15
Locks	- General												1	1
	- Missing or Damaged Lock	1	1	1	2			2		1	2			14
Lost and F	ound nd Found - Airport/TSA	2	3	1		1		1	5	2	6	1	5	27
	g of Passenger Property	2	3	1 8	7	4	4	9	13	12	10	9	5 17	27 98
	ndling of Passenger Property - Dam			2		1	2	3	8	7	5	6		46
	ndling of Passenger Property - Dam		2	5	5	2	2	4	5	3	4	2	4	40
	ndling of Passenger Property - Dam				1	4				1	4	1	1	4
No Jurisdic	ndling of Passenger Property - Disa	rrayed item	1	<u> </u>	3	1	4	3	3	1 4	5	9	2	39
	isdiction - No Referral	2	'	1			3	1	0	1	1	5		15
No Jur	risdiction - Refer to CBP		1		2	1	1	2	2	3	3	3		18
	risdiction - Refer to Other	1			1				1		1	1	1	6
Patdown	up Flyer	2	1	3	2		1	4	5	3	2			31
	wn - Flyer wn - Flyer as Observer	2	1	3	2		1	2	5	3	2	3	5	29
	/ Disabilities (PWD)	5	5	7	4	1	9	5	10	15	10	5	15	91
	ns w/ Disabilities (PWD) - Autism S			2		1		1	1				1	6
	ns w/ Disabilities (PWD) - Cognitive		ntal /Ment	1	1			1			1		1	5
	ns w/ Disabilities (PWD) - Diabetes ns w/ Disabilities (PWD) - Diapers/0		1		1		3	2	2	1	1	1	2	13
	ns w/ Disabilities (PWD) - Diapers/ons w/ Disabilities (PWD) - General	1	ı						2			2	1	6
	ns w/ Disabilities (PWD) - Hearing I	mpairment		1							2		3	7
	ns w/ Disabilities (PWD) - Internal N		1							2				3
	ns w/ Disabilities (PWD) - Medical [			Body	1						1			2
	ns w/ Disabilities (PWD) - Medically ns w/ Disabilities (PWD) - Metal Imp		1					1	3	2		1	1	10
	ns w/ Disabilities (PWD) - Mobility [		1	1	1				2	5	3		2	16
	ns w/ Disabilities (PWD) - Ostomy/0						1							1
	ns w/ Disabilities (PWD) - Prosthes						4			1	1			7
	ns w/ Disabilities (PWD) - Service A						1			4				1
	ns w/ Disabilities (PWD) - Visual Im ns w/ Disabilities (PWD) - Wheelch		1	2						3	1		3	1 10
	Special Handling	8	3	7	9	3	1	3	10	6	10	10		77
	rty - Special Handling - Damaged It	3	1		1		1		2	2	2	2	2	16
	rty - Special Handling - Damaged It			3	1	1			2		1			9
	rty - Special Handling - Missing Item		2	3	2	2		1	5	2	3	3 5		33
Screening	rty - Special Handling - Missing Iten	1 16	17	9	5 8	8	11	7	22	13	14	10		19 154
	ning - Children		1											1
	ning - Crew Member or Airline Emp	loyee						1						1
	ning - Gate Pass	_								1				1
Screen	ning - Inconsistency ning - International Screening	3	1		2	2	1		3	1	2		2	18
		and the second second												
Screen		1		2		1	5	2	4	3	4	1		23
Screer Screer Screer	ning - Lengthy Lines ning - Procedures/Process	12	13	2 7	5	1 4	5 5	2	4 14	3 5	8		17	102
Screer Screer Screer	ning - Lengthy Lines	12	13		5 1								17	

atagorias	40.0-4		ontact Cen 2-Dec 0				4 A OF Man	. 00 1	07 1	00 4	00.0	Tatal
TWIC - Status	10-Oct 1	1-Nov 1	2-Dec U	1-Jan (	02-Feb (	03-Mar (	14-Apr 05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2025	97	80	106	96	89	99	89					65
Additional Information Required/Insufficient Info			100				1					
Additional Information Required/Insufficient		EMAIL ON	LY				1					
Airline	5		3	3		3	1					1
Airline - Lost Baggage	1		1	1			1					
Airline - Policy/Regulations/Service	2		2	2		3						
Airline - Wheelchair Assistance	2											
Cargo					1	1	1					;
Cargo - Indirect Air Carrier (IAC)						1						
Cargo - Known Shipper	- 44				1		1					
Civil Rights	11	5	9	5	3	8	5					40
Civil Rights - Age Civil Rights - Constitutional Rights	2		1	1	1							;
Civil Rights - National Origin	1	2	1	1	1	1	2					
Civil Rights - Not Specified	1	1		ı	1	'	2					
Civil Rights - Perceived Religion	1			1								
Civil Rights - Race	3	2	4	2		5						1
Civil Rights - Sex	1		3				1					:
Civil Rights - Sexual Orientation	1					2						;
Claims	1		1									
Claims - Status	1		1									
Customer Service	25	23	27	14	25	29	29					173
Customer Service - Others			1				1					
Customer Service - TSO	25	23	26	14	25	29	28					170
DHS TRIP	1			2	1	1						
DHS TRIP - General	1			2	1	1						
Hazardous Materials Safety				1								
Hazardous Materials Safety - General				1								
Locks Missing or Domogod Lock		1		1								
Locks - Missing or Damaged Lock Lost and Found	4	1	10	1	11	10	2					7
Lost and Found - Airport/TSA	4	8 8	12 12	25 25	11	10 10	2					7:
Mishandling of Passenger Property	7	4	6	10	5	6	4					4:
Mishandling of Passenger Property - Dam		1	3	5	2	4	3					2
Mishandling of Passenger Property - Dam		3	2	4	2	2	1					14
Mishandling of Passenger Property - Dam			1	1								
Mishandling of Passenger Property - Disa					1							
No Jurisdiction	4	3	7	5	7	5	2					33
No Jurisdiction - No Referral	2			3	1	3	2					1
No Jurisdiction - Refer to CBP	2	2	4	2	5	2						1
No Jurisdiction - Refer to Other		1	3		1							
Patdown		3	1	1	3	1						
Patdown - Children					1							
Patdown - Flyer		3	1	1	1	4						
Patdown - Flyer as Observer	17	7	7		1	1	7					2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	17	7	7	5 1	12	13	7					68
Persons w/ Disabilities (PWD) - Ruisin S		1	1	1		1						
Persons w/ Disabilities (PWD) - Cognitive		ı				1						:
Persons w/ Disabilities (PWD) - Diabetes				2		1						
Persons w/ Disabilities (PWD) - Diapers/0		sings/Mask	s			1						
Persons w/ Disabilities (PWD) - General	3	omgo/maon	1		2	3						
Persons w/ Disabilities (PWD) - Hearing I						1						
Persons w/ Disabilities (PWD) - Internal N		3				1						
Persons w/ Disabilities (PWD) - Medically	2	4		2	5		4					1
Persons w/ Disabilities (PWD) - Metal Imp	1		1		1	1						4
Persons w/ Disabilities (PWD) - Mobility I	2					1						;
Persons w/ Disabilities (PWD) - Prosthesi					1							
Persons w/ Disabilities (PWD) - Respirato			1		1							;
Persons w/ Disabilities (PWD) - Touch Av			1									
Persons w/ Disabilities (PWD) - Visual Im		1										:
Persons w/ Disabilities (PWD) - Wheelcha			2		2	2	3					1
Property - Special Handling	10	13	14	10	13	12	10					82
Property - Special Handling - Damaged It		2	7	4	5	2	6					29
Property - Special Handling - Damaged It	1	2	4	2	7	1 7						
Property - Special Handling - Missing Iten		7	4	3	7	7	3					30
Property - Special Handling - Missing Iten	2	2	3	1	1	2	1					11
Request for Assistance  Request for Assistance - Other				1 1								
	12	12	19	13	8	10	27					
Screening Screening - Children	12	13 1	18	13	0	10	<u> </u>					102
Screening - Crimaren Screening - Crew Member or Airline Empl	I lovee	ı			2							:
Screening - Grew Member of Affiline Employers	,	1	3	1			3					
Screening - Inconsistency Screening - Lengthy Lines	1	1	1	2	1	2	5					1;
Screening - Procedures/Process	10	9	13	8	5	7	18					70
Screening - Retrieving Abandoned/Confis			1	1		1	1					
Screening - Security Breach	1	1	1									

Categories	10-Oct	11-Nov	12-Dec 0	11-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF	19	21	22	16	12	25	34	16	16	12	26	22	241
2024	8	13	9	3	6	15	19	16	16	12	26	22	165
Airline		1							1				2
Airline - Baggage Requirements									1				1
Airline - Policy/Regulations/Service		1		-					-				1
Civil Rights - Age	1			1		1		1	2		1		7
Civil Rights - Age Civil Rights - Not Specified						1					1		1
Civil Rights - Other				1		ı							1
Civil Rights - Race								1	2				3
Civil Rights - Sex	1												1
Claims											1		1
Claims - General Customer Service			0	0		7	7				1		1
Customer Service - TSO	3	6	2	2	3	7	7	3	5		5	5 5	48
DHS TRIP	3	0			3	,	,	3	- 3		2	<u> </u>	2
DHS TRIP - General											2		2
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks			1			1							2
Locks - Missing or Damaged Lock	4		1			1	0	0		4	0	0	2
Mishandling of Passenger Property  Mishandling of Passenger Property - Dan	1 1		2			1	2	1		1 1	1	1	14 7
Mishandling of Passenger Property - Dan		ı ItemsC	1			1	1	1		ı	1	1	6
Mishandling of Passenger Property - Dan				idade			1						1
No Jurisdiction	5		9	5 5								1	1
No Jurisdiction - No Referral												1	1
Patdown		1	2		1	1	1	1	3	3	5	3	21
Patdown - Children			_						_		1		1
Patdown - Flyer		1	2		1	1	4	1	3	2	3	3	17
Patdown - Flyer as Observer Patdown - General							1				1		<u>1</u>
Patdown - General Patdown - Non-Flyer										1	1		1
Persons w/ Disabilities (PWD)					1		2	2	2	2	3	3	15
Persons w/ Disabilities (PWD) - Autism S	pectrum				1								1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability								1		1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing I												1	1
Persons w/ Disabilities (PWD) - Internal M			I MII I C	D				4		1	4	4	1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im		viedication a	and Medical S	supplies			1	1			<u> </u>	1	3 2
Persons w/ Disabilities (PWD) - Mobility I		t Wheelchai	ir or Scooter)				- 1		1		I	1	2
Persons w/ Disabilities (PWD) - Prosthes			1 01 0000101)				1						1
Persons w/ Disabilities (PWD) - Wheelch								1		1			2
Property - Special Handling	1	1	1		1	1				2		1	8
Property - Special Handling - Damaged It										1			2
Property - Special Handling - Damaged It			1		1	1						1	4
Property - Special Handling - Missing Iter		1 4	4			0	7	7	2	1 4	7		2
Screening Screening - Children	2	4	1			2	7	7	3	4	7	6	43
Screening - Crew Member or Airline Emp	lovee								1		1		2
Screening - Inconsistency	,							1		1	1	1	4
Screening - Lengthy Lines						1	1	1			2		5
Screening - Military			1										1
Screening - Procedures/Process	2	4				1	6	4	1	3	3	5	29
Screening - Retrieving Abandoned/Confis 2025			40	40		40	45	1					1 76
Civil Rights	11	8	13	13 2	6	10	15						<b>76</b>
Civil Rights - Age				1									1
Civil Rights - National Origin				1									1
Civil Rights - Race	1												1
Customer Service		1	4	1	1	1	3						11
Customer Service - TSO		1	4	1	1	1	3						11
Mishandling of Passenger Property	1	. Itamaa . C	1	3	1	2	3						11
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan		g ItemsC	1	3	1	0	1 1						5
Mishandling of Passenger Property - Disa		Carry-on c	or Checked		1	2	1						<u>5</u>
No Jurisdiction	inayou nomo	-Oarry-orr	or Oriconcu	1									1
No Jurisdiction - Refer to CBP				1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	1	1			1		1						4
Patdown - Flyer	1	1			1		1						4
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	5 nectrum	1	3	4		2	2						17
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	1	1									1
Persons w/ Disabilities (PWD) - Diabetes		/IVIGIIL	ı				1						3
Persons w/ Disabilities (PWD) - Internal M		es	1			1							2
Persons w/ Disabilities (PWD) - Medical I						-							1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication a	and Medic	2		1							3
Persons w/ Disabilities (PWD) - Metal Im		1											1
Persons w/ Disabilities (PWD) - Mobility I			r or Scoot	1									1
Persons w/ Disabilities (PWD) - Prosthes		and Casts					1						1
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch			1										1
Property - Special Handling	2	2	1		1	2							8
p , Special Flaming													

		10	A Contact	Center ma	veier comp	nannis nep	OIL						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It	ems - Carry	-On			1								1
Property - Special Handling - Missing Iten	ns - Carry-C	2											2
Property - Special Handling - Missing Iten	2		1			2							5
Screening	1	3	3	2	2	3	6						20
Screening - Children							1						1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		3	3	2		3	5						16

		TS	A Contact	Center Tra	veler Comp	olaints Repo	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	2	1	1			2	1	2		1	1		11
2024						1	1	2		1	1		6
Customer Service						1							1
Customer Service - TSO						1							1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Screening							1	1					2
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
2025	2	1	1			1							5
Customer Service			1										1
Customer Service - TSO			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	5	1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	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
ОТН	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
OTZ		1			1						1	1	4
2024		1									1	1	3
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged	I Items - Carry	/-On										1	1
Screening		1											1
Screening - Procedures/Process		1											1
2025					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
2025				1									1
Screening				1									1
Screening - Procedures/Process				1									1

0-4					veler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE	3	4	2	2	7	1			2	1			2
2024	1	1		1	2	1			2	1			
Civil Rights					1								
Civil Rights - Sexual Orientation					1								
Customer Service	1								1				
Customer Service - TSO	1								1				
Mishandling of Passenger Property						1			1				
Mishandling of Passenger Property - Dam						1							
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d					1				
Patdown				1	1								
Patdown - Children				1									
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			
Screening		1											
Screening - Retrieving Abandoned/Confis	cated Items	1											
2025	2	3	2	1	5								1
Customer Service	1	1											
Customer Service - TSO	1	1											
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
Patdown		1											
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)			2	1	1								
Persons w/ Disabilities (PWD) - General				1									
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1		1								
Persons w/ Disabilities (PWD) - Wheelch			1										
Screening	1				3								
Screening - Lengthy Lines					1								
Screening - Procedures/Process	1				2								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH						2							2
2024						1							1
Patdown						1							1
Patdown - Flyer						1							1
2025						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage		1							1

			A Contact	oonto. ma		name nop	0.1						
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
PBG			3	1	1		1						6
2024				1			1						2
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2025			3		1								4
No Jurisdiction			2										2
No Jurisdiction - No Referral			2										2
Property - Special Handling					1								1
Property - Special Handling - Missing Iter	ns - Carry-C	)n			1								1
Screening			1										1
Screening - Procedures/Process			1										1

Caregories	Categories	40.0-4					laints Rep		05.14	00 1	07 1.1	00 4	00.0	T.4-1
### 1 12						02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Arrine  Addisor Price/Progradiants/Service  Addisor Price/Progradiants/Service  Covi Rights - Noterial Organ  Covi Rights - Noterial Ministry  Covi Rights - Preservice Ministry  Covi Rights - Preservice Ministry  Covi Rights - Noterial Mini														
Artine - Printing Plangulation-Stocks   1		6	11	12	18	12	23	25		18	5	13	18	177
Cost Signe									1					1
Coli lingues - National Organ	Airline - Policy/Regulations/Service								1					1
Chel Fights - Neb genéred  Chel Fights - Other Principles  Chel Fights - Robe  Chel Fi	Civil Rights	1		1	2	1	3	1	1	1		2	3	16
Coli Rights - Clearer   Coli Rights   Col Rights   Coli Rights   Col	Civil Rights - National Origin						1							1
Carl ligings - Percented Religion Chal ligings - Recent Seagon Challeges - Recent Seagon Carporate Service Carporate Ser	Civil Rights - Not Specified							1	1	1			1	4
Civil Rights - Pace  Coultering Service - Cibits  Cathering Service - Cibits  Catherin	Civil Rights - Other	1			1									2
Carl Regives - Server	Civil Rights - Perceived Religion												1	1
Coloring province: CSM	Civil Rights - Race						1						1	2
Catamer Service  Catame	Civil Rights - Sex			1	1	1	1					2		
Casomer Services - CRM	Customer Service	1	6	4	10	8	11	13	3	6	2			
Carbonne Bervico: O'Dress  Gattere Bervico: O'Dress  Gattere Bervico: O'Dress  Carbonne Bronce: TiCOU  Gattere Bro		1												
Customer Service - 1900		·		1						2	1	1		
Looks - Missing or Damaged Look			6		10	8	11	13	3				6	
Locks   Maring to Drangegel Lock   1   2   3   3   1   1   2   3   3   1   1   1   1   1   1   1   1			0		10			10			'	0	0	
Loot and Fourd   Appoint   Continue														
Lost and Found - Apport TSA								2						
Micharduling of Plassanger Property - Demographical Institute							1							
Michaeling of Passenger Pieprey - Charage Michaeling Interns- C	•			0	4		- 1		0			4	-	
Michaeding of Passenger Property - Unsergentificancy International Control of Passenger Property - Unsergentificancy and Passenger Property - Unsergentificancy and Passenger Property - Unsergentificancy - Charlet					1				2				1	
Mishanding of Passenger Property - Disarrayed Inters-Carry-on or Checked Patroom - Children - Children - Carry-on or Checked Patroom - Children - Carry-on or Checked   1   1   1   2   2   17 Patroom - Children - Carry-on or Checked   2   1   1   1   2   2   17 Persons wor Chabilities (PWD) - Justice of Spectrum - 1   2   2   1   1   2   2   1   3   14 Persons wor Chabilities (PWD) - Disagrating Patroom - 1   1   2   2   1   3   14 Persons wor Chabilities (PWD) - Disagrating Patroom - 1   1   1   2   2   1   3   14 Persons wor Chabilities (PWD) - Horizon Machinal Proteins - 1   1   1   2   2   1   3   14 Persons wor Chabilities (PWD) - Horizon Machinal Proteins - 1   1   1   2   2   1   3   14 Persons wor Chabilities (PWD) - Horizon Machinal Proteins - 1   1   1   2   2   1   3   14 Persons wor Chabilities (PWD) - Horizon Machinal Proteins - 1   1   1   2   2   3   3   3   3   3   3   3   3								3				1		
Paddown - Children		0 0			1								1	
Patison - Christian				Checked										
Pation		2	2			1			1	1	1	2	2	
Persons w Disabilities (PWD) - Autient Spectrum							1	1						
Persons w/ Disabilities (PVID) - Autent Spectrum   1	Patdown - Flyer	2	2			1			1	1	1	2		15
Persons w/ Disabilities (PWD) - Disental Medical Devices	Persons w/ Disabilities (PWD)		1		2	1	2	2	1	1		1	3	14
Persons w Orbabilities (PWD) - Internal Medical Devices	Persons w/ Disabilities (PWD) - Autism S	pectrum					1						1	2
Persons w Olizabilities (PWD) - Medically Necessary Medical and Medical	Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	ssings/Masks	3	1		1							2
Persons w Disabilities (PWD) - Modilically Necessary Medication and Medic   1	Persons w/ Disabilities (PWD) - Internal N	Medical Device	es										1	1
Persons w Disabilities (PWD) - Modilically Necessary Medication and Medic   1	Persons w/ Disabilities (PWD) - Medical [	Devices - Attac	ched to the B	lody		1								1
Persons w Disabilities (PWD) - Repinatory and Inhaler Explorest					1							1		2
Persons w Disabilities (PWD) - Respiratory and Inhalter Equipment   2   3   3   19   1   1   1   1   1   5   5   1   3   19   19   10   10   1   1   1   1   1   1   1										1			1	
Persons w Disabilities (PWD) - Wheekhard Scoolen 1				/					1					
Property - Special Handling - Damaged Items - Carry-On   1 1 1 1 1 3 3 5 5 1 3 3 199 Property - Special Handling - Damaged Items - Chrecked 1								2						
Property - Special Handling - Danaged Herns - Carey-On		1		1	1				5	5	1	3		
Property - Special Handling - Missing Items - Checked		eme - Carry-O		1	- '						'			
Property - Special Handling - Missing Item				1					- '	- 1				
Property - Special Handling - Missing Rems - Checke			u	1										
Screening - Children											1	1		
Screening - Crew Member or Airline Employee														
Screening - Crew Member or Airine Employee		1	1	4	2	1	1	2	2	4			3	
Screening - Incomistency											1			
Screening - Procedures   Process   1		loyee												
Screening - Retrieving Abandoned/Confie   1							1		1					
19			1	4	2	1				4			3	
Airline - Lost Baggage 1 1 Airline - Lost Baggage 1 1 Airline - Wheelchair Assistance 1 1 Civil Rights - Que 1 1 2 1 2 6 Civil Rights - Age 1 1 2 1 2 6 Civil Rights - Not Specified 1 1 1 1 1 1 2 2 2 Civil Rights - Not Specified 1 1 1 1 1 2 2 2 Civil Rights - Not Specified 1 1 1 1 1 2 2 2 CIVIL Rights - Not Specified 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 1 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 1 2 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 1 2 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 1 1 2 2 2 2 CIVIL Rights - Race 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														
Airline - Lost Baggage		19	9	26	27	22	36	28						
Airline - Wheelchair Assistance   1	Airline				1	1								2
Civil Rights - Age	Airline - Lost Baggage				1									1
Civil Rights - Not Specified   1 1 1   1   2   2   2   2   2   2   2	Airline - Wheelchair Assistance					1								1
Civil Rights - Not Specified	Civil Rights				1	2	1	2						6
CLEAR	Civil Rights - Age						1	1						2
CLEAR - Registered Traveler	Civil Rights - Not Specified					1		1						2
CLEAR - Registered Traveler	Civil Rights - Race				1	1								2
Customer Service	CLEAR	1												1
Customer Service	CLEAR - Registered Traveler	1												1
Customer Service - TSO			2	10	6	7	13	9						
Locks - Missing or Damaged Lock														
Lock - Missing or Damaged Lock				10			10							
Lost and Found														
Lost and Found - Airport/TSA		2		1			2	1						
Mishandling of Passenger Property														
Mishandling of Passenger Property - Dam	•			1	2			1						
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bagagage         1         2           Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket         1         1           No Jurisdiction         1         1           No Jurisdiction - Refer to CBP         1         2           No Jurisdiction - Refer to Other         1         1           Patdown         1         2         1           Patdown - Flyer         1         2         1           Persons w/ Disabilities (PWD)         6         2         2         6         5         9         5           Persons w/ Disabilities (PWD) - Autism Spectrum         1         1         1         1         2           Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer         1         1         1         1         2           Persons w/ Disabilities (PWD) - Cognitive         1         1         1         1         1         1           Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks         1         1         1         1         1           Persons w/ Disabilities (PWD) - General         1         1         1         1         1         1           Persons w/ Disabilities (PWD) - Medicall         1		-				- '								
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket   1			Itama Chas	kad Dagga		4								
No Jurisdiction						1								
No Jurisdiction - Refer to CBP		irrayed items	-Carry-on or		1		1							
No Jurisdiction - Refer to Other			1	1										
Patdown			1											
Patdown - Flyer         1         2         1           Persons w/ Disabilities (PWD)         6         2         2         6         5         9         5           Persons w/ Disabilities (PWD) - Autism Spectrum         1         1         1         2           Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer         1         1         1         2           Persons w/ Disabilities (PWD) - Cognitive         1         1         1         2           Persons w/ Disabilities (PWD) - Diapetes         1         1         1           Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks         1         1         1           Persons w/ Disabilities (PWD) - General         1         1         1         4           Persons w/ Disabilities (PWD) - Hearing Impairment         1         1         1         1         4           Persons w/ Disabilities (PWD) - Medicall Impairment         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         1         4         2         1         4         4         2         1         4         4         4         4         2														
Persons w/ Disabilities (PWD)   6   2   2   6   5   9   5   5   5   5   5   5   5   5														
Persons w/ Disabilities (PWD) - Autism Spectrum	•													
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer  Persons w/ Disabilities (PWD) - Cognitive 1 Persons w/ Disabilities (PWD) - Diabetes 1 Persons w/ Disabilities (PWD) - Diabetes 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - General 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD)	6	2	2	6	5	9	5						
Persons w/ Disabilities (PWD) - Cognitive 1 1 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 1 1 Persons w/ Disabilities (PWD) - General 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Autism S	pectrum			1		1							2
Persons w/ Disabilities (PWD) - Diabetes	Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	reast Cancer	r		1		1						2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General   1	· , , ,		ssings/Masks	3			1							
Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 1 Persons w/ Disabilities (PWD) - Medical I 1 1 Persons w/ Disabilities (PWD) - Medical I 1 2 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 1 4 Persons w/ Disabilities (PWD) - Metal Impairment 1 1 2 1 4 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 2 2 2 3 1 4 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1		1	1		1	1								4
Persons w/ Disabilities (PWD) - Medical I 1 Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 1 Persons w/ Disabilities (PWD) - Metal Imp 1 1 2 1 Persons w/ Disabilities (PWD) - Metal Imp 1 1 1 2 4 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 2 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1	· , , ,	mpairment					1							
Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1 2 1 2 1 4 Persons w/ Disabilities (PWD) - Metal Imp 1 1 2 2 4 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 2 2 2 2 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 2 2 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1	. , ,													
Persons w/ Disabilities (PWD) - Metal Imp         1         2         4           Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch         1         1         2           Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts         1         1         1           Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment         1         1         1	· , , ,		ledication	1			2	1						
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 2 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1					1									
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1			Wheelch	1										
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1				1	1		4							
	· , , ,						1	4						
i cisoria W Disdutilitica (FWD) - Setvice Millida			Equipment		4			1						
	reisons w/ Disabilities (PWD) - Service A	AnimalS			1									1

		13	4 Contact	center may	veier Comp	iainis Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Av	2	1											3
Persons w/ Disabilities (PWD) - Visual Im	pairment						1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1	2	1	1						5
Property - Special Handling	2		4	5		1	4						16
Property - Special Handling - Damaged It	ems - Carry	-On		2			2						4
Property - Special Handling - Damaged It	ems - Check	red	2	1			1						4
Property - Special Handling - Missing Iten	2			2									4
Property - Special Handling - Missing Iten	ns - Checke	d	2			1	1						4
Screening	3	3	6	5	4	6	7						34
Screening - Inconsistency			1	1			1						3
Screening - Lengthy Lines		1			1	1							3
Screening - Procedures/Process	3	2	4	4	3	4	6						26
Screening - Retrieving Abandoned/Confis	cated Items		1			1							2

			Contact Ce										
Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	68	57	68	48	40	48	55	24	32	18	32	34	524
2024	34	18	23	13	18	21	28	24	32	18	32	34	295
Airline							1			1		1	3
Airline - Policy/Regulations/Service							1			1		1	3
Civil Rights	2		1	1	1	3	2	1	2	2	2	3	20
Civil Rights - Age					1							1	2
Civil Rights - National Origin						1							1
Civil Rights - Not Specified									1				1
Civil Rights - Other	1			1		2	2				2		8
Civil Rights - Race	1		1					1	1	2		2	8
Customer Service	14	5	10	3	7	4	9	5	9	3	11	8	88
Customer Service - CSM	14		10	3	-		3	1	3	J	- 11	0	1
Customer Service - TCC	1							1					1
		_	40	2	7	4	0	4	0	2	44	0	
Customer Service - TSO	13	5	10	3	7	4	9	4	9	3	11	8	86
DHS TRIP								1					1
DHS TRIP - General								1					1
Human Capital									1				1
Human Capital - Current Employee									1				1
Locks				1				2	1			1	5
Locks - General				1									1
Locks - Missing or Damaged Lock								2	1			1	4
Lost and Found								1	2				3
Lost and Found - Airport/TSA								1	2				3
Mishandling of Passenger Property	7	3	1	1	4		2	1	4	3	4	2	32
Mishandling of Passenger Property - Dam	3	2			4		2	1	1	1	2		16
Mishandling of Passenger Property - Dam		1	1						3	2	1	2	13
Mishandling of Passenger Property - Dam				1									1
		ig itemson	specified i	1							1		2
Mishandling of Passenger Property - Disa	1												
No Jurisdiction				1				2			1		4
No Jurisdiction - Refer to CBP								1			1		2
No Jurisdiction - Refer to Other				1				1					2
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	1		5		2	3	3	4	3		1	3	25
Patdown - Children	-				1								1
Patdown - Flyer	1		5		1	3	3	4	3		1	3	24
Persons w/ Disabilities (PWD)	2			1	1	4	3		2	3	6	3	25
				- 1	- '		3			3	0	3	
Persons w/ Disabilities (PWD) - Autism S			D: 1.00			2							2
Persons w/ Disabilities (PWD) - Cognitive		ental /Mental	Disability								2		2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal N	ledical Devi	ices										1	1
Persons w/ Disabilities (PWD) - Medical [	Devices - At	tached to the	Body	1		1							2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication a	and Medical	Supplies			1			1	3	1	6
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1					1		2
Persons w/ Disabilities (PWD) - Mobility [			r or Scooter	.)					1				1
Persons w/ Disabilities (PWD) - Ostomy/0				,									1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts								1		1	2
		and Casts								- '		'	1
Persons w/ Disabilities (PWD) - Respirato					4					4			
Persons w/ Disabilities (PWD) - Service A					1					1			2
Persons w/ Disabilities (PWD) - Touch Av									1				1
Persons w/ Disabilities (PWD) - Wheelcha							1						1
Property - Special Handling	3	5	2	1	2	1	2	1	3	2	3	3	28
Property - Special Handling - Damaged It	2	2		1		1		1	1	1		1	10
Property - Special Handling - Damaged It	1	1			1		1		2		2	1	9
Property - Special Handling - Missing Iten		1	2		1		1			1	1		7
Property - Special Handling - Missing Iten												1	2
Request for Assistance	l - Oricono	'			1							- '	1
· · · · · · · · · · · · · · · · · · ·													
Request for Assistance - Other	_				1								1
Screening	5	5	4	4		6	6	5	5	4	4	10	58
Screening - Inconsistency				1		1	1	1	1	1	1	1	8
Screening - International Screening							1						1
Screening - Lengthy Lines		1	3						1		1	2	8
Screening - Procedures/Process	5	3	1	2		3	4	4	1	3	2	7	35
Screening - Retrieving Abandoned/Confis	cated Items			1		2			2				5
Screening - Security Breach		1											1
2025	34	39	45	35	22	27	27						229
Airline	1	- 00		- 00		1							2
Airline - Policy/Regulations/Service	1												1
Airline - Wheelchair Assistance						1							1
Civil Rights	3	2	4	2	1	2	1						15
Civil Rights - Age	1					1							2
Civil Rights - National Origin	1		1										2
Civil Rights - Not Specified		1	1										2
Civil Rights - Race			1	1	1	1	1						5
Civil Rights - Screening of Religious Cultu	1					•	•						1
Civil Rights - Sex	· '	1	1	1									3
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	10	8	13	6		4	4						45
Customer Service - CSM						1							1
Customer Service - Others			2										2
Customer Service - TSO	10	8	11	6		3	4						42
Locks	1			1									2
Locks - Missing or Damaged Lock	1			1									2
	'	A		- 1									
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1

		TSA	A Contact (	Center Trav	eler Comp	laints Rep	ort						
Categories	10-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	4	3	6	5	4	3	5						30
Mishandling of Passenger Property - Dam	2	3	4	1	3	3	3						19
Mishandling of Passenger Property - Dam	1		1	4	1		2						9
Mishandling of Passenger Property - Dam	1		1										2
No Jurisdiction		1			1		1						3
No Jurisdiction - Refer to CBP		1			1								2
No Jurisdiction - Refer to FAA							1						1
Patdown	2	1	5	3	1	2							14
Patdown - Children			1	1									2
Patdown - Flyer	2		4	2	1	2							11
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	10	6	1	4	3	3						30
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Cancer (ger	neral) Not	1											1
Persons w/ Disabilities (PWD) - Diabetes		1	2										3
Persons w/ Disabilities (PWD) - General	1	2	1		1		1						6
Persons w/ Disabilities (PWD) - Hearing Imp	pairment	1				1							2
Persons w/ Disabilities (PWD) - Metal Imp	1	2											3
Persons w/ Disabilities (PWD) - Mobility Disa	ability (N	2	2	1		1	1						7
Persons w/ Disabilities (PWD) - Prosthesis/A	Amputees	1	1		1								3
Persons w/ Disabilities (PWD) - Service Anir	mals				1	1							2
Persons w/ Disabilities (PWD) - Wheelchair/	Scooter/	Segway			1		1						2
Property - Special Handling	1	2	4	3	5	4	3						22
Property - Special Handling - Damaged Item	s - Carry	1	1	1	3	3	1						10
Property - Special Handling - Damaged Item	is - Check	red		1			1						2
Property - Special Handling - Missing Item	1		1			1							3
Property - Special Handling - Missing Items	- Checke	1	2	1	2		1						7
Screening	9	10	6	14	6	8	10						63
Screening - Crew Member or Airline Employ	ee			1									1
Screening - Inconsistency	1		2	1			1						5
Screening - Lengthy Lines	1	1	1	3	2	1							9
Screening - Procedures/Process	6	9	3	7	4	7	9						45
Screening - Retrieving Abandoned/Confis	1			2									3

ategories	10-Oct 11		ontact Cente 2-Dec 01-		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	4	-140V	2-Dec 01-	6	02-Feb 8	03-IVIAI	04-Api	5	2	3	00-Aug	09-Зер	Total
2024	1	3	4	4	4	1		5	2	3	1	2	
	1	3		4		1	3				1		3
Customer Service - Others			1		2		2	2		1			
					1								
Customer Service - TSO			1		1		2	2		1			
Mishandling of Passenger Property	1/8 41 1 14	1								1			
Mishandling of Passenger Property - Dan			y-on Luggage							1			
Mishandling of Passenger Property - Dan	naged/Missii	1											
Patdown	1	1						1	1				
Patdown - Children	1												
Patdown - Flyer		1						1					
Patdown - Non-Flyer									1				
Persons w/ Disabilities (PWD)			1	1				1	1				
Persons w/ Disabilities (PWD) - Autism S	pectrum			1									
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Medically			1										
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees and	Casts							1				
Property - Special Handling			1				1					1	
Property - Special Handling - Missing Iter	ns - Carry-On		1									1	
Property - Special Handling - Missing Iter	ns - Checked						1						
Screening		1	1	3	2	1		1		1	1	1	
Screening - Children				1									
Screening - Crew Member or Airline Emp	loyee											1	
Screening - Gate Pass						1							
Screening - Lengthy Lines					1								
Screening - Procedures/Process		1	1	2	1			1		1	1		
2025	3	3	4	2	4	5	3						
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights		1		1									
Civil Rights - National Origin				1									
Civil Rights - Sex		1											
Customer Service		'			1	1							
Customer Service - TSO					1	1							
Locks		1			'								
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	1	- 1											
Mishandling of Passenger Property - Dan													
No Jurisdiction	1												
	-												
No Jurisdiction - Refer to Other	1				-								
Patdown					1		1						
Patdown - Children							1						
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)	11	1			1	1	1						
Persons w/ Disabilities (PWD) - Cognitive		1											
Persons w/ Disabilities (PWD) - Metal Im													
Persons w/ Disabilities (PWD) - Mobility I			or Scooter)			1	1						
Persons w/ Disabilities (PWD) - Touch Av	/ersion (pain/trai	ıma)	_		1								
Property - Special Handling	L		3										
Property - Special Handling - Missing Iter	ns - Carry-On		3										
Screening			1	1	1	2	1						
						1							
Screening - Inconsistency Screening - Procedures/Process						1							

		13	- Contact	senter may	reiei Coili	παιτιές ίνερ	OIL						
Categories	10-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		2	1	2			2	1		1	1	1	11
2024		1	1	1			2	1		1	1	1	9
Customer Service							2			1			3
Customer Service - TSO							2			1			3
Mishandling of Passenger Property		1									1		2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	gage							1		1
Mishandling of Passenger Property - Disa	arrayed Item	1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	Segway						1					1
Property - Special Handling			1	1									2
Property - Special Handling - Missing Iter	ns - Checke	d	1	1									2
Screening												1	1
Screening - Procedures/Process												1	1
2025		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 - Missing Iter	ns - Checke	1											1

			A Comuco	oontoa		Jiannis Itepi	J. C						
Categories	10-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	1		1	2		1	3	2	1			1	12
2024	1			1			2	2	1			1	8
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Customer Service				1			1	1					3
Customer Service - TSO				1			1	1					3
Screening	1						1	1	1				4
Screening - Procedures/Process	1						1	1	1				4
2025			1	1		1	1						4
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	1										1
Screening				1		1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1		1							2

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	124	108	139	96	73	117	135	64	94	95	91	83	1,219
2024	36	39	56	52	29	47	69	64	94	95	91	83	755
Additional Information Required/Insufficient In	formation						1				1		2
Additional Information Required/Insufficient	nt Informatio	n - EMAIL ON	LY				1				1		2
Airline		3		2	1		3		1	3	1		14
Airline - Policy/Regulations/Service		3		2	1		2		1	2	1		12
Airline - Wheelchair Assistance Civil Rights	1	2	3	2	2	2	1 4	3	4	1 5	2	4	34
Civil Rights - Age	I		3			1	4	3	1	1		4	34
Civil Rights - National Origin						'	2		'			2	4
Civil Rights - Not Specified								1	1				2
Civil Rights - Other		1											1
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2		2	1	2	2	2	3	2	1	19
Civil Rights - Screening of Religious Cultu	ıral and Cere ı	monial Items		1									1
Civil Rights - Sex Claims				1				1		1	1	1	3
Claims - General				1				1			1		1
Claims - Status				'				1			1		2
Customer Service	11	16	29	28	12	20	20	32	39	35	34	26	302
Customer Service - Others							1			2			3
Customer Service - TCC					1					1			2
Customer Service - TSO	11	16	29	28	11	20	19	32	39	32	34	26	297
DHS TRIP									1			1	2
DHS TRIP - General									1			1	2
Locks	3			2	1		1	1		1			9
Locks - General	1				4								1
Locks - Missing or Damaged Lock	2			2	1		1	1 1	2	1 3	1		8
Lost and Found  Lost and Found - Airport/TSA	1						2	1 1	2	3	1 1		10
Mishandling of Passenger Property	4	4	4	4	3	4	5	2	2	6	8	6	52
Mishandling of Passenger Property - Dam		2	2	3		3	3	1	1	5	4	2	28
Mishandling of Passenger Property - Dam		1	1		2	1	2	1		1	4		18
Mishandling of Passenger Property - Dam	iaged/Missii	1	1	1									3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked		1				1			1	3
No Jurisdiction	1	1	1			2	3	1	1	3	3	1	17
No Jurisdiction - No Referral			1			2	1				2		6
No Jurisdiction - Refer to CBP							1		1	1	1		4
No Jurisdiction - Refer to Other	1	1					1	1		2		1	7
Patdown	4	4	3	2	1		4	2	4	4	6	5	39
Patdown - Children Patdown - Flyer	4	3	1	2	1		4	2	4	3	6	4	34
Patdown - Flyer as Observer	4		1				4		4	3	0	1	2
Persons w/ Disabilities (PWD)	2	3	2	1	2	4	5	5	9	7	6		54
Persons w/ Disabilities (PWD) - Autism S			1		1	1			3		1	1	8
Persons w/ Disabilities (PWD) - Breast Ca												1	1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Cancer	r				1						1
Persons w/ Disabilities (PWD) - Cognitive		ental /Mental D	isability							1			1
Persons w/ Disabilities (PWD) - Diabetes									1	1	1	1	4
Persons w/ Disabilities (PWD) - General		1	1					1	1	4	2	4	6
Persons w/ Disabilities (PWD) - Hearing I							1	1	1	1		1	3
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical [		es					1	ı	- 1				1
Persons w/ Disabilities (PWD) - Medically		1					1	1		1	2	1	7
Persons w/ Disabilities (PWD) - Metal Imp							1		1	1		1	4
Persons w/ Disabilities (PWD) - Mobility [				1	1	1			2			2	8
Persons w/ Disabilities (PWD) - Prosthesi		and Casts								1			1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	er Equipment								1			1
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/					2	1	2					5
Property - Special Handling	1	2	3	2	1	6	4	5	6	6	8		51
Property - Special Handling - Damaged It		ed	1		1		2		2	2	4		14
Property - Special Handling - Damaged It  Property - Special Handling - Missing Iten		ea 1	1	1		4	1	3	2	3	1	1	7 16
Property - Special Handling - Missing Iten		1	1	1		2	1	1	2	1	1	3	14
Request for Assistance	io onioono									1			1
Request for Assistance - Other										1			1
Screening	8	4	10	8	6	9	17	11	25	21	20	25	164
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1		2	1			1		3		2	4	14
Screening - International Screening	_				1							1	2
Screening - Lengthy Lines	2		4	2		2	5	1	4	6	3		32
Screening - Procedures/Process	4	4	4	5	5	7	10	10	17	14	15	17	112
Screening - Retrieving Abandoned/Confis SIDA (Security Identification Display Area)	cated items		1				1		1	1			3
SIDA (Security Identification Display Area) SIDA (Security Identification Display Area)	l ) - General		1										1
2025	88	69	83	44	44	70	66						464
Additional Information Required/Insufficient Info		1				1							2
Additional Information Required/Insufficient		1				1							2
Airline			1	1		1	4						7
Airline - Policy/Regulations/Service			1	1		1	4						7
Civil Rights	2	1	1	4	1	2	3						14
Civil Rights - Constitutional Rights				1									1
Civil Rights - Not Specified		1				1							2
Civil Rights - Perceived Religion				2	1	1							1
Civil Rights - Race	2			2	1	1	3						9

Categories	10-Oct	11-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation	10-001	. 1-1407	12-Dec	J I-Juil	3E-1 6D	JO-Mai	A4-Whi	JU-May	00-0ull	or-out	oo-Aug	00-06h	iotai
Customer Service	26	29	27	14	11	24	27						15
Customer Service - Others	20	29	21	14	- 11	24	21						13
Customer Service - TSO	26	29	27	13	11	24	27						15
DHS TRIP	20	29	21	13	- 11	1	21						- 13
DHS TRIP - General						1							
Locks	1					1							
Locks - Missing or Damaged Lock	1					1							
Lost and Found	1	1		1	2	- '	1						
Lost and Found - Airport/TSA	1	1		1	2		1						
Mishandling of Passenger Property	12	4	2	5	1	6							
Mishandling of Passenger Property - Dan				2	1	4							
Mishandling of Passenger Property - Dan			1	3	'	2							
Mishandling of Passenger Property - Disa			1	J									
No Jurisdiction	1	2	2	1	3	2	3						
No Jurisdiction - No Referral	· '		1		3	1	J						
No Jurisdiction - Refer to CBP		1	1		2	'	2						
No Jurisdiction - Refer to CBF  No Jurisdiction - Refer to Department of S	State	ı	- 1	1									
No Jurisdiction - Refer to FAA	Jale			- 1	1	1							
No Jurisdiction - Refer to Other	1	1				1	1						
Patdown	1	4	3	2	4	1	3						
Patdown - Children	1	1	1		4	1	3						
Patdown - Flyer	1	3	2	2	4	1	3						
Persons w/ Disabilities (PWD)	13		9	2		7	4						4
Persons w/ Disabilities (PWD) - Autism S		1	9	1	5	- 1	4						
. , ,			005	- 1	1								
Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Cognitive			1			2	1						
Persons w/ Disabilities (PWD) - Cognitive		entai /ivient 1	- 1			1	- 1						
Persons w/ Disabilities (PWD) - General	2		1		2	- 1							
Persons w/ Disabilities (PWD) - Internal I			- 1										
Persons w/ Disabilities (PWD) - Medical			1										
Persons w/ Disabilities (PWD) - Medicall			- 1	1	1								
Persons w/ Disabilities (PWD) - Metal Im	*	ı	1	- 1	1								
Persons w/ Disabilities (PWD) - Metal IIII			1				1						
Persons w/ Disabilities (PWD) - Ostomy/			- 1				- 1						
Persons w/ Disabilities (PWD) - Prosthes		- 1					1						
Persons w/ Disabilities (PWD) - Respirate						1	1						
Persons w/ Disabilities (PWD) - Nespirati			1			- '	- 1						
Persons w/ Disabilities (PWD) - Touch A		/trauma)			1	2							
Persons w/ Disabilities (PWD) - Wheelch			3		1	1							
Property - Special Handling	9		11		6	10	5						4
Property - Special Handling - Damaged It			4		1	4	3						
Property - Special Handling - Damaged II			4		2	2	3						
Property - Special Handling - Missing Iter			6		1		2						
Property - Special Handling - Missing Iter			1		2	4							
Request for Assistance	Tis - Checke	u	- 1		1	4							
Request for Assistance - Other					1								
Screening	22	14	27	14	10	14	16						11
Screening Screening - Children		14	1	14	10	14	10						- 1
Screening - Children Screening - Crew Member or Airline Emp	lovoo		- 1	1		1	1						
· ·		0	6			1	1						
Screening - Inconsistency	2		4	A	0	1							
Screening - Lengthy Lines Screening - Procedures/Process	3 16			4	2		3						- 2
	1 16	8	15	9	8	11	10						

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	159	171	192	154	157	174	151	81	92	102	88	73	1,594
2024	73	74	91	75	69	79	75	81	92	102	88	73	972
Airline			1	1			1	1	1	1		1	7
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			1				1	1		1		1	5
Airline - Positive Bag Match Program				1									1
Civil Rights	3	1	2	5	3	4	4	4	6	9	4	3	48
Civil Rights - Age		1	1							1	1		4 1
Civil Rights - Constitutional Rights Civil Rights - National Origin									2		1	1	3
Civil Rights - Not Specified											2		2
Civil Rights - Other	1		1					2	1				5
Civil Rights - Perceived Religion					1			1					2
Civil Rights - Profiling					1								1
Civil Rights - Race				3		1	2		3	5			14
Civil Rights - Sex	2			1	1	3	2	1		3		2	15
Civil Rights - Sexual Orientation				1									1
Claims						1							1
Claims - General Customer Service	1.1	21	41	34	33	1 28	20	22	20	26	21	22	321
Customer Service - Others	14	21	1	34	33	28	28	22	30	26 1	21	23	321
Customer Service - Others  Customer Service - TCC			- 1	2			1			- 1			3
Customer Service - TSO	14	21	40	32	33	28	26	22	30	25	21	23	315
DHS TRIP		21	-10	02		20	20	1		20	21	1	2
DHS TRIP - General								1				1	2
Locks			3	2		1	1			1			8
Locks - General			1										1
Locks - Missing or Damaged Lock			2	2		1	1			1			7
Lost and Found	1		1	1		2	1	3	1	1	1		12
Lost and Found - Airport/TSA	1		1	1		2	1	3	1	1	1		12
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	7	6	12	2	8	7	4	10	3	18	10	6	93
Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam		1 4	7	1	4	3 4	1 2	2	1 2	9	5	2	36 49
Mishandling of Passenger Property - Dam			1	1	4	4	1	0		1	5		3
Mishandling of Passenger Property - Disa		1	'	1			- '			1	1		5
No Jurisdiction	1	1	1	1	2	1	1		1			3	12
No Jurisdiction - No Referral				1	2	1	1		1			2	8
No Jurisdiction - Refer to CBP		1	1									1	3
No Jurisdiction - Refer to Other	1												1
Patdown	7	5	7	6	5	4	4	4	8	10	4	4	68
Patdown - Children	1							1		2			4
Patdown - Flyer	5	5	7	5	5	4	3	3	8	7	4	4	60
Patdown - Flyer as Observer	1			1						4			2
Patdown - General Patdown - Non-Flyer							1			1			1
Persons w/ Disabilities (PWD)	6	12	5	4	7	8	10	9	16	19	18	9	123
Persons w/ Disabilities (PWD) - Autism S		1	1	1	,	0	2	1	10	3	3	1	13
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Cancer (	1					1				1			3
Persons w/ Disabilities (PWD) - Cognitive		ntal /Menta	l Disability				2		2		1		5
Persons w/ Disabilities (PWD) - Diabetes		1	1	1	1	3	3	2		4	1	1	19
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre		sks					1					1
Persons w/ Disabilities (PWD) - General		2			1		1		1	1	1	4	7
Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N		00			1 1		1		2	1 2	- 1	1	7
Persons w/ Disabilities (PWD) - Medical I		1		1	1		1		1	1	1		5
Persons w/ Disabilities (PWD) - Medically		3	1	'	'				2	2	2		10
Persons w/ Disabilities (PWD) - Metal Imp		1	1					1	1		1	1	6
Persons w/ Disabilities (PWD) - Mobility [	3	2		1	2	2		2	6		3	1	22
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts				1			1	1	1	1	5
Persons w/ Disabilities (PWD) - Respirato			1										1
Persons w/ Disabilities (PWD) - Touch Av		rauma)								1			1
Persons w/ Disabilities (PWD) - Visual Im												1	1
Persons w/ Disabilities (PWD) - Wheelch	1 7	1		40	0	1	1	1	0	2	7	2	13
Property - Special Handling Property - Special Handling - Damaged It		11 4	8 1	12	6 1	10 1	7 2	11 5	6 1	6	1	9	100
Property - Special Handling - Damaged It		1	1	3	1	2	2	3	2	1	1	2	22
Property - Special Handling - Missing Iten		1	1	3	4	2	1	1		1	1	2	18
Property - Special Handling - Missing Iten		5	5	2		5	2	2	3	2	4	1	32
Request for Assistance							1			1			2
Request for Assistance - Other							1			1			2
Screening	27	17	10	7	5	13	13	16	20	10	23	14	175
Screening - Children		1											1
Screening - Crew Member or Airline Emp			1		1				2				7
Screening - Inconsistency	3	4	1	1		2	5	2		3			22
Screening - Lengthy Lines	3 17	1 11	6	6	3	8	4	13	15	6	18	11	12
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		- 11	1	O	1	1	3	13	10	0	3	- 11	118
Screening - Security Breach	'		- '		1	1	3	1	3		3		3
Screening - Shoe Screening										1			1
2025	86	97	101	79	88	95	76						622
Additional Information Required/Insufficient In		1				1							2
Additional Information Required/Insufficie	nt Informatic	1				1							2
Airline			2				2						4
Airline - Policy/Regulations/Service			1				2						3
Airline - Wheelchair Assistance			1										1

Categories	10-Oct	11-Nov	12-Dec	Center Trav 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-	6	6	7	01-Jan	<b>02-reb</b>		<b>04-Apr</b>		oo-Juii	or-Jul	oo-Aug	oa-aeh	
Civil Rights	0	1	- /	5	5	1	1						4
Civil Rights - Age		1	4										
Civil Rights - Constitutional Rights			1			1							
Civil Rights - National Origin		1	1			1	1						4
Civil Rights - Not Specified			1		1		2						4
Civil Rights - Perceived Religion	1				1	1							;
Civil Rights - Race	4			4	1		3						1:
Civil Rights - Screening of Religious or Cu	ultural Garme	nts	1	1									
Civil Rights - Sex	1	4	3		2		1						1
CLEAR	1	1											
CLEAR - Registered Traveler		1											
CLEAR - TSA PreCheck Application Prog	1												
Customer Service	21	18	22	23	15	20	13						133
Customer Service - TCC					1		1						
Customer Service - TSO	21	18	22	23	14	20	12						130
Locks	1		3		2	2	2						10
Locks - Missing or Damaged Lock	1		3		2	2	2						10
Lost and Found	2	1	2	5	4	3	2						19
Lost and Found - Airport/TSA	2	1	2	5	4	3	2						19
Mishandling of Passenger Property	6	5	12	8	6	6	5						48
Mishandling of Passenger Property - Dam		2	6	4	2	5	2						23
Mishandling of Passenger Property - Dam		2	5	3	2		3						20
Mishandling of Passenger Property - Dam			1	3		- 1	3						- 20
			I	4	0								
Mishandling of Passenger Property - Disa	irrayed item	1		1	2	0	4						4
No Jurisdiction		3		2	3		1						11
No Jurisdiction - No Referral		1		1		1							
No Jurisdiction - Refer to CBP		2			2	1	1						(
No Jurisdiction - Refer to FAA					1								
No Jurisdiction - Refer to Other				1		1							
Patdown	10	5		3	5	2	1						20
Patdown - Flyer	10	5		2	4	2	1						24
Patdown - Flyer as Observer				1	1								
Persons w/ Disabilities (PWD)	17	25	21	13	11	29	11						12
Persons w/ Disabilities (PWD) - Autism S	pectrum		1	1	1	1							4
Persons w/ Disabilities (PWD) - Cancer (g	1												
Persons w/ Disabilities (PWD) - Cognitive	1	2		1	1	2							-
Persons w/ Disabilities (PWD) - Diabetes		1		1	2		1						-
Persons w/ Disabilities (PWD) - Diapers/0			sks			1	1						
Persons w/ Disabilities (PWD) - General	2	5				2							10
Persons w/ Disabilities (PWD) - Hearing I	1	3											- 1
Persons w/ Disabilities (PWD) - Internal M		1				2							
Persons w/ Disabilities (PWD) - Medically		3	7	2	1	5	2						2
					1								
Persons w/ Disabilities (PWD) - Metal Imp		2	2	2	2	2							
Persons w/ Disabilities (PWD) - Mobility [		1	8	3	4	4	2						2
Persons w/ Disabilities (PWD) - Prosthesi		2		1		2							
Persons w/ Disabilities (PWD) - Respirato		2											
Persons w/ Disabilities (PWD) - Service A				1									
Persons w/ Disabilities (PWD) - Touch Av		1		2			2						
Persons w/ Disabilities (PWD) - Visual Im		1				1							;
Persons w/ Disabilities (PWD) - Wheelch	4	1	3	1		5	2						10
Property - Special Handling	9	12	18	7	11	8	10						7
Property - Special Handling - Damaged It	2	6	6	3	2	1	2						2:
Property - Special Handling - Damaged It		1	1	3	4	2	3						1-
Property - Special Handling - Missing Iten		2	3		3		3						1
Property - Special Handling - Missing Iten		3	8	1	2								2
Screening	13	20	14	13	26								12
Screening - Children	13	1	1	10	20	- 17	21						12
Screening - Crimaren Screening - Crew Member or Airline Empl	lovee	- 1	1	1	4	2							
	1		I		1	2							
Screening - Inconsistency	2	3		3	4	2							1
Screening - Lengthy Lines	1	2	2	_	4	4.0	1						1
Screening - Procedures/Process	9	13	8	8	14	10	16						7
Screening - Retrieving Abandoned/Confis	1	1	1	1	2	3	1						10
Screening - Security Breach			1		1								

		TS.	A Contact	Center Trav	veler Comp	laints Rep	ort						
Categories	10-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	2	4	1	4	2	3	3	2		1		1	23
2024	1	1		1		1	3	2		1		1	11
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Human Capital						1							
Human Capital - Prospective Employmen	t with TSA					1							
Mishandling of Passenger Property							1	1		1			
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage				1		1			
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage			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										1	
Screening - Procedures/Process	1	1										1	
2025	1	3	1	3	2	2							12
Civil Rights			1										
Civil Rights - Age			1										
Customer Service	1			1									
Customer Service - TSO	1			1									
Persons w/ Disabilities (PWD)		1			1								
Persons w/ Disabilities (PWD) - Diabetes					1								
Persons w/ Disabilities (PWD) - General		1											
Screening		2		2	1	2							
Screening - Procedures/Process		2		2	1	2							

		15	A Contact	Center 1ra	veier Comp	iaints Rep	ort						
Categories	10-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	1		2					1			6
2024		1			1					1			3
Civil Rights		1											1
Civil Rights - Race		1											1
Screening					1					1			2
Screening - Inconsistency										1			1
Screening - Procedures/Process					1								1
2025		1	1		1								3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage	1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (	general) No	t Breast Ca	1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Iter	ns - Checke	1											1

Catagorias	40.0 :					laints Rep		05.15			00.1	20.0	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
PIE	7	6	3	6	3	11	14	7	5	7	2	3	74
2024	3	4	1	3	3	6	6	7	5	7	2	3	
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights											1	2	3
Civil Rights - Age												1	1
Civil Rights - Not Specified											1		1
Civil Rights - Race												1	
Customer Service	2	2	1	2	2	2	4	4	4	3	1	1	28
Customer Service - TSO	2	2	1	2	2	2	4	4	4	3	1	1	28
Mishandling of Passenger Property	1	1				1							3
Mishandling of Passenger Property - Da		1				1							2
Mishandling of Passenger Property - Da	m 1												
No Jurisdiction						1							
No Jurisdiction - No Referral						1							
Patdown								1					
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)		1		1				1	1				4
Persons w/ Disabilities (PWD) - Breast (	Cancer							1					
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)								1				
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1		1									
Property - Special Handling								1		1			
Property - Special Handling - Damaged	tems - Carry-0	On						1					
Property - Special Handling - Missing Ite	ms - Carry-On									1			
Screening					1	2	2			2			
Screening - Lengthy Lines										1			
Screening - Procedures/Process					1	2	2			1			(
2025	4	2	2	3		5	8						24
Civil Rights						1							
Civil Rights - Constitutional Rights						1							
Customer Service	1						2						
Customer Service - TSO	1						2						
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property						1	1						- 2
Mishandling of Passenger Property - Da	າ maged/Missino	ItemsCh	ecked Bac	ıgage		1	1						
Patdown	1	,		1			2						
Patdown - Children							1						
Patdown - Flyer	1			1			1						3
Persons w/ Disabilities (PWD)	· ·		1	1		1	1						
Persons w/ Disabilities (PWD) - Diabete	s		1	1			1						
Persons w/ Disabilities (PWD) - Medical		Medication	and Medic			1							
Property - Special Handling	1	1		Jupp00		1	1						
Property - Special Handling - Damaged						1	'						
Property - Special Handling - Missing Ite		1					1						
Screening	1	1	1	1		1	!						
Corcorning	1												
Screening - Inconsistency		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
PIH	1					2							3
2024	1					2							3
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage		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			3
2024		1			1					1			3
Civil Rights					1					1			2
Civil Rights - Race					1					1			2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	iaged/Missii	1											1

ategories	10-Oct		Contact Cei 12-Dec (		02-Feb	aints Repo	rt 04-Apr	05_Mey	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	10-Oct	11-NOV 26	12-Dec (	11-Jan 21	02-Feb 31	03-Mar 36	04-Apr 34	05-May 16	06-Jun 24	07-Jul 34			1 otal 354
2024	12	26 9	43 19	10	31 9	36 10	34 18	16 16	24	34			354 214
Additional Information Required/Insufficient Ir		3	13	10	3	10	10	10	24	34	1	20	1
Additional Information Required/Insufficie		- FMAIL ON	JI Y								1		1
Airline		2.11.0 11.2 0.1	1				1		1	2		1	6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1				1		1	1		1	5
Civil Rights			1	1	1			1		1	3		8
Civil Rights - Age								1					1
Civil Rights - Not Specified											1		1
Civil Rights - Race				1	1					1			3
Civil Rights - Sex			1								2		3
Customer Service	4	6	6	2	4	4	7	6	8	8	10		74
Customer Service - TSO	4	6	6	2	4	4	7	6	8	8	10	9	74
Locks			1	1			1				1		4
Locks - Missing or Damaged Lock			1	1			1				1		4
Lost and Found					1			2	1				4
Lost and Found - Airport/TSA					1	2	- 1	2	1	1			4
Mishandling of Passenger Property  Mishandling of Passenger Property - Dar	nogod/Missing	Itama C	5		1	2	1		1	1			11
Mishandling of Passenger Property - Dar			3		1	2				1			7
Mishandling of Passenger Property - Dar				naane	1				1	- 1			1
No Jurisdiction	Tiaged/Missing	1101113=-0113	pecilied Eug	ggage				1	'	1		2	4
No Jurisdiction - No Referral								1		1			2
No Jurisdiction - Refer to Other												2	2
Ombudsman				1									1
Ombudsman - General				1									1
Patdown	1		1	2				1	1			1	7
Patdown - Flyer	1		1	2				1	1				6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1		2	2			2		2	3	4	1	17
Persons w/ Disabilities (PWD) - Autism S	Spectrum									1			1
Persons w/ Disabilities (PWD) - Breast C	ancer										1		1
Persons w/ Disabilities (PWD) - Diabetes	S			1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing							1						1
Persons w/ Disabilities (PWD) - Medical				1						1	1		3
Persons w/ Disabilities (PWD) - Medicall		ledicatior	1										1
Persons w/ Disabilities (PWD) - Metal Im	1								1				2
Persons w/ Disabilities (PWD) - Mobility			or Scooter)				1						1
Persons w/ Disabilities (PWD) - Prosthes		ind Casts							4	1			1
Persons w/ Disabilities (PWD) - Service									1		1	4	1
Persons w/ Disabilities (PWD) - Touch A			1								1	1	1
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	2	egway 2	1				1	1	2	1		3	12
Property - Special Handling - Damaged I	_	1					1	'		- 1		1	3
Property - Special Handling - Damaged I		1					'						1
Property - Special Handling - Missing Itel		'						1	2	1		1	6
Property - Special Handling - Missing Itel								•		•		1	2
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	4	1	2	1	2	4	5	4	8	17	8	8	64
Screening - Crew Member or Airline Emp	ol 1												1
Screening - Inconsistency						1	1			1	1		4
Screening - Lengthy Lines						1	1	1	5	8	2	2	20
Screening - Procedures/Process	3	1	1	1	2	2	3	3	3	5	5	5	34
Screening - Retrieving Abandoned/Confis	scated Items									2		1	3
Screening - Security Breach			1										1
Screening - Traveling with Cash										1			1
2025	24	17	24	11	22	26	16						140
Airline			1	1		1							3
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance	-	0	0	1	-	0							1
Customer Service	7	6	6	5	4	8	4						40
Customer Service - TSO DHS TRIP	7	6	6	5	4	8	4						40
DHS TRIP - General	1												1
Locks	1		1	1			1						4
Locks - Missing or Damaged Lock	1		1	1			1						4
Lost and Found	1		'	'			1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	1		3		2		2						8
Mishandling of Passenger Property - Dar	A CONTRACTOR OF THE PARTY OF TH	ItemsC	2				1						3
	naged/Missina	-	1		2		1						5
Mishandling of Passenger Property - Dar			1										
Mishandling of Passenger Property - Dar No Jurisdiction			1		1	1	1						4
						1	1						1
No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP			1			1	1						1 3
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown		1	1		1								1 3 3
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown  Patdown - Flyer	n 1	1	1		1 1 1	1 1 1	1						1 3 3 3
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)	n 1		1 1		1 1 1	1							1 3 3 3 17
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C	n 1	3	1 1 2 1		1 1 1 1 5	1 1 1	1						1 3 3 3 17
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C  Persons w/ Disabilities (PWD) - Cancer (	n 1 1 ancer general) Not B	3	1 1 2 1		1 1 1 1 5	1 1 1 4	1						1 3 3 3 17 1 1
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C  Persons w/ Disabilities (PWD) - Cancer (  Persons w/ Disabilities (PWD) - General	1 ancer general) Not B	1 3 Breast Cance	1 1 2 1		1 1 1 1 5	1 1 1 4	1						1 3 3 3 17 1 1 4
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast C  Persons w/ Disabilities (PWD) - Cancer (	1 ancer (general) Not B 1 Medical Device	1 3 Breast Cance	1 1 2 1		1 1 1 1 5	1 1 1 4	1						1 3 3 3 17 1 1

		15	A Contact	center ira	veier Comp	naints Rep	ort						
Categories	10-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 I	Disability (N	ot Wheelch	air or Scoot	er)	1	1							2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1											1
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	ler Equipm	ent		1	1							2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	n/trauma)			1		1						2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	1					1						2
Property - Special Handling	1	2	1	1	2	4							11
Property - Special Handling - Damaged It	ems - Carry	-On			1	1							2
Property - Special Handling - Damaged It	ems - Chec	1		1									2
Property - Special Handling - Missing Iter	1					1							2
Property - Special Handling - Missing Iter	ns - Checke	1	1		1	2							5
Screening	11	5	9	3	7	7	5						47
Screening - Inconsistency		2	1	1	1	1							6
Screening - Lengthy Lines	4	2	7	1	2	1	1						18
Screening - Procedures/Process	7	1		1	4	4	4						21
Screening - Retrieving Abandoned/Confis	cated Items		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
PKB	1	1						1					3
2024								1					1
Patdown								1					1
Patdown - Flyer								1					1
2025	1	1											2
Airline	1												1
Airline - Policy/Regulations/Service	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		2		1		5
						1		2		1		4
						1		2		1		4
						1						1
								2		1		3
1												1
1												1
1												1
	1 1 1	10-Oct 11-Nov 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 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 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 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 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	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   1   2   2   2   2   2   2   2   2   2	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   1   2   1   1   2   1   1   2   1   1	11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   09-Sep   1

Outropolica					r Complair	-							_
Categories												09-Sep	Total
PNS	22	31	19	19	26	28	44	22	22	16	14	15	278
2024	10	10	9	8	16	19	25	22	22	16	14	15	186
Airline Leet Raggage										1	1		2
Airline - Lost Baggage Airline - Policy/Regulations/Service										1	1		1
Civil Rights					1	5	1			1 1			<u>1</u> 8
Civil Rights - Age					- 1	5	1			1			0
Civil Rights - National Origin						1				1			1
Civil Rights - Not Specified						- '	1						1
Civil Rights - Profiling						1	'						1
Civil Rights - Race						1							<u>.</u>
Civil Rights - Sex					1	2							3
Claims		2											2
Claims - General		2											2
Customer Service	3	1	6	3	8	3	10	8	9	2	3	6	62
Customer Service - TCC		1											1
Customer Service - TSO	3		6	3	8	3	10	8	9	2	3	6	61
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		2				1	2	1	4	5	3	2	20
Mishandling of Passenger Property - Dan	naged/Missir	1				1	2	1	2	5	3	2	17
Mishandling of Passenger Property - Dam		1							1				2
Mishandling of Passenger Property - Disa			Checked						1				1
No Jurisdiction		2 1-1									1		1
No Jurisdiction - No Referral											1		1
Patdown	1	1					2	4	1	1	1		11
Patdown - Children		•						•		1			1
Patdown - Flyer	1	1					2	4	1	•	1		10
Persons w/ Disabilities (PWD)	1					1	1	1	1		2	1	8
Persons w/ Disabilities (PWD) - Cancer (	ı	east Cance	r			1	'						1
Persons w/ Disabilities (PWD) - Diapers/0						'					1		1
Persons w/ Disabilities (PWD) - Internal M			,								1		1
Persons w/ Disabilities (PWD) - Medically			d Medical S	Sunnlies			1				'		1
Persons w/ Disabilities (PWD) - Visual Im		ulcation an	u Medicai c	oupplies			1						1
Persons w/ Disabilities (PWD) - Wheelch		away						1	1			1	3
Property - Special Handling	aii/ 3000tei/ 3et	gway 1	1				2	4	- 1	1		- 1	9
	ome Corn												
Property - Special Handling - Damaged It		1	1				1	2		1			6
Property - Special Handling - Missing Iter	1	0	0		7		1 7	2	7				3
Screening	5	3	2	5	7	9	7	4	7	4	3	6	62
Screening - Inconsistency		1	0	0	0	0	0	1	_			1	3
Screening - Lengthy Lines	3	0	2	2	2	3	3	1	5			2	23
Screening - Procedures/Process	2	2		3	5	5	4	1	2	4	3	3	34
Screening - Retrieving Abandoned/Confis		0.4	40	11	10	9	40	1					92
2025			10				19						
A indian	12	21				9							32
Airline	12	21		- ''	1	3							1
Airline - Policy/Regulations/Service	12			.,		9							1
Airline - Policy/Regulations/Service Civil Rights	12	1			1	9							1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race		1			1								1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service	12	1	2	1	1	1	6						1 1 1 1 17
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM	1	1 1 5			1 1	1	6						1 1 1 1 17
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO	1	1 1 5	2	1 1	1	1	6						1 1 1 1 17 17 1 16
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property	1 1 2	1 1 5 5	2	1 1 3	1 1	1 1 2	6 6 3						1 1 1 1 17 1 16 12
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan	1 1 2 naged/Missii	1 1 5	2	1 1 3 2	1 1	1	6						1 1 1 1 17 1 16 12 8
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1 1 2 naged/Missii 2	1 1 5 5 1	2 1 1	1 1 3	1 1	1 2 1	6 6 3						1 1 1 1 17 17 16 12 8 3
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1 1 2 naged/Missii 2	1 1 5 5 1	2 1 1	1 1 3 2	1 1 1	1 1 2	6 6 3						1 1 1 1 17 17 16 12 8 3
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	1 1 2 naged/Missii 2	1 1 5 5 1	2 1 1	1 1 3 2	1 1	1 2 1	6 6 3 3 3						1 1 1 17 16 12 8 3 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO 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	1 1 2 naged/Missii 2	1 1 5 5 1 1	2 1 1	1 1 3 2	1 1 1	1 2 1	6 6 3 3						1 1 1 1 17 17 1 16 12 8 3 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA	1 1 2 naged/Missii 2	1 1 5 5 1 1 2arry-on or	2 1 1	1 1 3 2	1 1 1	1 2 1	6 6 3 3 3						1 1 1 17 16 12 8 3 1 3 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO 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 FAA No Jurisdiction - Refer to Other	1 1 2 naged/Missii 2	1 1 5 5 1 1	2 1 1	1 1 3 2	1 1 1	1 2 1	6 6 3 3 3						1 1 1 17 16 12 8 3 1 3 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown	1 1 2 naged/Missii 2	1 1 5 5 1 1 2arry-on or	2 1 1	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3						1 1 1 1 17 1 16 12 8 8 3 1 1 3 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 2 naged/Missii 2 arrayed ItemsC	1 1 5 5 1 1 1 Carry-on or	2 1 1	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 17 1 16 12 8 8 3 1 1 3 1 1 1 2 2 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 2 naged/Missii 2 2 arrayed ItemsC	1 1 5 5 1 1 2arry-on or	2 1 1	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3						1 1 1 1 17 1 16 12 8 8 3 1 1 3 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 1 2 naged/Missii 2 2 arrayed ItemsC	1 1 5 5 1 1 1 Carry-on or	2 1 1	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 17 1 16 12 8 8 3 1 1 3 1 1 1 2 2 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 2 naged/Missii 2 2 arrayed ItemsC	1 1 5 5 1 1 1 Carry-on or	2 1 1	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 17 16 12 8 3 1 1 3 1 1 1 2 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1 1 2 agged/Missii 2 2 arrayed ItemsC	1 1 5 5 1 1 1 Carry-on or	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 17 7 16 12 8 3 3 1 1 1 1 1 1 2 2 2 2 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	1 1 2 agged/Missin 2 arrayed ItemsC	1 1 5 5 1 1 1 carry-on or 1	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 17 17 16 12 8 3 3 1 1 1 1 2 2 2 1 2
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO 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 FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N	1 1 2 naged/Missin 2 nrrayed ItemsC	1 1 5 5 1 1 1 2arry-on or 1	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 1 1 1 16 12 8 3 3 1 1 1 1 2 2 2 1 1 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	1 1 2 naged/Missin 2 arrayed ItemsC 2 1 Medical Dev	1 1 5 5 1 1 1 Carry-on or 1	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 1 1 16 12 8 8 3 1 1 1 1 1 2 2 2 12 12 1 2 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1	1 1 5 5 1 1 1 Carry-on or 1	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 1 1 1 1 1 1 6 12 8 8 3 1 1 1 1 1 1 1 1 2 2 2 2 1 2 1 2 1 2 1
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medially Persons w/ Disabilities (PWD) - Motal Im Persons w/ Disabilities (PWD) - Motal Im Persons w/ Disabilities (PWD) - Motallity Persons w/ Disabilities (PWD) - Motallity	1 1 2 aged/Missin 2 2 arrayed ItemsC 2 1 1 Medical Dev y Necessary 1 Disability (No Distorates	1 1 5 5 1 1 1 2arry-on or 1 1	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1 1	6 6 3 3 3 1 1 1 1 1 1						1 1 1 1 17 16 16 12 8 3 3 1 1 1 1 1 2 2 2 12 12 12 12 12 13 14 15 15 15 15 15 15 15 15 15 15 15 15 15
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO 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 FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	1 1 2 aged/Missin 2 2 arrayed ItemsC 2 1 1 Medical Dev y Necessary 1 Disability (No Distorates	1 1 5 5 1 1 1 2arry-on or 1 1	2 1 1 Checked	1 1 3 2 1	1 1 1	1 2 1 1	6 6 3 3 1 1 1						1 1 1 1 17 16 16 12 8 3 1 1 1 1 1 2 2 2 1 2 1 2 1 2 1 1 1 1 1
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medil Im Persons w/ Disabilities (PWD) - Medil Im Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling	1 1 2 agged/Missin 2 arrayed ItemsC 2 1 Medical Dev y Necessary 1 Disability (Ni Distomates is/Amputees and 2	1 1 5 5 5 1 1 1 1 2 4 4 4 4 4 4 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2	1 1 1 1 1	1 2 1 1	6 6 3 3 1 1 1						1 1 1 1 1 1 16 12 8 3 3 1 1 1 2 2 2 1 2 1 2 1 2 1 2 1 1 1 1
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling	1 1 2 agged/Missin 2 arrayed ItemsC 2 3 1 Medical Dev V Necessary 1 Disability (Ni Dostomates is/Amputees and 2 ems - Carry	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1	1 1 1 1 1	1 2 1 1	6 6 3 3 1 1 1						1 1 1 1 17 17 16 12 8 3 3 1 1 1 1 2 2 1 2 1 2 1 2 1 1 2 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/( Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling - Damaged It	1 1 2 naged/Missin 2 narrayed ItemsC 2 1 Medical Dev Necessary 1 Disability (Ni Dostomates is/Amputees and 2 ems - Carry 1	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2	1 1 1 1 1	1 2 1 1	6 6 3 3 1 1 1						1 1 1 1 1 1 16 12 8 8 3 1 1 1 1 1 2 2 2 1 2 1 2 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy// Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 1 2 agged/Missii 2 arrayed ItemsC  2 3 Neddical Dev V Necessary 1 Disability (Ni Ostomates is/Amputees and 2 ems - Carry 1 1	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2	1 1 1 1 1 1 2 2	1 2 1 1	6 6 3 3 1 1 1						1 1 1 1 17 16 16 12 8 3 3 1 1 1 1 2 2 2 1 2 1 2 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/o Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 1 2 agged/Missii 2 arrayed ItemsC 2 2 1 Medical Dev y Necessary 1 Disability (Ni Distomates is/Amputees and 2 ems - Carry 1 1 ms - Checked	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2 1	1 1 1 1 1 2 2 2 2	1 2 1 1 1 1 1	6 6 3 3 1 1 1						1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 2 1 2 1 1 2 1
Airline - Policy/Regulations/Service  Civil Rights - Race  Customer Service - CSM  Customer Service - TSO  Mishandling of Passenger Property  Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - No Referral  No Jurisdiction - Refer to FAA  No Jurisdiction - Refer to Other Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Internal Nersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Internal Nersons w/ Disabilities (PWD) - Ostomy/Cersons w/ Disabilities (PWD) - Prosthes Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	1 1 2 agged/Missii 2 arrayed ItemsC 2 1 Medical Dev V Necessary 1 Disability (Ni- Disability	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2	1 1 1 1 1 2 2 2 5	1 2 1 1	6 6 3 3 1 1 1						1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 2 1 2 1
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medil Im Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthes 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	1 1 2 agged/Missin 2 arrayed ItemsC 2 1 Medical Dev V Necessary 1 Disability (Ni Disability (Ni Disability (Ni Disability (Ni The company of the company o	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2 1	1 1 1 1 1 2 2 2 2	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 3 3 1 1 1						1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 2 2 1
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency	1 1 2 agged/Missin 2 arrayed ItemsC 2 a 1 Medical Dev Necessary 1 Disability (Ni Ostomates is/Amputees and 2 ems - Carry 1 1 ms - Checked 5 loyee 1	1 1 5 5 5 1 1 1 Carry-on or 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2 1	1 1 1 1 1 2 2 2 5 1	1 1 1 1 1 1 1 5 5 1 1	6 6 3 3 1 1 1 1						1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 1 1 2 1 2
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Race Customer Service Customer Service - CSM Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medil Im Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthes 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	1 1 2 agged/Missin 2 arrayed ItemsC 2 1 Medical Dev V Necessary 1 Disability (Ni Disability (Ni Disability (Ni Disability (Ni The company of the company o	1 1 5 5 5 1 1 1 Carry-on or 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 Checked	1 1 3 2 1 1 1 2 1	1 1 1 1 1 2 2 2 5	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 3 3 1 1 1						1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 2 2 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PPG				1	1						1		3
2024				1							1		2
Customer Service											1		1
Customer Service - TSO											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1									1
2025					1								1
Screening					1								1
Screening - International Screening					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
PQI						1					1		2
2024						1					1		2
Patdown											1		1
Patdown - Flyer											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
PRC	1												1
2024	1												1
Customer Service	1												1
Customer Service - TSO	1												1

					veler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	2	4	2		1	2	2	3		1	1	1	
2024		4	1					3		1	1	1	
Customer Service		3						1		1	1		
Customer Service - Others											1		
Customer Service - TSO		3						1		1			
HAZMAT Endorsement			1										
HAZMAT Endorsement - General			1										
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
Screening								2				1	
Screening - Lengthy Lines												1	
Screening - Procedures/Process								2					
2025	2		1		1	2	2						
Current Topic					1								
Current Topic - Current Topic					1								
Mishandling of Passenger Property			1				1						
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage			1						
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - General	1												
Property - Special Handling						2							
Property - Special Handling - Missing Iten	ns - Checke	d				2							
Screening	1						1						
Screening - Lengthy Lines							1						
Screening - Procedures/Process	1												

		13	A Contact	Center Tra	veier Comp	namis Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	1		3	2	1			1		1			9
2024	1			1	1			1		1			5
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Patdown	1												1
Patdown - Flyer	1												1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
2025			3	1									4
Customer Service			1										1
Customer Service - TSO			1										1
Patdown			1										1
Patdown - Flyer			1										1
Screening			1	1									2
Screening - Procedures/Process			1	1									2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSG			1				2				1	1	5
2024							1				1	1	3
Customer Service							1				1		2
Customer Service - TSO							1				1		2
No Jurisdiction												1	1
No Jurisdiction - Refer to FAA												1	1
2025			1				1						2
Civil Rights			1										1
Civil Rights - Screening of Religious or C	ultural Garm	ents	1										1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	)					1						1

		. •	- 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
PSM	1						3	1					5
2024							1	1					2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	hecked Bag	ggage			1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					1
2025	1						2						3
Customer Service							1						1
Customer Service - CSM							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	arry-on Lug	gage			1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1

0-4	1				r Complair	-							_
Categories	10-Oct 11-N											09-Sep	Total
PSP	15	5	19	11	24	32	16	12	7	2	2	4	149
2024	6	2	5	4	5	17	6	12	7	2	2	4	72
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights			1			1	1	2				2	7
Civil Rights - Age						1							1
Civil Rights - Race							1	2				1	4
Civil Rights - Sexual Orientation			1									1	2
Customer Service	2	2	1	3	2	3	2	3	1		2		21
Customer Service - TSO	2	2	1	3	2	3	2	3	1		2		21
Locks	1	2	- 1	3		3		3	1				1
	1												
Locks - Missing or Damaged Lock	ı		4				4			4			1
Mishandling of Passenger Property	1/8.41 1 14	0	1			2	1	3	3	1			11
Mishandling of Passenger Property - Dar			1			1		1	1	1			5
Mishandling of Passenger Property - Dar	naged/Missing Iten	isChecke	d Baggage	9		1	1	2	2				6
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown	1				2	2			1				6
Patdown - Flyer	1				1	1							3
Patdown - Flyer as Observer					1	1							2
Patdown - General									1				1
Persons w/ Disabilities (PWD)	1		1			3		2					7
Persons w/ Disabilities (PWD) - Breast C	ancer					2							2
Persons w/ Disabilities (PWD) - Medicall		ation and N	/ledical Su	pplies		1		1					2
Persons w/ Disabilities (PWD) - Mobility			1					1					3
Property - Special Handling			1				1	1	1				4
Property - Special Handling - Damaged I	tems - Carry-On						1	1	•				2
Property - Special Handling - Missing Itel			1										1
Property - Special Handling - Missing Itel			- 1						1				1
Screening				1	1	5	1	1	I	1		2	13
Screening - Children	1			1	ı	5 1	I .	I		I			
	1			1									2
Screening - Crew Member or Airline Emp	1					1							1
Screening - Inconsistency	1					1	1	1		1		1	6
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process						1						1	2
2025	9	3	14	7	19	15	10						77
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights		1	3	1	4								9
Civil Rights - Age		1											1
Civil Rights - National Origin					1								1
Civil Rights - Other			2										2
Civil Rights - Race			1		1								2
Civil Rights - Screening of Religious or C	ultural Garments				1								1
Civil Rights - Sex				1	1								2
CLEAR							1						1
CLEAR - TSA PreCheck Application Prog	ram						1						1
Customer Service	2		4		4	3	2						15
Customer Service - TSO	2		4		4	3	2						15
			4		4	3							
Lost and Found	1												1
Lost and Found - Airport/TSA	1						4						1
Mishandling of Passenger Property	1000					2	1						3
Mishandling of Passenger Property - Dar						1							1
Mishandling of Passenger Property - Dar	naged/Missing Iten	rsChecke	d Baggag	9		1	1						2
						1	2						4
No Jurisdiction			1			- 1							2
No Jurisdiction - No Referral			1			'	1						2
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP			1			1							
No Jurisdiction - No Referral			1		1		1						1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	ral		1		1		1						
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties	ral		1 1 2				1						1 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown	ral		2		1 2	1	1						1 1 5
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer	ral	2	2 2	1	1 2 2	1 1 1	1						1 1 5 5
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD)		2	2	1	1 2	1	1						1 1 5 5 13
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes		2	2 2	1	1 2 2	1 1 1 4	1						1 1 5 5 13
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General			2 2	1	1 2 2	1 1 1 4	1						1 1 5 5 13 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal	Medical Dev	1	2 2 1	1	1 2 2 3	1 1 1 4	1						1 1 5 5 13 1 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical	Medical Dev	1 to the Bod	2 2 1		1 2 2 3 3	1 1 1 4	1						1 1 5 5 13 1 1 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical	Medical Dev Devices - Attached y Necessary Medic	1 to the Bod	2 2 1	1	1 2 2 3	1 1 4 1 1 1	1 1 2						1 1 5 5 13 1 1 1 1 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall	Medical Dev Devices - Attached y Necessary Medic plants (joint)	1 to the Bod ation	2 2 1		2 2 3	1 1 1 4	1						1 1 5 5 13 1 1 1 1 3
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall	Medical Dev Devices - Attached y Necessary Medic plants (joint) pairment	1 to the Bod	2 2 2 1	1	1 2 2 3 3	1 1 4 1 1 1 2	2						1 1 5 5 13 1 1 1 1 1 3 4
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wedicall Persons w/ Disabilities (PWD) - Visual In Perporty - Special Handling	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2	1 to the Bod ation	2 2 1 1		2 2 3	1 1 4 1 1 1	2						1 1 5 5 13 1 1 1 1 1 3 4 4
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Visual In Persons w/ Disabilities (PWD) - Visual In Property - Special Handling	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2 t 1	1 to the Bod ation	2 2 2 1	1	2 2 3	1 1 4 1 1 1 2	2						1 1 5 5 13 1 1 1 1 1 1 3 4 4 2 6 6
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Wedicall Persons w/ Disabilities (PWD) - Visual In Perporty - Special Handling	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2 t 1	1 to the Bod ation	2 2 1 1	1	2 2 3	1 1 4 1 1 1 2	2						1 1 5 5 13 1 1 1 1 1 3 4 4 2 6
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Visual In Persons w/ Disabilities (PWD) - Visual In Property - Special Handling	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2 t 1 1	1 to the Bod ation	2 2 1 1	1	2 2 3	1 1 4 1 1 1 2	2						1 1 5 5 5 13 1 1 1 1 1 1 3 4 4 2 2 6 6 3
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Visual In Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2 t 1 1	1 to the Bod ation	2 2 1 1	1	2 2 3	1 1 4 1 1 1 2 2 1	2						1 1 5 5 5 13 1 1 1 1 1 3 4 4 2 6 6 3 3
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Visual In Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Iter	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2 t 1 1 1 ns - Checked	1 to the Bod ation	2 2 1 1 y	1 1 1	1 2 2 3 3	1 1 1 1 1 1 1 2 2 1 1	2 2 1 1						1 1 5 5 13 1 1 1 1 1 3 3 4 4 2 2 6 3 3 2 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Wedical Persons w/ Disabilities (PWD) - Visual In Property - Special Handling Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Screening Screening - Inconsistency	Medical Dev Devices - Attached y Necessary Medic plants (joint) npairment 2 t 1 1 1 ns - Checked	1 to the Bod ation	2 2 1 1 y	1 1 1	1 2 2 3 3 1 1 1 1 1 5	1 1 4 1 1 1 2 2 1 1 2	2 2 1 1						1 1 5 5 5 3 1 1 1 1 1 1 1 2 2 6 6 3 3 2 2 1 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Visual In Persons w/ Disabilities (PWD) - Visual In Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Procedures/Process	Medical Dev Devices - Attached y Necessary Medic plants (joint) pairment 2 to 1 1 ms - Checked 4	1 to the Bod ation	2 2 1 1 y 1 1 1 1 2	1 1 1 4 3	1 2 2 3 3 1 1 1 1	1 1 4 1 1 1 2 2 1 1 2	2 2 1 1						1 1 5 5 5 13 1 1 1 1 1 1 2 2 6 6 3 3 2 1 1 1 8 1 1 8 1 8 1 8 1 8 1 8 1 8 1 8
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Wedical Persons w/ Disabilities (PWD) - Visual In Property - Special Handling Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Screening Screening - Inconsistency	Medical Dev Devices - Attached y Necessary Medic plants (joint) pairment 2 to 1 1 ms - Checked 4	1 to the Bod ation	2 2 1 1 y 1 1	1 1 1 4	1 2 2 3 3 1 1 1	1 1 4 1 1 1 2 2 1 1 2	2 2 1 1						1 1 5 5 5 3 1 1 1 1 1 1 1 2 2 6 6 3 3 2 2 1 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1

						p.							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB					1	1	1			1			4
2024						1	1			1			3
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lug	gage			1						1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage		1							1
Screening										1			1
Screening - Procedures/Process										1			1
2025					1								1
Screening					1								1
Screening - Retrieving Abandoned/Confis	cated Items	3			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
		4		1	1							6
					1							1
					1							1
					1							1
		4		1								5
		1										1
		1										1
				1								1
naged/Missir	ng ItemsC	hecked Bag	gage	1								1
		1										1
ems - Carry	-On	1										1
		2										2
		2										2
	naged/Missir	10-Oct 11-Nov	4 1 1-Nov 12-Dec 4 1 1-Nov 12-Dec 4 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  4  1  1  1  aged/Missing ItemsChecked Baggage	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 4 1  4 1  4 1  1 1  1 1  1 1  1 1  1 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   4	4 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	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun  4 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  4 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  4 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  4 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
PVC				1			1			1			3
2024										1			1
Civil Rights										1			1
Civil Rights - Screening of Religious Cultu	iral and Cer	emonial Ite	ms							1			1
2025				1			1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Screening				1									1
Screening - Procedures/Process				1									1

			Contact Ce										
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	26	12	23	9	8	10	11	5	7	9		7	142
2024	14	7	15	2	7	3	7	5	7	9	15	7	98
Airline									1			1	2
Airline - Policy/Regulations/Service									1			1	2
Civil Rights		1											1
Civil Rights - Sex		1											1
Customer Service	6	3	8		4	1		1	2	1		3	32
Customer Service - TSO	6	3	8		4	1		1	2	1		3	32
Mishandling of Passenger Property	1 1		2	1			4		1	2			13
Mishandling of Passenger Property - Dam		temsCar		_			2			1			3
Mishandling of Passenger Property - Dam		\	2	1			1		1	1	2		9
Mishandling of Passenger Property - Disa No Jurisdiction	arrayed itemsC	arry-on or	Спескеа				1						•
											1		
No Jurisdiction - No Referral	4		- 1	4				4		2	1		
Patdown Children	1		1	1	2			1		3	1		10
Patdown - Children	4		- 1	4	1			4		2			
Patdown - Flyer	1		1	1	1	4	4	1		3	1		9
Persons w/ Disabilities (PWD)	1 1					1	1						;
Persons w/ Disabilities (PWD) - Internal M						1	1						
Persons w/ Disabilities (PWD) - Medically	1		1				1			1	2		2
Property - Special Handling Property - Special Handling - Damaged It	ome Corny On		ı				1			1	2		
Property - Special Handling - Damaged It							'				2		
Property - Special Handling - Damaged III  Property - Special Handling - Missing Iter			1							1			
	5	3	3		1	1	1	3	3	2		3	3
Screening Inconsistency	1	3	3		1	ı	1	3	3		0	3	3
Screening - Inconsistency	<u>'</u>		2				1		2	1	1	1	
Screening - Lengthy Lines Screening - Procedures/Process	4	2	1			4	'	2	1	1		2	
· · · · · · · · · · · · · · · · · · ·		3	ı		1	1		3	1	- 1	1		20
Screening - Retrieving Abandoned/Confis  2025	12	5	8	7	1	7	4				1		4
Civil Rights	12	5	2		1	,	4						- 44
Civil Rights - Age			1		'								
Civil Rights - National Origin			1										
Civil Rights - Race					1								
Customer Service	2	1			'	1	1						
Customer Service - TSO	2	1				1	1						
DHS TRIP		- '		1		'	'						
DHS TRIP - General				1									
Hazardous Materials Safety				1									
Hazardous Materials Safety - General				1									
Locks				2		1							
Locks - Missing or Damaged Lock				2		1							
Mishandling of Passenger Property	3	1	2	1		1	1						
Mishandling of Passenger Property - Dam		•				•	•						
Mishandling of Passenger Property - Dam		1	1	1		1	1						
Mishandling of Passenger Property - Disa			1										
Patdown	1	any on				1							
Patdown - Flyer	1					1							
Persons w/ Disabilities (PWD)	1		1			1	1						4
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Hearing I	1						1						
Persons w/ Disabilities (PWD) - Medically		dication a	nd Medical	Supplies		1							
Property - Special Handling	1	2	2	- ' '		1							
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged It		1				1							
Property - Special Handling - Missing Iter		1											
Property - Special Handling - Missing Iter			2										
Screening	4	1	1	2		1	1						10
Screening - Inconsistency	2		•	_									2
Screening - Procedures/Process	2	1	1	2		1	1						8
							- 1						

					veler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU		5	4		3	2	2	1	4	2	1	2	2
2024		2	4		1	2		1	4	2	1	2	19
Customer Service		1	1			1			1	1	1		
Customer Service - TSO		1	1			1			1	1	1		
Locks									1				
Locks - General									1				
Mishandling of Passenger Property		1										1	
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	arry-on Lug	gage								1	
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown			3						1			1	
Patdown - Flyer			3						1			1	1
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - General						1							
Property - Special Handling								1	1				
Property - Special Handling - Missing Item	ns - Carry-O	)n							1				
Property - Special Handling - Missing Item	ns - Checke	d						1					
Screening					1					1			
Screening - Inconsistency										1			
Screening - Procedures/Process					1								
2025		3			2		2						
Customer Service		2											
Customer Service - TSO		2											
Persons w/ Disabilities (PWD)		1					1						- 1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Menta	al Disability				1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1											
Screening					2		1						
Screening - Children							1						
Screening - Procedures/Process					2								

O-t				ct Center Tra									
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	11	11		~	1 3				4	12	5		78
2024	5	2		1 '	1 1	3	2	1	4	12	5	12	49
Civil Rights						1	1				2		4
Civil Rights - Race						1	1				1		
Civil Rights - Sexual Orientation											1		
Customer Service	2				1	1			2	3	1	8	18
Customer Service - Others						1							
Customer Service - TSO	2				1				2	3	1	8	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	1			
Mishandling of Passenger Property - Dam	iaged/Missing	g ItemsCa	arry-on L	.ug ^					1	1			
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown							1			1			
Patdown - Flyer							1			1			
Persons w/ Disabilities (PWD)	1								1	1			
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1				
Persons w/ Disabilities (PWD) - Medical [													
Persons w/ Disabilities (PWD) - Respirato		er Equipme	ent							1			
Property - Special Handling	1	1				1							
Property - Special Handling - Damaged It	ems - Checke	ed				1							
Property - Special Handling - Missing Iten		1											
Screening	1			1				1		5	2	3	1
Screening - Inconsistency										1		2	
Screening - Lengthy Lines										1		1	
Screening - Procedures/Process	1			1				1		2	1		
Screening - Retrieving Abandoned/Confis	cated Items									1			
Screening - Security Breach											1		
2025	6	9		5 3	3 2		4						2
Customer Service	1	1		3	2		2						
Customer Service - TSO	1	1		3	2		2						
Patdown	2												
Patdown - Flyer	2												
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Autism S	pectrum	1											
Property - Special Handling	2	2		1									
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iten		1		1									
Screening	1	5			3		2						1
Screening - Inconsistency	·	1		`									
Screening - Lengthy Lines		1											
Screening - Procedures/Process	1	3		1 3	3		2						1
	1	0			-		_						

			Contact C										
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
RAP	10	5	4	5		4	3	10	16	4	6	6	73
2024	4		3	3		2		10	16	4	6	6	54
Customer Service	4		2	1		2		5	7	1	1	1	24
Customer Service - TSO	4		2	1		2		5	7	1	1	1	24
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Dar										1			1
Mishandling of Passenger Property - Dar	maged/Missing I	temsCh	necked Bago	gage					1				1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Internal	Medical Devices	3									1		1
Persons w/ Disabilities (PWD) - Respirat	ory and Inhaler	Equipme	nt						1				1
Property - Special Handling				1				2					3
Property - Special Handling - Missing Ite	ms - Carry-On							2					2
Property - Special Handling - Missing Ite	ms - Checked			1									1
Screening			1	1				3	5	2	3	5	20
Screening - Inconsistency								1				1	2
Screening - Lengthy Lines									4		1	2	7
Screening - Procedures/Process			1	1				2	1	2	2	2	11
2025	6	5	1	2		2	3						19
Additional Information Required/Insufficient Ir	formation		1										1
Additional Information Required/Insufficie	ent Information -	EMAIL	1										1
Civil Rights		1		1									2
Civil Rights - Other				1									1
Civil Rights - Race		1											1
Customer Service	2	1					1						4
Customer Service - TSO	2	1					1						4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dar	maged/Missii	1											1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)						1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged I	tems - Carry-Or	1				1							1
Screening	3	2		1		1							7
Screening - Inconsistency	1					1							2
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
RDD			1					1		1			3
2024			1					1		1			3
Customer Service			1										1
Customer Service - TSO			1										1
Screening								1		1			2
Screening - Inconsistency										1			1
Screening - Retrieving Abandoned/Confis	cated Items							1					1

		13	A Contact	Center Tra	veiei Coilip	iaiiiis nep	υιι						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	2	2	1	1	3		2	2	1				14
2024	1	1		1	2			2	1				8
Customer Service		1			1			1	1				4
Customer Service - Others									1				1
Customer Service - TSO		1			1			1					3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheeld	hair/ Scooter	/ Segway		1									1
Screening	1				1			1					3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Conf	iscated Items	5						1					1
2025	1	1	1		1		2						6
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cognitiv	/e /Developm	ental /Ment	. 1										1
Screening	1	1			1		1						4
Screening - Inconsistency							1						1
Screening - Procedures/Process	1	1			1								3

Categories	10-Oct		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	64	39	61	59	48	55	76	57	61	35	31	33	619
2024	18	17	16	20	22	33	39	57	61	35	31	33	382
Additional Information Required/Insufficient In								1					1
Additional Information Required/Insufficie	nt Informatior	- EMAIL O	NLY					1					1
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Fly Airline	er I							2	1	- 1			1
Airline Airline - Policy/Regulations/Service								2	1	1			3
Airline - Wheelchair Assistance									'	1			1
Civil Rights		1	1	2		1		4	3	•		2	14
Civil Rights - National Origin												1	1
Civil Rights - Not Specified								1					1
Civil Rights - Other		1		1									2
Civil Rights - Profiling				1									1
Civil Rights - Race	ultural Carma	nto	1			1		1 1	2				<u>5</u>
Civil Rights - Screening of Religious or Ci Civil Rights - Sex		IIIS						1	1			1	2
Civil Rights - Sexual Orientation								1	1			1	1
Claims							1		1				2
Claims - General							1		1				2
CLEAR								1					1
CLEAR - TSA PreCheck Application Prog	ram							1					1
Customer Service	7	4	11	7	14	14	19	20	27	11	10	8	152
Customer Service - Others			2						1				3
Customer Service - TCC					1								1
Customer Service - TSO	7	4	9	7	13	14	19	20	26	11	10	8	148
Locks Missing or Damaged Lock						1			1	1			3
Locks - Missing or Damaged Lock Lost and Found						1			1	1			3
Lost and Found  Lost and Found - Airport/TSA								1	1 1		1		3
Mishandling of Passenger Property	2	2	2	2	2	4	5	3	6	3	3		34
Mishandling of Passenger Property - Dam		1	1	1	1	3	2	3	3	2	2		20
Mishandling of Passenger Property - Dan		1	1	1	1	1	2	J	3	1	1		13
Mishandling of Passenger Property - Disa							1						1
No Jurisdiction	1	,				2		3		1		2	9
No Jurisdiction - No Referral						2		3		1		1	7
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									1				1
Patdown	2	4		1	4		2	3	2		2	3	23
Patdown - Children		4		4	4		0	1	1		1	0	3
Patdown - Flyer	2	<u>4</u> 1		2	4	2	2	2	1 	2	1 4	3	20
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	nootrum	Į.		1			4	3	- 1	3	4	4	30
Persons w/ Disabilities (PWD) - Addistricts Persons w/ Disabilities (PWD) - Cognitive		1		- 1				1	1		1		4
Persons w/ Disabilities (PWD) - Diabetes		!					1		'				
Persons w/ Disabilities (PWD) - General												1	<u>.</u>
Persons w/ Disabilities (PWD) - Hearing I	mpairment						2		1				3
Persons w/ Disabilities (PWD) - Internal M		es										1	1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ched to the	Body			1					1		2
Persons w/ Disabilities (PWD) - Medically		/ledication a	and Medical	Supplies			1	1	1	2	1	1	7
Persons w/ Disabilities (PWD) - Metal Im									1				1
Persons w/ Disabilities (PWD) - Mobility I			r or Scooter)	)					2		1		3
Persons w/ Disabilities (PWD) - Prosthes										1			1
Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch			IT	1		4		- 4	1			1	1
Property - Special Handling	1	segway 1		4		1 2	1	2	2	5	3	4	25
Property - Special Handling - Damaged It		1		3		2	1	2	1	1	3	4	15
Property - Special Handling - Damaged It									1	- '	- 0		1
Property - Special Handling - Missing Iter									•	1		3	4
Property - Special Handling - Missing Iter				1						3		1	5
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	5	4	2	1	2	7	7	14	8	10	8	10	78
Screening - Crew Member or Airline Emp						1				1			2
Screening - Inconsistency	1	1						1		2		2	7
Screening - Lengthy Lines	1	1	1	1		4	1	6	3				18
Screening - Procedures/Process	3	2	1		2	2	5	7	5	6	8	8	49
Screening - Retrieving Abandoned/Confis 2025	46	22	45	39	26	22	37			1			2
Additional Information Required/Insufficient In		22	1	39	26	22	31						237
Additional Information Required/Insufficie			1										2
Airline	1						1						2
Airline - Policy/Regulations/Service	1						1						2
Civil Rights	2	2		3	1	3							11
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1		1									2
Civil Rights - Not Specified		1											1
Civil Rights - Profiling						1							1
Civil Rights - Race	1			1		2							4
Civil Rights - Sex				1	1								2
Customer Service	14	7	22	11	8	5	4						71
Customer Service - Others				1									1
Customer Service - TSO	14	7	22	10	8	5	4						70
Hazardous Materials Safety	1						1						2

Categories	10-Oct	11-Nov	12-Dec	Center Trav 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-06(	i I-NOV	12-Dec	บ เ-มสก	02-FeD	US-IVIAF	и4-Арг	UD-IVIAY	ขอ- <b>ว</b> นก	U/-Jul	Jo-Aug	ua-aeb	TOTAL
Hazardous Materials Safety - General	1			1			1						
Locks							1						
Locks - Missing or Damaged Lock	1			1			1						
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property	4	1	6			3	1						1
Mishandling of Passenger Property - Dam		1	4			2	1						1
Mishandling of Passenger Property - Dam	iaged/Missin	ig ItemsC				1							
No Jurisdiction			1		3		2						
No Jurisdiction - No Referral				1	1								
No Jurisdiction - Refer to CBP			1		2		1						
No Jurisdiction - Refer to Other							1						
Notice of Violation/Civil Penalties			1	1									
Notice of Violation/Civil Penalties - Genera			1	1									
Patdown	4	1		3			1						
Patdown - Children	1												
Patdown - Flyer	3	1		3			1						
Persons w/ Disabilities (PWD)	6	3	7	5	4	3	7						3
Persons w/ Disabilities (PWD) - Breast Ca													
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	al Disability	1			1						
Persons w/ Disabilities (PWD) - Diabetes	1			1		1							
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment					1							
Persons w/ Disabilities (PWD) - Medical [	1	1											
Persons w/ Disabilities (PWD) - Medically	1		2	1			1						
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)		1										
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	2		1		3						
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates		1										
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts				1							
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain	/trauma)		2			1						
Persons w/ Disabilities (PWD) - Wheelcha	2	2			3		1						
Property - Special Handling	2	2	2	3	2	2	2						1
Property - Special Handling - Damaged Ite	ems - Carry	2	1	3		1	2						
Property - Special Handling - Missing Item													
Property - Special Handling - Missing Item		1	1		2	1							
Screening	10	6	5	9	8	5	17						6
Screening - Crew Member or Airline Emple							1						
Screening - Inconsistency	1			1	2	2							
Screening - Lengthy Lines		1	1	1	1		1						
Screening - Procedures/Process	6	4	4		4	3	15						4
Screening - Retrieving Abandoned/Confis		1	-	- 1	1	3	10						

		18	A Contact	Center Trav	veier Comp	iaints Rep	ort						
Categories	10-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		3		1	1	3		1		3		1	13
2024		2		1				1		3		1	8
Civil Rights										1			1
Civil Rights - Not Specified										1			1
Customer Service		1								1		1	3
Customer Service - CSM										1			1
Customer Service - TSO		1										1	2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ξ 1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Medica	lly Necessary	Medication	and Medic	cal Supplies				1		1			2
2025		1			1	3							5
Airline		1				1							2
Airline - Policy/Regulations/Service		1				1							2
Customer Service						1							1
Customer Service - TSO						1							1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Screening					1								1
Screening - Procedures/Process					1								1

Categories	10-Oct			nter Trav 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	31	27	38	20	17	03-IVIAI 24	04-Apr 23	14	17	13	00-Aug 12	09-Sep 15	251
2024	8	14	18	5	4	6	10	14	17	13	12	15	136
Additional Information Required/Insufficient Info			.0		-			1-7	1		12		1
Additional Information Required/Insufficien		- EMAIL ON	ILY						1				1
Airline		1	1	1					1				4
Airline - Policy/Regulations/Service		1	1	1					1				4
Civil Rights	1		2								2		6
Civil Rights - National Origin												1	1
Civil Rights - Other			1										1
Civil Rights - Race	1		1								0		2
Civil Rights - Sex Customer Service	5	5	7	2	2	3	6	6	8	4	2	6	2 58
Customer Service - Others	3	3	2			3	0	0	0	4	4	0	2
Customer Service - TSO	5	5	5	2	2	3	6	6	8	4	4	6	56
Locks		1	1			1							3
Locks - Missing or Damaged Lock		1	1			1							3
Mishandling of Passenger Property		1	3					2	2	2	1	1	12
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarr	y-on Lugga	ge				1	2	2		1	6
Mishandling of Passenger Property - Dam		1	3										4
Mishandling of Passenger Property - Dam	aged/Missing		pecified Lug					1			1		2
Patdown		2		2					1		1		6
Patdown - Flyer		2	4	2	4	4		0	1		1	0	6
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes		1	<u>1</u> 1		1	1		2	2	2		2	12
Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General		1	- 1		1			1					2
Persons w/ Disabilities (PWD) - Hearing I	l mnairment	'							2				2
Persons w/ Disabilities (PWD) - Medically		Medication ar	nd Medical	Supplies		1						2	3
Persons w/ Disabilities (PWD) - Metal Imp				- ' '				1					1
Persons w/ Disabilities (PWD) - Mobility [		Wheelchair	or Scooter)	)						1			1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees a	and Casts								1			1
Property - Special Handling	1		1							2			4
Property - Special Handling - Damaged It										1			2
Property - Special Handling - Missing Iten	ns - Checked		1							1			2
Request for Assistance												1	1
Request for Assistance - Other Screening	1	3	2		1	1	4	4	2	3	4	1 4	1
Screening - Crew Member or Airline Empl		3			- 1	- 1	4	4		3	4 1	4	
Screening - Grew Member of Allinie Empl	loyee						1	1		2	1		4
Screening - Lengthy Lines							1	'			1	4	6
Screening - Procedures/Process	1	3	2			1	2	3	2	1	2		17
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2025	23	13	20	15	13	18	13						115
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1	1		1		1							4
Civil Rights - National Origin	1					4							1
Civil Rights - Not Specified Civil Rights - Race		1		1		1							2
Claims	1	!		'									1
Claims - Status	1												<u>.</u>
Customer Service	8	5	4	6	3	2	1						29
Customer Service - TSO	8	5	4	6	3	2	1						29
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	2			1	1	1	2						7
Mishandling of Passenger Property - Dam				1	1	1							4
Mishandling of Passenger Property - Dam		_	01 1 1										1
Mishandling of Passenger Property - Disa  No Jurisdiction	irrayed items- I	-Carry-on or	Спескеа		4		2						2
No Jurisdiction - No Referral				1	1								2
No Jurisdiction - Refer to Other					1								1
Patdown				1	1	1	2						5
Patdown - Flyer				1	1	1	2						5
Persons w/ Disabilities (PWD)	4	1	4	2	3	4	1						19
Persons w/ Disabilities (PWD) - Autism S	pectrum	1											1
Persons w/ Disabilities (PWD) - Cognitive	1		1			1							3
Persons w/ Disabilities (PWD) - Metal Imp	1		1	2	1	1							6
Persons w/ Disabilities (PWD) - Mobility I		Wheelchair		)	1	1							2
Persons w/ Disabilities (PWD) - Prosthesi			2										3
Persons w/ Disabilities (PWD) - Respirato					1								1
Persons w/ Disabilities (PWD) - Touch Av		rauma)				1							1
Persons w/ Disabilities (PWD) - Wheelcha	1	4	4	4	4	1	1						2
Property - Special Handling Property - Special Handling - Damaged It	ome Corne	1 1	1	1	1	ļ.							5
Property - Special Handling - Damaged It			1										1
Property - Special Handling - Damaged to				1	1								2
Property - Special Handling - Missing Iten						1							1
Screening	6	4	11	2	3	8	7						41
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines		1	3	1	1	3	6						15
Screening - Procedures/Process	5	2	8		2	2	1						20
Screening - Retrieving Abandoned/Confis	cated Items					3							3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIW	1												1
2025	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
2025							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d			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
RKS	1												1
2025	1												1
Human Capital	1												1
Human Capital - Prospective Employment	1												1

name a	10.0 : :					nts Report							
gories							· · · · · · · · · · · · · · · · · · ·		-Jun		8-Aug	09-Sep	Total
10	25	16	16	15	16	17	21	6	13	8	14	8	175
2024	8	9	7	5	4	6	13	6	13	8	14	8	101
Airline						1					1		2
Airline - Policy/Regulations/Service		4				1	4		4		1		2
Civil Rights Civil Rights Violation (TSA F	-mployee)	1				1	1	1	1	3	1		9
Civil Rights - Civil Rights Violation (TSA E	-mpioyee)							1					
Civil Rights - Race		1							1		1		3
Civil Rights - Sex						1	1			3			
Customer Service	2	1	4		2	1	1		3	2	2	1	19
Customer Service - Others	1												
Customer Service - TSO	1	1	4		2	1	1		3	2	2	1	1
Mishandling of Passenger Property	2	2					3		4		1	2	1
Mishandling of Passenger Property - Dam	2	1					1		1		1	1	
Mishandling of Passenger Property - Dam	naged/Missii	1							2			1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked				2		1				
No Jurisdiction					1								
No Jurisdiction - No Referral					1								
Patdown			1	1				1	1		1		
Patdown - Flyer			1	1				1	1		1		
Persons w/ Disabilities (PWD)				1	1	2	2	4	2		1	1	1
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General							1		1			1	
Persons w/ Disabilities (PWD) - Medically	l / Necessary Me	dication an	d Medical S	Sunnlies		1	1		1				
Persons w/ Disabilities (PWD) - Metal Imp		aloution an	a Modiodi C	арриоо	1	•							
Persons w/ Disabilities (PWD) - Prosthesi		d Coete			1	1							
				1		ı		1					
Persons w/ Disabilities (PWD) - Touch Av				ı									
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ Se							2					
Property - Special Handling	1	1		1			1				1		
Property - Special Handling - Damaged Ite		1									1		
Property - Special Handling - Damaged Ite				1									
Property - Special Handling - Missing Item							1						
Property - Special Handling - Missing Item													
Screening	3	4	2	2		1	5		2	3	6	4	3
Screening - Children			1										
Screening - Inconsistency			1							1	1	2	
Screening - Lengthy Lines	1			1			2				1	1	
Screening - Procedures/Process	2	4											
		4		1			3		2	2	4	1	1
		4		1		1	3		2	2	4	1	
Screening - Retrieving Abandoned/Confis	cated Items		9		12				2	2	4	1	
Screening - Retrieving Abandoned/Confise 2025		7 1	9	1 10	<b>12</b>	1 11	8		2	2	4	1	7.
Screening - Retrieving Abandoned/Confise  2025  Airline	cated Items	<b>7</b>	9	<b>10</b>					2	2	4	1	7-
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service	cated Items	7	9	10	1				2	2	4	1	7
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance	cated Items 17	<b>7</b>	9	<b>10</b>		11	8		2	2	4	1	7
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights	cated Items	<b>7</b>	9	<b>10</b>	1	11	8		2	2	4	1	7.
Screening - Retrieving Abandoned/Confis 2025 Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race	cated Items 17	<b>7</b>	9	<b>10</b>	1	11	8		2	2	4	1	7.
Screening - Retrieving Abandoned/Confis 2025 Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex	17 2 2	<b>7</b>	9	<b>10</b>	1	11	8		2	2	4	1	7
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims	2 2 1	<b>7</b>	9	<b>10</b>	1	11	8		2	2	4	1	7,
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General	2 2 1 1 1	7 1 1		10 1 1	1	1 1 1	8		2	2	4	1	7,
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance  Civil Rights Civil Rights - Race Civil Rights - Sex  Claims Claims - General Customer Service	2 2 1	7 1 1 1	9	<b>10</b>	1 1 3	11	8		2	2	4	1	7.
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others	2 2 1 1 3 3 1	7 1 1	3	10 1 1	1 1 3 1	11 1 1	8		2	2	4	1	7.
Screening - Retrieving Abandoned/Confisements  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance  Civil Rights Civil Rights - Race Civil Rights - Sex  Claims Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO	2 2 1 1 1	7 1 1 1		10 1 1 1	1 1 3	1 1 1	1 1		2	2	4	1	1:
Screening - Retrieving Abandoned/Confis  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks	2 2 1 1 3 3 1	7 1 1	3	10 1 1 1	1 1 3 1	11 1 1	1 1		2	2	4	1	1:
Screening - Retrieving Abandoned/Confisements  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance  Civil Rights Civil Rights - Race Civil Rights - Sex  Claims Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO	2 2 1 1 3 3 1	7 1 1	3	10 1 1 1	1 1 3 1	11 1 1	1 1		2	2	4	1	1:
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks	2 2 1 1 3 3 1	7 1 1	3	10 1 1 1	1 1 3 1	11 1 1	1 1		2	2	4	1	1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock	2 2 1 1 3 3 1 2 2 2 2 2 2 2 2 2 2 2 2 2	7 1 1 1	3	10 1 1 1	1 1 3 1	1 1 1	1 1		2	2	4	1	1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property	2 2 1 1 3 1 2 agged/Missii	7 1 1 1	3	10 1 1 1 1 1 1 1 2	1 1 3 1	1 1 1	1 1		2	2	4	1	1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	2 2 1 1 3 1 2 agged/Missii	7 1 1 1 2 1 1	3	10 1 1 1 1 1 1 1 2 1	1 1 3 1	1 1 1 1 1	1 1		2	2	4	1	1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction	2 2 1 1 3 1 2 agged/Missii	7 1 1 1 2 1 1	3	10 1 1 1 1 1 1 1 2 1	1 1 3 1	1 1 1 1 1 1 1 1 1	1 1		2	2	4	1	1
Screening - Retrieving Abandoned/Confisements  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction - No Referral	2 2 1 1 3 1 2 agged/Missii	7 1 1 1 2 1 1	3	10 1 1 1 1 1 1 1 2 1	1 1 3 1 2	11 1 1 1 1 1	1 1 1		2	2	4	1	1:
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction - No Referral	2 2 1 1 3 1 2 agged/Missii	7 1 1 1 2 1 1	3	10 1 1 1 1 1 1 1 2 1	1 1 3 1	1 1 1 1 1 1 1 1 1	1 1 1		2	2	4	1	1:
Screening - Retrieving Abandoned/Confisements  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mo Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children	2 2 1 1 3 1 2 2 naged/Missii	7 1 1 1 2 1 1	3 3	10 1 1 1 1 1 1 1 2 1	3 1 2	1 1 1 1 1 1 1 1 1	1 1 1		2	2	4	1	1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer	2 2 1 1 1 3 1 2 2 agged/Missin 2	7 1 1 1 2 1 1	3 3 1	10 1 1 1 1 1 1 2 1 1	1 1 3 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		2	2	4	1	1 1
Screening - Retrieving Abandoned/Confis  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance  Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	2 2 1 1 3 1 2 2 agged/Missin 2 3 3	7 1 1 1 2 1 1	3 3	10 1 1 1 1 1 1 1 2 1	3 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		2	2	4	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction - No Referral  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes	2 2 1 1 3 1 2 2 agged/Missin 2 3 3	7 1 1 1 2 1 1	3 3 1	10 1 1 1 1 1 1 2 1 1	1 1 3 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	2	4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction - No Referral  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General	2 2 1 1 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2	7 1 1 1 2 1 1	3 3 1 1 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 4	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	4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Race  Civil Rights - Sex  Claims  Claims - General  Customer Service  Customer Service - Others  Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  No Jurisdiction  No Jurisdiction  No Jurisdiction - No Referral  Patdown  Patdown - Children  Patdown - Flyer  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - General	2 2 1 1 1 2 2 2 aged/Missin 2 3 3	7 1 1 1 2 1 1	3 3 1	10 1 1 1 1 1 1 2 1 1	1 1 3 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	2	4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Modurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	2 2 1 1 1 3 1 2 agged/Missin 2 3 1 blants (joint)	7 1 1 1 2 1 1	3 3 1 1 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 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		2		4	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	2 2 1 1 1 3 1 2 agged/Missin 2 3 1 Jants (joint) 2	7 1 1 1 2 1 1	3 3 1 1 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 3 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		2		4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicially Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Medicially Persons w/ Disabilities (PWD) - Mobility Cersons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Cersons w/ Disa	2 2 1 1 1 3 1 2 agged/Missin 2 3 1 Jants (joint) 2	7 1 1 1 2 1 1 1	3 3 1 1 2	10 1 1 1 1 1 1 2 1 1	1 1 3 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		4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	2 2 1 1 1 3 1 2 agged/Missin 2 3 1 Jants (joint) 2	7 1 1 1 2 1 1	3 3 1 1 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 3 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				4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicially Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Medicially Persons w/ Disabilities (PWD) - Mobility Cersons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility Cersons w/ Disa	2 2 1 1 3 1 2 2aged/Missin 2 1 blants (joint) 2 air/ Scooter/ Se 1	7 1 1 1 2 1 1 1	3 3 1 1 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 3 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				4		1:
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D	2 2 1 1 1 3 1 2 2 aaged/Missin 2 3 1 1 alants (joint) 2 air/ Scooter/ Se 1 ems - Carry	7 1 1 1 2 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 3 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				4	1	1 1 1
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Medically	2 2 1 1 1 2 2 1 2 2 1 2 3 1 2 agged/Missin 2 3 agged/Missin 2 1 blants (joint) 2 air/ Scooter/ Se 1 ems - Carry ems - Checked	7 1 1 1 2 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 3 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				4		7
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer 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) - Mobility E Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 1 1 3 1 2 2 agged/Missin 2 air/ Scooter/ Se 1 ems - Carry ems - Checked as - Carry-On	7 1 1 1 2 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1	3 1 2 3 3 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				4		7.
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD)	2 2 1 1 1 3 1 2 2 agged/Missin 2 air/ Scooter/ Se 1 ems - Carry ems - Checked ns - Carry-On 1	7 1 1 1 2 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1 1	3 1 2 3 3 4	11 1 1 1 1 1 1 1 1 1 1 2	1 1 1 1 1 1				4		7.
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes 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 - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 1 1 3 1 2 2 agged/Missin 2 air/ Scooter/ Se 1 ems - Carry ems - Checked as - Carry-On	7 1 1 1 2 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1	1 1 3 1 2 3 3 4	11 1 1 1 1 1 1 1 1 1 1 1 1	8 1 1 1 1 1 1 1				4		74 (1) (2) (3) (4) (4) (5) (6) (7) (7) (8) (9) (1) (1) (1) (1) (2) (3) (4) (4) (5) (6) (7) (7) (7) (7) (7) (7) (7) (7
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medal Imp Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	2 2 1 1 3 1 2 2 aged/Missin 2 air/ Scooter/ Se 1 ems - Carry-On 1 5	7 1 1 1 2 1 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1 1	1 1 3 1 2 3 4 2 1	11 1 1 1 1 1 1 1 1 1 1 2	1 1 1 1 1 1				4	1	7.
Screening - Retrieving Abandoned/Confise  2025  Airline Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Race Civil Rights - Sex Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 1 1 1 3 1 2 2 agged/Missin 2 air/ Scooter/ Se 1 ems - Carry ems - Checked ns - Carry-On 1	7 1 1 1 2 1 1 1	3 3 1 1 2 2	10 1 1 1 1 1 1 2 1 1 1	1 1 3 1 2 3 3 4	11 1 1 1 1 1 1 1 1 1 1 1 1	8 1 1 1 1 1 1 1				4		18

					veler Comp								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	5	1	5	4	3	3	4	4	1	2	3	4	39
2024	1	1	1	2		1	1	4	1	2	3	4	21
Civil Rights										1			1
Civil Rights - Age										1			1
Customer Service		1		1					1	1	2	1	7
Customer Service - TSO		1		1					1	1	2	1	7
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Cognitiv	e /Developm	ental /Ment	al Disability	1									1
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees	and Casts										1	1
Screening	1		1			1		3			1	2	9
Screening - Inconsistency			1			1						1	3
Screening - Procedures/Process	1							2			1	1	5
Screening - Retrieving Abandoned/Confi	scated Items							1					1
2025	4		4	2	3	2	3						18
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service			1			2							3
Customer Service - TSO			1			2							3
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Cognitiv	e 1												1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1									1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged I	tems - Chec	red		1									1
Property - Special Handling - Missing Ite	ms - Carry-C	n			1								1
Screening	3		2		2		2						9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	3		1		2		2						8

				Center Trav									
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	8	7	6		8	5		4	4	6	8	5	7
2024	1	3	4	5	6	2		4	4	6		5	5
Civil Rights						2		1			1	1	
Civil Rights - Age												1	
Civil Rights - Constitutional Rights						1							
Civil Rights - Other						1							
Civil Rights - Race								1					
Civil Rights - Sexual Orientation											1		
Customer Service	1		1	1	3		1		2	2	1	1	1
Customer Service - TSO	1		1	1	3		1		2	2	1	1	1
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property			1				1			1	1		
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	arry-on Lug	ggage			1						
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked Bag	ggage						1	1		
Mishandling of Passenger Property - Disa													
No Jurisdiction		1		1									
No Jurisdiction - No Referral				1									
No Jurisdiction - Refer to CBP		1											
Patdown		· ·			2		1						
Patdown - Children							1						
					0		ļ						
Patdown - Flyer		1			2					4			
Persons w/ Disabilities (PWD)		1		2						1	3		
Persons w/ Disabilities (PWD) - Autism S												2	
Persons w/ Disabilities (PWD) - Cancer (											1		
Persons w/ Disabilities (PWD) - Cognitive	e /Developmer	ntal /Ment	al Disability	/							1		
Persons w/ Disabilities (PWD) - Hearing	Impairment										1		
Persons w/ Disabilities (PWD) - Medically	y Necessary N	ledicatior	and Medic	al Supplies						1			
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)											1	
Persons w/ Disabilities (PWD) - Service A	Animals			1									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1		1									
Property - Special Handling									2				
Property - Special Handling - Damaged It	ems - Carrv-C	n							1				
Property - Special Handling - Missing Iter									1				
Screening		1	2	1	1			3	· ·	2	1		
Screening - Children					'					1			
Screening - Lengthy Lines			1	1						'			
		- 1						2		4	- 1		
Screening - Procedures/Process	_	1			1	•		3		1	1		
2025	7	4	2	3	2	3	3						
Civil Rights						1							
Civil Rights - Screening of Religious or C	1					1							
Customer Service	2	1											
Customer Service - Others	1												
Customer Service - TSO	1	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 - Dan	naged/Missing	ItemsC	hecked Bad		1								
Mishandling of Passenger Property - Disa					'								
No Jurisdiction	1	July-011	SI SHOOKE										
	1												
No Jurisdiction - Pafer to Other	1				4	4	4						
No Jurisdiction - Refer to Other	2				1	1							
Persons w/ Disabilities (PWD)	3 Impairment	1											
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing	lmpairment	1				'							
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im	Impairment 1					'							
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I	Impairment 1 1						1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes	mpairment 1 1 1	1											
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I	mpairment 1 1 1	1			1	1							
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes	mpairment 1 1 1	1			1	'							
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch	mpairment 1 1 1 i 1 air/ Scooter/ S	1			1	'							
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Hearing   Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	mpairment 1 1 1 i 1 air/ Scooter/ S	1		2	1	1	1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Missing Iter	mpairment 1 1 1 i 1 air/ Scooter/ S	1 Segway		2 1	1		1						

	SA CUIIIACI	Center ma	veier Comp	nanns nep	UIL						
Categories 10-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			4	1				2		4	11
2024			2	1				2		4	9
Civil Rights										2	2
Civil Rights - Race										1	1
Civil Rights - Sex										1	1
Customer Service			1	1							2
Customer Service - TSO			1	1							2
Mishandling of Passenger Property			1								1
Mishandling of Passenger Property - Damaged/Missing Items	-Checked Ba	iggage	1								1
Property - Special Handling										1	1
Property - Special Handling - Missing Items - Checked										1	1
Screening								2		1	3
Screening - Inconsistency								1			1
Screening - Procedures/Process								1		1	2
2025			2								2
Persons w/ Disabilities (PWD)			2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication	on and Medi	cal Supplies	1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Cas	ts		1								1

		TS	A Contact	Center Trav	veler Comp	plaints Rep	ort						
Categories	10-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	3	2		1	1	3	1			1	4		16
2024	1	1		1			1			1	4		9
Airline		1											1
Airline - Lost Baggage		1											1
Civil Rights				1							1		2
Civil Rights - Sex				1							1		2
Customer Service											1		1
Customer Service - TSO											1		1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)							1			1	2		4
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Internal M	Medical Devi	ices					1						1
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	air or Scoo	ter)						1			1
2025	2	1			1	3							7
DHS TRIP						1							1
DHS TRIP - General						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Persons w/ Disabilities (PWD)	1				1	1							3
Persons w/ Disabilities (PWD) - Medically	1				1	1							3
Screening		1				1							2
Screening - Procedures/Process		1				1							2

Categories	10-Oct			11-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	28	27	55	49	68	98	66	25	17	20			493
2024	12	14	21	24	32	43	22	25	17	20	18		270
Additional Information Required/Insufficient In		·									1		1
Additional Information Required/Insufficient	nt Information	- EMAIL ON	LY								1		1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights Age	1			2	1	2	1			1			8
Civil Rights - Age Civil Rights - Constitutional Rights	1			1	1	1							3
Civil Rights - Race							1						1
Civil Rights - Sex				1		1							2
Civil Rights - Sexual Orientation										1			1
Customer Service	3	5	11	11	20	18	10	8	9	6	10	6	117
Customer Service - Others	1					1						1	3
Customer Service - TSO	2	5	11	11	20	17	10	8	9	6		5	114
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General Human Capital											1	1	1
Human Capital - Prospective Employmen	t with TSA											1	1
Locks	l with 1070							1					<u>.</u>
Locks - Missing or Damaged Lock								1					1
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property	2	1	4	1	2	3	3	4	3	6		3	32
Mishandling of Passenger Property - Dam			2	1	1		2	1	1	2			11
Mishandling of Passenger Property - Dam		Corru on	1		1	2	1	1	2	3		2	16 5
Mishandling of Passenger Property - Disa  No Jurisdiction	irrayed items-	-Carry-on 1	1			1	1	1		- 1		- 1	5
No Jurisdiction - No Referral		1	1			1	· ·	ı					3
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other							1						1
Patdown	1	1	3	2	1	2	1		1			2	14
Patdown - Flyer	1	1	2	1	1	1	1		1			2	11
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer				1	0	1	2			0	0		2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	nectrum			2	2	3	3	5		2	2	5 1	24
Persons w/ Disabilities (PWD) - Hearing I							1				1		2
Persons w/ Disabilities (PWD) - Medical [		ched to the B	ody									1	1
Persons w/ Disabilities (PWD) - Medically				Supplies	1		1	1				2	5
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)							1					1
Persons w/ Disabilities (PWD) - Mobility [			or Scoot	1		2		1			1	1	6
Persons w/ Disabilities (PWD) - Respirato		r Equipment		1									1
Persons w/ Disabilities (PWD) - Service A								1		4			1
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im		rauma)				1		1		1			1
Persons w/ Disabilities (PWD) - Wheelcha		Segway			1	'	1			1			3
Property - Special Handling	1	4		2	2	2		2	2	2			16
Property - Special Handling - Damaged It	ems - Carry	2			2	1		2					7
Property - Special Handling - Damaged It				1					1	1			3
Property - Special Handling - Missing Iten		2											2
Property - Special Handling - Missing Iten	1			1		1			1	1		_	4
Screening Screening - Inconsistency	5	1	2	4	1	<u>11</u>	1	4	1	3	3 1	5	<u>47</u> 5
Screening - Inconsistency Screening - Lengthy Lines	1		1	2	ı	1	1	1	ı		ı		7
Screening - Procedures/Process	3	1	1	2	3	9	1	2	1	3	2	5	33
Screening - Retrieving Abandoned/Confis			•										1
Screening - Security Breach								1					1
2025	16	13	34	25	36	55	44						223
Airline				1	1		1						3
Airline - Policy/Regulations/Service				1	1	4	1						3
Civil Rights Civil Rights - Age					1	1 1	2						4
Civil Rights - Age  Civil Rights - Constitutional Rights							1						1
Civil Rights - Race							1						1
Civil Rights - Sex					1								1
Customer Service	2	5	8	10	14	15	17						71
Customer Service - CSM				1									1
Customer Service - Others				1									1
Customer Service - TSO	2	5	8	8	14	15	17						69
Hazardous Materials Safety Hazardous Materials Safety - General			1										1
Locks			2			1							3
Locks - Missing or Damaged Lock			2			1							3
Lost and Found			1	1		2							4
Lost and Found - Airport/TSA			1	1		2							4
Mishandling of Passenger Property	1	1	4	3		2	2						13
Mishandling of Passenger Property - Dam		ItemsC	2				1						3
Mishandling of Passenger Property - Dam		1	1	2		2							7
Mishandling of Passenger Property - Disa	irrayed Items- I	-Carry-on	1	1			1						3
No Jurisdiction  No Jurisdiction - No Referral			1			1	<u> </u>						3
No Jurisdiction - No Referral  No Jurisdiction - Refer to FAA			1				1						<u>1</u> 1
No Jurisdiction - Refer to Other			1			1							1
Patdown	1	1		2	1	1							6
Patdown - Flyer	1	1		2	1	1							6
•													

		TS	A Contact (	Center Tra	veler Com	olaints Rep	ort						
Categories	10-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	5	4	1	12	4						3
Persons w/ Disabilities (PWD) - Cognitive	e /Developme	ntal /Ment	al Disability			3							
Persons w/ Disabilities (PWD) - Diabetes	3			1		1							
Persons w/ Disabilities (PWD) - Hearing	Impairment						1						
Persons w/ Disabilities (PWD) - Internal I	Medical Device	es	1										
Persons w/ Disabilities (PWD) - Medical	1						1						
Persons w/ Disabilities (PWD) - Medically	y 1	1		1		6							
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		2	1	1								
Persons w/ Disabilities (PWD) - Mobility	Disability (No	t Wheelch	air or Scoot	er)		1	1						
Persons w/ Disabilities (PWD) - Service	Animals	1											
Persons w/ Disabilities (PWD) - Touch Av	version (pain/	trauma)	2	1									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				1	1						
Property - Special Handling	1		4	1	1		2						
Property - Special Handling - Damaged II	tems - Carry-	On	1				1						
Property - Special Handling - Damaged II	tems - Check	ed		1			1						
Property - Special Handling - Missing Iter	1												
Property - Special Handling - Missing Iter	ns - Checked		3		1								
Screening	9	4	8	3	17	20	15						7
Screening - Crew Member or Airline Emp	loyee				1								
Screening - Inconsistency		1	2		1	2	2						
Screening - Lengthy Lines			2	1	4	3	2						1
Screening - Procedures/Process	8	3	2	2	11	14	11						5
Screening - Retrieving Abandoned/Confis	scated Items		2			1							
Screening - Shoe Screening	1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RUT		1		1			1						3
2024							1						1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
2025		1		1									2
Civil Rights		1											1
Civil Rights - Age		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
SAF	10	5	1	4	5	5	4	1	1	1	1		3
2024	8	4	1	2	2	2	3	1	1	1	1		2
Civil Rights					1								
Civil Rights - Race					1								
Customer Service	2	2	1	2	1	1	1		1	1			1
Customer Service - TSO	2	2	1	2	1	1	1		1	1			1
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	arry-on Lug	gage		1							
Persons w/ Disabilities (PWD)		1									1		
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer								1		
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	1											
Property - Special Handling	2						1						
Property - Special Handling - Missing Iten	2						1						
Screening	4	1					1	1					
Screening - Inconsistency		1					1						
Screening - Procedures/Process	3							1					
Screening - Retrieving Abandoned/Confis	1												
2025	2	1		2	3	3	1						1
Civil Rights				1									
Civil Rights - Sex				1									
Customer Service						3							
Customer Service - TSO						3							
No Jurisdiction							1						
No Jurisdiction - Refer to Other							1						
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Metal Imp	1												
Screening	1	1		1	3								
Screening - Inconsistency	1				1								
Screening - Lengthy Lines		1											
Screening - Procedures/Process				1	1								
Screening - Retrieving Abandoned/Confis	cated Items				1								

Categories	Cotomorios	10.0					laints Repo					•••		
30	Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Arrite  Del Regista - Constantante Regist  Del Regista - Constantante Regist  Del Regista - Constantante Regist  Del Regista - Constantante  Del Regista -		71	53	89	68	59	87	70	37	45	44	46	29	698
Admirs PetrolyRegularous Services  Chill Rypes - Assembly	2024	38	22	38	30	25	41	28	37	45	44	46	29	423
Cost Signe	Airline					1							1	2
Coult Rights - Construction of Septe	Airline - Policy/Regulations/Service					1							1	2
Coult Rights - Construction of Septe		3		2	2	2	1	6	1	6	3	6	1	
Chel Fighers - Melabered (1997) Chel Fighers - Melabered (1997														
District Color   Dist												3		
Carl Rights - Determine						1						0		
Duris Agelsts - Lease	· · · · · · · · · · · · · · · · · · ·									4	4			
Carl Nighra Barral Christation  District Nighra Barral Christation  District Nighra Barral Christation  District Nighra Barral Christation  Local Christation		4		4	0	ı	4					0	4	
Columber Specimes Chromate 2 Columber Specimes Chromate 17 8 17 11 9 17 15 9 17 5 10 18 11 9 11 9 4 103 Columber Specimes Chromate Chromat		1		1	2		1					3	1	
Causemer Service - Chemical 1								3	1	2	1			
Calebrary Bironics - Chorate  Calebrary Bironics - TCC  Calebrary Biro														
Customer Service - TOC		17	6	17	11	9	17	5	13	16	11	9	4	135
Cautione Genius   TSO	Customer Service - Others	1												1
DIESTRIP - Consert	Customer Service - TCC				1									1
DHS TRIP - Content   1	Customer Service - TSO	16	6	17	10	9	17	5	13	16	11	9	4	133
Dies TRAPS - Statutes	DHS TRIP					1	1					1		3
Dies TRAPS - Statutes	DHS TRIP - General					1						1		2
Locks - Misering on Damaged Lock	DHS TRIP - Status						1							1
Locks - Missing or Damaged Lock						1		1	1			1	2	6
Lot and Found														
Lost sur Found - Apport TSA								<u>'</u>						
Michandring of Passerger Property Dan 1														
Micharduring of Passenger Property - Dam!	· · · · · · · · · · · · · · · · · · ·			4	0		0				0			
Misharduring of Passenger Property - Dame garder Misharduring of Passenger Property - Dame garder Misharduring of Passenger Property - Date   1														
Mithanduling of Peasonger Procepty - Date   1   2   2   8   8   8   8   8   8   8   8			1	4									3	
Mahandring of Pasenger Property - Disal   1						2	1	2	2	2		1		
No Jurisdiction - No Referral  No Jurisdiction - No Referral  1 1 2 2 1 8 8 No Jurisdiction - Referral CBP 1 1 2 1 2 1 8 8 No Jurisdiction - Referral CBP 1 1 2 1 1 2 1 8 8 No Jurisdiction - Referral CBP 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsUnsp	pecified Lu	ıggage						1			1
No Jurisdiction - No Referral OC 1	Mishandling of Passenger Property - Disa	1							1					2
No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation Penalties Notice of Violation Penalties Notice of Violaties (PWP) Notice of Violaties Notice of Violaties (PWP) Notice of Violaties Notice of Violaties (PWP) Notice of Violaties (PWP) Notice of Violaties Notice of Violaties Notice of Violaties Notice of Violaties (PWP) Notice of Violaties (PW	No Jurisdiction		1	1				1		1	2		2	8
No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation Penalties Notice of Violation Penalties Notice of Violaties (PWP) Notice of Violaties Notice of Violaties (PWP) Notice of Violaties Notice of Violaties (PWP) Notice of Violaties (PWP) Notice of Violaties Notice of Violaties Notice of Violaties Notice of Violaties (PWP) Notice of Violaties (PW	No Jurisdiction - No Referral			1				1			2		1	5
Notice of Violation/Civil Paralliles - General			1											
Notice of Visidation/Civil Persillies Notice of Visidation/Civil Persillies Notice of Visidation/Civil Persillies Platform 2 1 3 3 4 2 2 2 3 3 22 Pattown - Orbitaline Pattown - Children Persona W Diabblities (PWD) - Aution Spectrum Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Chancer (general) Not Breast Cancer Persona w Diabblities (PWD) - Modical) Persona w Diabblities (PWD)										1				
Notice of Volations/Ckvii Penalities - General														
Patdown - Children														
Patdown - Flyer														
Persons w Disabilities (PWD) - Audism Spectrum		2		1	3	3		2		2		2	3	
Persons w Disabilities (PWD) - Autism Spectrum		_												
Persons w/O labibilities (PWD) - Londer (General) Not Breast Cancer	•					3								
Persons w   Disabilities   (PWD) - Cancer   Cameral   Ment   1		-	1	5	3		4	1	1		7	6	4	40
Persons w   Disabilities	Persons w/ Disabilities (PWD) - Autism S	pectrum					1			2	1	1		5
Persons w   Disabilities (PWD) - Deabetes   1	Persons w/ Disabilities (PWD) - Cancer (g	general) Not	<b>Breast Cance</b>	er			1							1
Persons w   Disabilities (PWD) - Deabetes   1	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	1							1		1	3
Persons W Disabilities (PWD) - Internal Medical Devices	Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w Disabilities (PWD) - Hearing Impairment	, ,		1						1			2	1	5
Persons w Disabilities (PWD) - Internal Medical Devices - Attached to the Body 1	. , ,	l mnairment												
Persons w Disabilities (PWD) - Medically   1			200	1							1		· ·	
Persons w/ Disabilities (PWD) - Medically					- 1						'			
Persons w/ Disabilities (PWD) - Mothly Disability (Not Wheelchair or Scoot   1   2   1   4	. ,		acried to the E							4		4		
Persons w Disabilities (PWD) - Mobility Disability (Not Wheckchair or Scoot 1   2   1   4   1   1   1   1   1   1   1   1				- 1	ı					- 1				
Persons w Disabilities (PWD) - Prosthesis/Amputees and Casts		. ,						1				1		
Persons W Disabilities (PWD) - Wheelchair/ Scooter/ Segway				or Scoot	1					2				
Property - Special Handling												1		
Property - Special Handling - Damaged III   3   2   2   1   1   1   1   1   1   1   4   4   4		air/ Scooter/	Segway											
Property - Special Handling - Damaged Items - Checked   1	Property - Special Handling	4	3	3	2	2	4		2	1	5	3	3	32
Property - Special Handling - Missing Item	Property - Special Handling - Damaged It	3	2	2		1			2		4	3	2	19
Property - Special Handling - Missing Items - Checke	Property - Special Handling - Damaged It	ems - Check	ed		1		1			1	1			4
Property - Special Handling - Missing Items - Checke				1		1	2						1	
Screening			1		1									
Screening - Children   Screening - Children   Screening - Crew Member or Airline Employe				5		2		0	12	6	10	15	5	
Screening - Crew Member or Airline Employee		1	10	3	0		0	9	12	0		10	5	
Screening - Inconsistency			4											
Screening - Lengthy Lines   2   3   2   1   2   5   7   8   1   1   4   1   37			1											
Screening - Military   1														
Screening - Procedures/Process   4   6   3   4   3   4   5   6   9   3   47	· · · · · · · · · · · · · · · ·	2	3	2	1	2	5	7	8	1		4	1	
Screening - Retrieving Abandoned/Confiscated Items   1   1   3   3   2025   33   31   51   38   34   46   42   275   275   3   31   31   31   31   31   31   31											1			
2025   33   31   51   38   34   46   42   275	Screening - Procedures/Process	4	6	3	4		3		4	5	6	9	3	47
Advanced Imaging Technology (AIT) 1 Advanced Imaging Technology (AIT) - Flyer 1 Civil Rights 6 4 1 2 2 2 2 3 3 16 Civil Rights - Age 1 1	Screening - Retrieving Abandoned/Confis	cated Items			1			1				1		3
Advanced Imaging Technology (AIT) - Flyer 1  Civil Rights 4 1 2 2 2 2 3 3 16  Civil Rights - Constitutional Rights 1  Civil Rights - Constitutional Rights 1  Civil Rights - Not Specified 1 1 1 2 2 4 4  Civil Rights - Other 1 1 2 4 1 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1	2025	33	31	51	38	34	46	42						275
Advanced Imaging Technology (AIT) - Flyer 1  Civil Rights 4 1 2 2 2 2 3 3 16  Civil Rights - Constitutional Rights 1  Civil Rights - Constitutional Rights 1  Civil Rights - Not Specified 1 1 1 2 2 4 4  Civil Rights - Other 1 1 2 4 1 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1	Advanced Imaging Technology (AIT)		1											1
Civil Rights         4         1         2         2         2         2         3         16           Civil Rights - Age         1         1         1         1         1           Civil Rights - Constitutional Rights         1         1         1         2         4           Civil Rights - Not Specified         1         1         1         2         4           Civil Rights - Other         1         1         2         1         1         1           Civil Rights - Sex         3         2         1         1         1         2         7           Civil Rights - Sex         1         1         1         2         1         1         1         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         2         2         1         1         1         2         1         2         1         2         1         2         1         2         1 <t< td=""><td></td><td>er</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>1</td></t<>		er	1											1
Civil Rights - Age       1       1         Civil Rights - Constitutional Rights       1       1         Civil Rights - Not Specified       1       1       2       4         Civil Rights - Other       1       1       2       4         Civil Rights - Race       3       2       1       1       9       7         Civil Rights - Sex       1       1       1       2       1       1       1       7       7       6 vivil Rights - Sex       1       1       1       9       2       1       1       1       9       2       1       1       1       1       2       1       7       7       6 vivil Rights - Other       1       1       1       1       1       2       1       7       7       6 vivil Rights - Sex       1       1       1       2       1       7       7       6 vivil Rights - Sex       1       1       1       1       2       1       1       1       1       2       1				2	2	2	2	3						
Civil Rights - Constitutional Rights         1         1         2         4           Civil Rights - Not Specified         1         1         2         4           Civil Rights - Other         1         1         2         1         1         7           Civil Rights - Sex         3         2         1         1         2         2         1         1         2         2         1         1         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         2         2         1         1         1         2         2         1         1         1         2         2         1         1         1         2         2         1         1         1         2         2         1         1         1         2         2         1         1         2         3         3         2         1         1         2         3         3         2         1         1         3         3         3								J						
Civil Rights - Not Specified         1         1         2         4           Civil Rights - Other         1         1         2         1         1           Civil Rights - Race         3         2         1         1         2           Civil Rights - Sex         1         1         2         2           CLEAR         1         1         2         1         1         1           CLEAR - Registered Traveler         1				- 1			4							
Civil Rights - Other       1       1         Civil Rights - Race       3       2       1       1         Civil Rights - Sex       1       1       2         CLEAR       1       1       2         CLEAR - Registered Traveler       1       1       1         Customer Service       5       7       16       8       8       10       10       64         Customer Service - Others       1       2       3       3       3       1				4			1	0						
Civil Rights - Race         3         2         1         1         7           Civil Rights - Sex         1         1         2         1         1         2           CLEAR         1         2         1         1         1         1         1         2         1         1         2         1         1         2         3         3         1         1         2         3	· · · · · · · · · · · · · · · · · · ·			1		I								
Civil Rights - Sex         1         1         2           CLEAR         1         1         1           CLEAR - Registered Traveler         1         1         1           Customer Service         5         7         16         8         8         10         10         64           Customer Service - Others         1         1         1         1         1         1         1         1         1         1         1         1         1         2         3         1         2         3         4         3         3         3         3         3         3         3         3         3         3         3         3         3         4         3         3         3         3         3         3         4         4         4         4		-												
CLEAR         1         1           CLEAR - Registered Traveler         1         1           Customer Service         5         7         16         8         8         10         10         64           Customer Service - Others         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         3         1         2         3         1         2         3         1         2         3         1         2         3         1         2         3         1         4         1         1         1         1         6         6         6         4         1         1         1         1         6		3			2		1	1						
CLEAR - Registered Traveler         1         1           Customer Service         5         7         16         8         8         10         10         64           Customer Service - Others         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         3         3         3         1         2         3         3         3         3         3         3         4         1         1         2         3         3         3         3         4         1         1         1         2         3         3         3         4         1         1         1         2         3         3         3         3         4         1         1         1         1         2         3         3         3         4         1         1         1         1         2         3         4         1         1         1         1         3         4         1         1         1         3         4         1         1         1         2         3         <			11			1								
Customer Service         5         7         16         8         8         10         10         64           Customer Service - Others         1         2         3         3         1         1         1         2         3         3         1         1         1         2         3 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								1						
Customer Service - Others         1         1           Customer Service - TSO         5         7         16         8         7         10         10         63           Locks         1         2         3	CLEAR - Registered Traveler							1						1
Customer Service - Others         1         1           Customer Service - TSO         5         7         16         8         7         10         10         63           Locks         1         2         3	Customer Service	5	7	16	8	8	10	10						64
Customer Service - TSO         5         7         16         8         7         10         10         10         63           Locks         1         2         3         3         3         3         3         4         1         1         2         3         3         3         4         1         1         1         6         6         6         4         1         1         1         6         6         6         6         4         1         1         1         6         6         6         6         1         2         5         2         5         2         5         2         5         2         18         7         10														
Locks       1       2       3         Locks - Missing or Damaged Lock       1       2       3         Lost and Found       4       1       1       6         Lost and Found - Airport/TSA       4       1       1       1       6         Mishandling of Passenger Property       1       2       1       5       2       5       2       1       18         Mishandling of Passenger Property - Dam       1       2       1       4       1       2       1		5	7	16	ρ		10	10						
Locks - Missing or Damaged Lock       1       2       3         Lost and Found       4       1       1       1       6         Lost and Found - Airport/TSA       4       1       1       1       6         Mishandling of Passenger Property       1       2       1       5       2       5       2       1       18         Mishandling of Passenger Property - Dam       1       2       1       4       1       2       1			,	10	J	- 1								
Lost and Found       4       1       1       6         Lost and Found - Airport/TSA       4       1       1       1       6         Mishandling of Passenger Property       1       2       1       5       2       5       2       1       18         Mishandling of Passenger Property - Dam       1       2       1       4       1       2       1														
Lost and Found - Airport/TSA       4       1       1       6         Mishandling of Passenger Property       1       2       1       5       2       5       2       18         Mishandling of Passenger Property - Dam       1       2       1       4       1       2       1       2       11				A			1							
Mishandling of Passenger Property         1         2         1         5         2         5         2         18           Mishandling of Passenger Property - Dam         1         2         1         4         1         2         1         11         11         11         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         12         12         12         12         12         12         12         11         12							1							
Mishandling of Passenger Property - Dam 1 2 1 4 1 2 11					_	-								
								2						
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baq 1 1 3 1 6														
	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChec	cked Baç	1	1	3	1						6

			A 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
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d			1						
No Jurisdiction	2		1	4	1	3							1
No Jurisdiction - No Referral			1	1	1	2							
No Jurisdiction - Refer to CBP				3									
No Jurisdiction - Refer to FAA	1												
No Jurisdiction - Refer to Other	1					1							
Notice of Violation/Civil Penalties			1	1	1								
Notice of Violation/Civil Penalties - General	al		1	1	1								
Patdown	2	2	2	1	3	3	1						1
Patdown - Flyer	2	1	2	1	3	2	1						1
Patdown - Flyer as Observer		1											
Patdown - General						1							
Persons w/ Disabilities (PWD)	8	5	8	3	5	7	4						4
Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1										
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											
Persons w/ Disabilities (PWD) - Cognitive						1							
Persons w/ Disabilities (PWD) - Diabetes	1	1			1	1							
Persons w/ Disabilities (PWD) - General	1		1		1								
Persons w/ Disabilities (PWD) - Medical D	Devices - At	1											
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1				1						
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		2			2							
Persons w/ Disabilities (PWD) - Mobility D	1	1				1	2						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	1											
Persons w/ Disabilities (PWD) - Respirato		ler Equipme	ent	1									
Persons w/ Disabilities (PWD) - Touch Av	2		1	1									
Persons w/ Disabilities (PWD) - Visual Im	pairment				3	1							
Persons w/ Disabilities (PWD) - Wheelcha	2		2	1			1						
Property - Special Handling	3	3	7	6	3	3	9						3
Property - Special Handling - Damaged Ite	2	3	2	1	2		6						1
Property - Special Handling - Damaged Ite	ems - Check	red	1	1		1	1						
Property - Special Handling - Missing Item	1		2			2	1						
Property - Special Handling - Missing Item	ns - Checke	d	2	4	1		1						
Request for Assistance						1							
Request for Assistance - Other						1							
Screening	8	10	9	8	9	10	9						6
Screening - Inconsistency		1		2	1	1							
Screening - Lengthy Lines	2	4	1	2	1	4	1						1
Screening - Procedures/Process	6	5	8	4	7	4	8						
Screening - Retrieving Abandoned/Confis	cated Items					1							

Categories	10-Oct		2-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	27	44	33	32	29	33	30	21	10	14	10	17	300
2024	12	24	11	17	11	16	17	21	10	14	10	17	180
Airline												1	1
Airline - Policy/Regulations/Service				4	4			4				1	1
Civil Rights  Civil Rights - Age				1	1	2		1				2	7
Civil Rights - Age  Civil Rights - Constitutional Rights								1				1	1
Civil Rights - Race				1	1	2							4
Civil Rights - Sex												1	1
Customer Service	6	8	5	9	3	10	7	9	5	3	1	7	73
Customer Service - TSO	6	8	5	9	3	10	7	9	5	3	1	7	73
DHS TRIP											1		1
DHS TRIP - General Locks	1						1				1		1 2
Locks - Missing or Damaged Lock	1						1						2
Mishandling of Passenger Property	'		2	2		1	4	1	1	1	2		14
Mishandling of Passenger Property - Dar	า naged/Missing	ltemsCarr				1	3	1	1		1		7
Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	1	2							1		4
Mishandling of Passenger Property - Dar			pecified Lug	gage			1						1
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	1							1			2
No Jurisdiction					2	1							3
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP					1	1							1
No Jurisdiction - Refer to Other					1								1
Patdown	1	1		1		1				1		1	6
Patdown - Children												1	1
Patdown - Flyer	1	1		1		1				1			5
Persons w/ Disabilities (PWD)	1	4	2	1	2		4	5		2	3	3	27
Persons w/ Disabilities (PWD) - Autism S		1					1						2
Persons w/ Disabilities (PWD) - Cancer (			er									1	1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General		1									2		1 2
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing	  mnairment						1						
Persons w/ Disabilities (PWD) - Internal		es						1					1
Persons w/ Disabilities (PWD) - Medical			Body				1						1
Persons w/ Disabilities (PWD) - Medicall		1	1				1	1		1		1	6
Persons w/ Disabilities (PWD) - Metal Im			1					1					2
Persons w/ Disabilities (PWD) - Mobility		1			1			1					3
Persons w/ Disabilities (PWD) - Prosthes													1
Persons w/ Disabilities (PWD) - Respirat Persons w/ Disabilities (PWD) - Service		er Equipment			1			1		1			2
Persons w/ Disabilities (PWD) - Touch A		trauma)								ı	1		<u>1</u>
Persons w/ Disabilities (PWD) - Wheelch				1							'	1	2
Property - Special Handling		3	2	2	1	1		3	2		2	1	17
Property - Special Handling - Damaged I	tems - Carry	1	1	1				1	1				5
Property - Special Handling - Damaged I				1		1					1		3
Property - Special Handling - Missing Itel		1			1			1	1			1	5
Property - Special Handling - Missing Itel		1	1	4	0		4	1	0	7	1	0	4
Screening Screening - Crew Member or Airline Emp	Jovee 3	8		1	1		1	2	2	7	1	2	29
Screening - Grew Member of Allithe Emp	1	1			1					1			4
Screening - Lengthy Lines								1		1			2
Screening - Military									1				1
Screening - Procedures/Process	2	6		1					1	5	1	2	18
Screening - Retrieving Abandoned/Confis	1	1					1	1					3
2025	15	20	22	15	18	17	13						120
Airline Airline - Policy/Regulations/Service				1									1 1
Civil Rights	1	1	3	1	3	2	2						13
Civil Rights - Age	'	'	3	1	3								13
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin			1		1								2
Civil Rights - Not Specified					1								1
Civil Rights - Other		1	1										2
Civil Rights - Race					1	1	2						4
Civil Rights - Sex	1		1										2
Customer Service - TSO	2 2	3	5 5	5 5	2	6	2						25 25
DHS TRIP		3	1	5		Ö							1
DHS TRIP - General			1										1
Locks					2								2
Locks - Missing or Damaged Lock					2								2
Mishandling of Passenger Property	2			1	1		2						6
Mishandling of Passenger Property - Dar					1		1						4
Mishandling of Passenger Property - Dar	naged/Missing	g ItemsChe	cked Baç	1			1						2
No Jurisdiction Refer to CRR							1						1
No Jurisdiction - Refer to CBP			4		4	2	1						1
Patdown Patdown - Children			1		<u> </u>	3 1	1						6
Patdown - Children  Patdown - Flyer			1		1	2	1						4
Persons w/ Disabilities (PWD)	1	4	3	2	1	1	2						14
Persons w/ Disabilities (PWD) - Autism S			<u> </u>				1						1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental [	Disability				1						1
Persons w/ Disabilities (PWD) - Diapers/			1										1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing	1												1

		15/	4 Contact	center ira	veier Comp	naints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically	/ Necessary	2	1	1	1								5
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)				1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1		1									2
Property - Special Handling	3	5	3		2								13
Property - Special Handling - Damaged It	2	2	3		1								8
Property - Special Handling - Damaged It	ems - Checl	2											2
Property - Special Handling - Missing Iter	1	1											2
Property - Special Handling - Missing Iter	ns - Checked	d			1								1
Screening	6	7	6	5	5	5	3	}					37
Screening - Inconsistency	1	1	1										3
Screening - Lengthy Lines		1		1		2							4
Screening - Procedures/Process	4	5	3	4	5	3	3	}					27
Screening - Retrieving Abandoned/Confis	cated Items		1										1
Screening - Security Breach	1		1										2
SIDA (Security Identification Display Area)					1								1
SIDA (Security Identification Display Area	a) - General				1								1

Categories	10-Oct 1		ontact Cer 2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	00-500	Total
								05-May				09-Sep	Total
SAV	6	10	16	6	10	13	16	7	9	5	6	8	11
2024	1	4	5	2	5	5	9	7	9	5	6	8	6
Airline						1							
Airline - Policy/Regulations/Service						1							
Civil Rights			2						1	1			
Civil Rights - Perceived Religion										1			
Civil Rights - Profiling			1										
Civil Rights - Race			1										
Civil Rights - Sex									1				
Customer Service		1	1		4	3	3	6	4	1	2	2	2
Customer Service - TSO		1	1		4	3	3	6	4	1	2	2	2
		1	1		4	3	3	0	4	ı	1		
Human Capital	to the TOA												
Human Capital - Prospective Employmen	it with TSA										1		
Locks		1					1						
Locks - Missing or Damaged Lock		1					1						
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property									1		1	2	
Mishandling of Passenger Property - Dan	l naged/Missing It	eme_Carn	-on Luggae	10							1	1	
									4		ı	- 1	
Mishandling of Passenger Property - Dan				ye					1				
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on or	Checked									1	
No Jurisdiction							1						
No Jurisdiction - No Referral							1						
Patdown		1	1	1					1		1	1	
Patdown - Flyer		1	1	1					1		1	1	
Persons w/ Disabilities (PWD)							2		'	1	'	1	
. ,	l oncor									ļ.			
Persons w/ Disabilities (PWD) - Breast C							1						
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)									1			
Persons w/ Disabilities (PWD) - Visual Im	npairment						1						
Property - Special Handling	Ì	1	1	1		1		1	1	2		2	1
Property - Special Handling - Damaged It	i ems - Carry-On							1		1			
Property - Special Handling - Damaged II			1									1	
			1										
Property - Special Handling - Missing Iter						1			1			1	
Property - Special Handling - Missing Iter	ns - Checke	1		1						1			
Screening	1				1		1		1		1		
Screening - Crew Member or Airline Emp	1												
Screening - Procedures/Process					1		1		1		1		
2025	5	6	11	4	5	8	7						4
Airline	-		1										
Airline - Policy/Regulations/Service			1										
			- 1										
Civil Rights		1											
Civil Rights - Not Specified		1											
Claims		1		1									
Claims - General		1											
Claims - Status				1									
Customer Service	3	1	3	1		3	1						1
Customer Service - TSO	3	1	3	1		3	1						1
	3	- 1	3	ı		3	I						
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Mishandling of Passenger Property		1	1	1	1	1	3						
Mishandling of Passenger Property - Dan	naged/Missii	1	1		1	1	2						
Mishandling of Passenger Property - Dan		emsChec	ked Bar	1			1						
Patdown		.5.110 -01160	ou Dui	- 1			- 1						
	2												
Patdown - Flyer	2												
Persons w/ Disabilities (PWD)					2								
Persons w/ Disabilities (PWD) - Cancer (	general) Not Bre	east Cance	r		1								
Persons w/ Disabilities (PWD) - Medically	y Necessary Me	dication an	d Medical S	Supplies	1								
Property - Special Handling			3			1							
Property - Special Handling - Damaged It	i tems - Carry-On					1							
			4			1							
Property - Special Handling - Damaged II			1										
Property - Special Handling - Missing Iter			1										
Property - Special Handling - Missing Iter	ns - Checked		1										
Screening		2	3	1	1	3	3						1
Screening - Inconsistency			-	•		1							
						1	4						
	The second secon					1	1						
Screening - Lengthy Lines													
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		2	2	1	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						2
1												1
1												1
						1						1
cated Items						1						1
				1	1							2
				1	1							2
				1	1							2
	1 1 1	10-Oct 11-Nov 1 1 1	10-Oct 11-Nov 12-Dec 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 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 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May     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	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	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

ategories	40.0-4		Contact (					05 Mar.	00 1	07 1'	00 4	00 0	Take!
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBA	7	5	7	9	3	2		3		3		1	5
2024	2	1	3	4	1	2	3	3	5	3	3	1	3
Civil Rights				1							1		
Civil Rights - Race				1							1		
Customer Service			2				1			1	2		
Customer Service - TCC										1			
Customer Service - TSO			2				1				2		
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property		1		1			1	1	2				
Mishandling of Passenger Property - Dam		1		1				1					
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCl	necked Bag	gage			1		2				
No Jurisdiction								1					
No Jurisdiction - Refer to CBP								1					
Patdown			1	1									
Patdown - Flyer			1	1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medica	al Supplies					1				
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Carry-C	)n		1									
Screening	1				1	2	1	1	2	2		1	1
Screening - Procedures/Process	1					2	1	1	2	1		1	
Screening - Retrieving Abandoned/Confis	cated Items				1					1			
2025	5	4	4	5	2		1						2
Civil Rights	1												
Civil Rights - National Origin	1												
Customer Service			2	1									
Customer Service - TSO			2	1									
Mishandling of Passenger Property	1		1	2	1								
Mishandling of Passenger Property - Dam	ı naged/Missind	ı ItemsC	1	1									
Mishandling of Passenger Property - Dam		,		1	1								
Patdown	1	2		'	'								
Patdown - Flyer	1	2											
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - General		1											
Property - Special Handling		- '	1	1									
Property - Special Handling - Missing Iten	l ns - Carry-On		1	1									
Screening	2	1	- 1	1	1		1						
Screening - Lengthy Lines	2	1		I	I		1						
Screening - Lengthy Lines Screening - Procedures/Process	2	1			1		1						
	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
SBD				2			1						3
2024				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	1									1
2025				1			1						2
Screening				1			1						2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process							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
SBN	1	3	3	3	5	2	2	1	1	1		2	2
2024		2	2				1	1	1	1	3	2	1
Civil Rights											1		
Civil Rights - Race											1		
Customer Service										1		1	
Customer Service - TCC										1			
Customer Service - TSO												1	
Mishandling of Passenger Property								1			1		
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lu	ggage							1		
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-on	or Checke	d				1					
No Jurisdiction		1											
No Jurisdiction - Refer to Department of	State	1											
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Medical	ly Necessary	Medication	1										
Property - Special Handling											1		
Property - Special Handling - Missing Ite	ms - Carry-C	n									1		
Screening		1	1				1					1	
Screening - Procedures/Process		1	1				1					1	
2025	1	1	1	3	5	2	1						
Customer Service	1	1		1	3								
Customer Service - TSO	1	1		1	3								
Locks					1								
Locks - Missing or Damaged Lock					1								
Patdown						1	1						
Patdown - Flyer						1	1						
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	1										
Property - Special Handling				1									
Property - Special Handling - Damaged	Items - Chec	ked		1									
Screening				1	1	1							
Screening - Lengthy Lines					1								
Screening - Procedures/Process				1		1							

				Center Trav									
Categories	10-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	6	7	5	3	3	4	8	5	3	2	3	3	52
2024	4	5	1		1	2	2	5	3	2	3	3	31
Airline	1							1					2
Airline - Policy/Regulations/Service	1							1					2
Civil Rights	1											1	2
Civil Rights - Other												1	1
Civil Rights - Race	1												1
Customer Service		2	1		1	2	1	4	1	1	3		16
Customer Service - CSM						1							1
Customer Service - TSO		2	1		1	1	1	4	1	1	3		1
Locks							1					1	
Locks - Missing or Damaged Lock							1					1	2
Patdown	1												
Patdown - Children	1												
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Service A	nimals	1											
Property - Special Handling												1	
Property - Special Handling - Damaged It	ems - Carry-	On										1	
Screening	1	2							2	1			(
Screening - Inconsistency										1			
Screening - Lengthy Lines	1								1				
Screening - Procedures/Process		2							1				
2025	2	2	4	3	2	2	6						2
Customer Service				1		1	1						
Customer Service - TSO				1		1	1						
Mishandling of Passenger Property		1			1								
Mishandling of Passenger Property - Dam	ı naqed/Missiı	1			1								
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)		1	2			1							
Persons w/ Disabilities (PWD) - Diabetes			1										
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1											
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1										
Property - Special Handling	1						1						
Property - Special Handling - Damaged It	1												
Property - Special Handling - Damaged It		ed					1						
Screening	1		1	2	1		4						
Screening - Inconsistency					1		1						
Screening - Lengthy Lines	1		1	1			2						5
Screening - Procedures/Process			'	1			1						2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY	1									1		1	3
2024										1		1	2
Screening										1		1	2
Screening - Procedures/Process										1		1	2
2025	1												1
Customer Service	1												1
Customer Service - TSO	1												1

		15	A Contact	Center Trav	veier Comp	iaints kep	ort						
Categories	10-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		3		2	2	1	1		1			1	11
2024					1	1	1		1			1	5
Customer Service							1						1
Customer Service - TSO							1						1
DHS TRIP						1							1
DHS TRIP - General						1							1
Persons w/ Disabilities (PWD)					1				1			1	3
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Ca	ncer		1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies					1				1
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts										1	1
2025		3		2	1								6
Additional Information Required/Insufficient Info	ormation	1											1
Additional Information Required/Insufficien	t Informatic	1											1
Civil Rights		1											1
Civil Rights - Not Specified		1											1
Customer Service					1								1
Customer Service - TSO					1								1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Medically	Necessary	1		1									2
Screening				1									1
Screening - Procedures/Process				1									1

Categories		10.004				veler Comp			OE Moss	06 1	07 11	00 4~	00 600	Total
		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb 6	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF 2024		16 8	12 7			5	11 5	21 12	5 5	5	14	6	12 12	13
	Airline	8	- 1	9	<b>4</b> 1	5	5	12	5	5	14	ь	12	9
	Airline - Policy/Regulations/Service	1			1						1			
		1			ı		4	4			1			
	Civil Rights National Origin						1	1						
	Civil Rights - National Origin						ı	4						
	Civil Rights - Race					4	4	1		4				
	Customer Service	2	3			1	1	1	1	1	3			1
	Customer Service - TSO	2	3			1	1	1	1	1	3			1
	Locks			1					1					
	Locks - Missing or Damaged Lock			1					1					
	Lost and Found			1									2	
	Lost and Found - Airport/TSA			1									2	
ľ	Mishandling of Passenger Property			2			2	3		2	2	1	1	•
	Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	ggage			1			1	1		
	Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	2			1	2		1	1			
	Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsU	Inspecified	Luggage					1			1	
	Mishandling of Passenger Property - Disa						1							
1	No Jurisdiction	r í	- ,								1			
	No Jurisdiction - Refer to Other										1			
	Notice of Violation/Civil Penalties												1	
- 1	Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener	-al											1	
						4							1	
-	Patdown	2				1					1	1	1	
	Patdown - Flyer	2				1						1	1	
	Patdown - Non-Flyer										1			
F	Persons w/ Disabilities (PWD)		1				1	3	1		2	2	1	
	Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	al Disability	/								1	
	Persons w/ Disabilities (PWD) - General						1							
	Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1					1				1		
	Persons w/ Disabilities (PWD) - Metal Imp							2	1					
	Persons w/ Disabilities (PWD) - Touch Av										2	1		
F	Property - Special Handling	1	1		1			1	2		1			
	Property - Special Handling - Damaged Ite	ı ems - Carry									1			
	Property - Special Handling - Damaged It							1			'			
					4			- 1	1					
	Property - Special Handling - Missing Iten				1									
	Property - Special Handling - Missing Iten								1					
	Screening	2	2		2	3		3		2	3	2		2
	Screening - Inconsistency		1		1			2		1	1		1	
	Screening - Lengthy Lines					1					1		1	
	Screening - Procedures/Process	2	1		1	1		1			1	2	4	•
	Screening - Retrieving Abandoned/Confis	cated Items				1				1				
2025		8	5	9	7	1	6	9						4
(	Civil Rights	1												
	Civil Rights - Race	1												
	Customer Service	1	1	1	1			2						
	Customer Service - Others	1		•										
	Customer Service - TSO	'	1	1	1			2						
1	Locks		1	1	- 1									
				1										
	Locks - Missing or Damaged Lock	4	4	3			4	4						
ľ	Mishandling of Passenger Property	1 1	1				1	1						
	Mishandling of Passenger Property - Dam		ng ItemsC	3			1							
	Mishandling of Passenger Property - Dam							1						
	Mishandling of Passenger Property - Dam	naged/Missir	1											
F	Patdown	2		2	1		2							
	Patdown - Children						2							
	Patdown - Flyer	2		2	1									
F	Persons w/ Disabilities (PWD)	1		1	1			1						
	Persons w/ Disabilities (PWD) - Autism S	pectrum						1						
	Persons w/ Disabilities (PWD) - Diabetes				1									
	Persons w/ Disabilities (PWD) - Metal Imp													
	Persons w/ Disabilities (PWD) - Touch Av		/trauma)	1										
	Property - Special Handling	S. GIOTI (Palli	1 (Tauria)		1			1						
Г		ome - Corne			I			I						
	Property - Special Handling - Damaged It		1											
	Property - Special Handling - Damaged It							1						
	Property - Special Handling - Missing Iten				1									
	Screening	2	2	1	3	1	3	4						
	Screening - Crew Member or Airline Empl	loyee						1						
	Serconing Longthy Lines	1		1		1	1							
	Screening - Lengthy Lines													
	Screening - Procedures/Process	1	2		2		2	3						

Cotomonico	10.0					laints Repo							
Categories			2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	208	143	160	155	125	155	161	107	108	114	128	143	1,707
2024	89	81	73	71	67	76	89	107	108	114	128	143	1,146
Additional Information Required/Insufficient In	formation		1									1	2
Additional Information Required/Insufficie	nt Information	- EMAIL	1									1	2
Airline			1	3			1		2		1	3	11
Airline - Lost Baggage				1			1				1	1	4
Airline - Policy/Regulations/Service			1	2					2			2	7
Civil Rights	4	5	8	6	11	7	7		5	8	7	9	77
Civil Rights - Age		1								1	3	1	6
Civil Rights - Civil Rights Violation (TSA E	mplovee)	•	1										1
Civil Rights - Constitutional Rights	Imployee											2	2
Civil Rights - National Origin		1	2	1					1	2		1	8
Civil Rights - Not Specified		- '		- 1	1				1			- 1	2
Civil Rights - Other	1		0		1					4	1		
	I		2						2	1	1		7
Civil Rights - Perceived Religion					1								1
Civil Rights - Race	2	2	3	3	6	3	2			2	1	4	28
Civil Rights - Screening of Religious Cultu											1		1
Civil Rights - Screening of Religious or Cu	ultural Garmer	nts			1								1
Civil Rights - Sex	1	1		2	1	4	5		1	1	1	1	18
Civil Rights - Sexual Orientation					1					1			2
Claims			1										1
Claims - General			1										1
Customer Service	29	24	36	27	18	25	27	34	36	49	43	37	385
Customer Service - CSM						1			2				3
Customer Service - Others							1						1
Customer Service - TCC		1	1								1		3
Customer Service - TSO	29	23	35	27	18	24	26	34	34	49	42	37	378
DHS TRIP	23	20	1	21	10	27	20	04	04	70	72	- 01	1
DHS TRIP - General			1										1
Flying Armed				1									1
Flying Armed - General				1									1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks	1	1				2	2				1	2	9
Locks - General							1				1		2
Locks - Missing or Damaged Lock	1	1				2	1					2	7
Lost and Found		1		1		1		2	2	1	8	13	29
Lost and Found - Airport/TSA		1		1		1		2	2	1	8	13	29
Mishandling of Passenger Property	8	4	3	6	7	9	9	5	10	7	6	13	87
		4											
Mishandling of Passenger Property - Dam			1	2	4	6	3	3	5	4	4	5	40
Mishandling of Passenger Property - Dam		2	2	4	3	3	6	2	5	2	1	6	40
Mishandling of Passenger Property - Dam			ecified Lu	ıggage						1		1	2
Mishandling of Passenger Property - Disa	1	2									1	1	5
No Jurisdiction	4		2		4	2	2	3	2	2	3	5	29
No Jurisdiction - No Referral			2		1	2	1		1	2		3	12
No Jurisdiction - Refer to CBP	3				3		1	2			2	2	13
No Jurisdiction - Refer to Other	1							1	1		1		4
Patdown	1	5	3	1	6	4	8	9	8	6	13	3	67
Patdown - Children			2	•									2
Patdown - Flyer	1	4	1	1	6	3	8	9	8	6	12	3	62
•	l l	4	- 1	ı	0	3	0	9	0	0	12	3	
Patdown - Flyer as Observer		1	4	0	7	1		40	45	0		40	3
Persons w/ Disabilities (PWD)	3	2	4	6	7	6	7	12	15	9	13	18	102
Persons w/ Disabilities (PWD) - Autism S									1				1
Persons w/ Disabilities (PWD) - Breast Ca											1		1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	Breast Cancer					1	1					2
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ntal /Mental D	isability							1		1	2
Persons w/ Disabilities (PWD) - Diabetes				1	3		2	1	2			3	12
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Masks	3	1						1	1		3
Persons w/ Disabilities (PWD) - General		-	2					1		1		4	8
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1			1			1			1	4
Persons w/ Disabilities (PWD) - Internal N		es	•				1	1	1			2	5
Persons w/ Disabilities (PWD) - Medical I			odv			1		2				1	4
Persons w/ Disabilities (PWD) - Medically		1	-,	1	2	2			4	1	2	4	18
Persons w/ Disabilities (PWD) - Metal Imp		- '		- '						2			2
	0 /	VA/In a a Lala a in a	C4	4	4		4				4		
Persons w/ Disabilities (PWD) - Mobility [		wheelchair c	30001	1	1		1			1	1		5
Persons w/ Disabilities (PWD) - Ostomy/0						1	1						2
Persons w/ Disabilities (PWD) - Prosthes		and Casts			1	1							2
Persons w/ Disabilities (PWD) - Respirato	1								1		1	1	4
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/ti	rauma)						2	2				4
Persons w/ Disabilities (PWD) - Visual Im	1								1		1		3
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1	1	2			1	4	2	2	6	1	20
Property - Special Handling	11	12	3	8	1	4	10	10	5	13	12	11	100
Property - Special Handling - Damaged It		3	1	2		3	3	2		4	1	2	25
Property - Special Handling - Damaged It		1	-					1	2	3	2		10
Property - Special Handling - Missing Iten		5	2	4			6	4	2	5	6	6	44
		3		2	1	1	1	3	1	1	3	3	21
Property - Special Handling - Missing Item		3				1	1		1		3	3	
Request for Assistance				1	1			1		1			4
Request for Assistance - Other				1	1			1		1			4
Screening	28	27	10	11	12	16	16	31	23	18	21	27	240
Screening - Crew Member or Airline Emp	1	1											2
Screening - Gate Pass		1										1	2
Screening - Inconsistency	5	4	2	1	1		1	2	4	1	1	1	23
Screening - Lengthy Lines	9	4	1	3	3	8	7	14	8	3	6	5	71
Screening - Procedures/Process	13	17	7	6	8	6	6	13	11	12	14	20	133
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis		.,,	,	1	0	2	2	2	1.1	1	17	20	8
Screening - Traveling with Cash	Jacou Hollio			1						1			1
Octobring - Havening with Cash										- 1			

Categories   10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Z025   119   62   87   84   58   79   72   2   2   2   2   2   2   2   2	3-Aug 09-Sep	Total 561 4
Airline		4
Airline - Policy/Regulations/Service		3
Airline - Wheelchair Assistance		
Civil Rights         1         6         4         3         2         5         4           Civil Rights - Age         1         1         1         1           Civil Rights - Civil Rights - Constitutional Rights         2		
Civil Rights - Age		1 25
Civil Rights - Civil Rights Violation (TSA Employee)         1           Civil Rights - Constitutional Rights         2           Civil Rights - National Origin         1         1           Civil Rights - Not Specified         1         3         2           Civil Rights - Race         2         1         3         2           Civil Rights - Sex         1         2         2         1           Civil Rights - Sexual Orientation         1         1         1           CLEAR         1         1         1         1           CLEAR - Registered Traveler         1         1         1         1           Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1         2         2         1         1         1		4
Civil Rights - Constitutional Rights         2           Civil Rights - National Origin         1           Civil Rights - Not Specified         1           Civil Rights - Race         2         1         3         2           Civil Rights - Sex         1         2         2         1           Civil Rights - Sex         1         2         2         1           Civil Rights - Sex         1         2         2         1           CLEAR         1         1         1         1           CLEAR - Registered Traveler         1         1         1         1           Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1         1         1         1         1         1		1
Civil Rights - National Origin         1         1           Civil Rights - Not Specified         1         3         2           Civil Rights - Race         2         1         3         2           Civil Rights - Sex         1         2         2         1           Civil Rights - Sex         1         2         2         1           Civil Rights - Sex         1         2         2         1           Civil Rights - Race         2         1         3         2           Civil Rights - Race         3         2         2         1           Civil Rights - Race         2         1         3         2           Civil Rights - Race         3         2         2         1           Civil Rights - Race         3         2         2         1           Civil Rights - Sax         1         2         2         1           Civil Rights - Sax         1         1         1         1           CLEAR         1         1         1         1           CLEAR         1         1         1         1           CLEAR         1         1         1         1		2
Civil Rights - Not Specified     1       Civil Rights - Race     2     1     3     2       Civil Rights - Sex     1     2     2     1       Civil Rights - Sexual Orientation     1     1       CLEAR     1     1     1       CLEAR - Registered Traveler     1     1     1       Customer Service     40     11     23     20     14     21     11       Customer Service - CSM     1     1     1     1		2
Civil Rights - Race     2     1     3     2       Civil Rights - Sex     1     2     2     1       Civil Rights - Sexual Orientation     1     1       CLEAR     1     1     1       CLEAR - Registered Traveler     1     1     1     1       Customer Service     40     11     23     20     14     21     11       Customer Service - CSM     1     1     1     1		1
Civil Rights - Sex         1         2         2         1           Civil Rights - Sexual Orientation         1         1         1           CLEAR         1         1         1         1           CLEAR - Registered Traveler         1         1         1         1           Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1         1         2         1         1		. 8
Civil Rights - Sexual Orientation         1           CLEAR         1         1         1           CLEAR - Registered Traveler         1         1         1           Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1         1         1         1         1         1		6
CLEAR         1         1         1           CLEAR - Registered Traveler         1         1         1           Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1         1         1         1         1		1
Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1 <td></td> <td>3</td>		3
Customer Service         40         11         23         20         14         21         11           Customer Service - CSM         1 <td></td> <td>3</td>		3
		140
Customer Service - TCC 1		1
		1
Customer Service - TSO 40 11 21 20 14 21 11		138
Freedom of Information Act (FOIA)		1
Freedom of Information Act (FOIA) - General 1		1
Human Capital 1		1
Human Capital - Prospective Employment with TSA 1		1
Locks 1 1 1 2 1 1		6
Locks - General 1		1
Locks - Missing or Damaged Lock 1 1 2 1		5
Lost and Found 3 5 4 1 3 2		18
Lost and Found - Airport/TSA 3 5 4 1 3 2		18
Mishandling of Passenger Property 6 4 6 5 4 6 5		36
Mishandling of Passenger Property - Dam 1 1 2 2 2 1 2		11
Mishandling of Passenger Property - Dam 3 3 4 3 1 3 2		19
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1		1
Mishandling of Passenger Property - Disa 2 1 2		5
No Jurisdiction 4 3 6 6 5 4 10		38
No Jurisdiction - No Referral 1 2 3 1 1 1 2		11
No Jurisdiction - Refer to CBP 2 1 1 4 2 2 5		17
No Jurisdiction - Refer to Department of State 1 1		2
No Jurisdiction - Refer to FAA 1		1
No Jurisdiction - Refer to Other 2 2 1 2		7
Patdown 7 3 1 3 3 1 4		22
Patdown - Children 1 1 1		3
Patdown - Flyer 5 3 1 2 2 1 3		17
Patdown - Flyer as Observer 1 1		2
Persons w/ Disabilities (PWD) 15 9 15 13 6 14 13		85
Persons w/ Disabilities (PWD) - Autism Spectrum 1 1 1 1		4
Persons w/ Disabilities (PWD) - Cognitive /Developm 1 1		2
Persons w/ Disabilities (PWD) - Diabetes 1 3 1		5
Persons w/ Disabilities (PWD) - General 1 1 3 2		7
Persons w/ Disabilities (PWD) - Hearing I 1 1		2
Persons w/ Disabilities (PWD) - Internal N 1 1 1		3
Persons w/ Disabilities (PWD) - Medical [ 2		2
Persons w/ Disabilities (PWD) - Medically 1 1 4 1 3 2		12
Persons w/ Disabilities (PWD) - Metal Imp 3 1 1 1 2		9
Persons w/ Disabilities (PWD) - Mobility [ 3 2 1 1 2		9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1
Persons w/ Disabilities (PWD) - Prosthesi 1 1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme 3 2		5
Persons w/ Disabilities (PWD) - Touch Aversion (pair 1 1 1 1		3
Persons w/ Disabilities (PWD) - Visual Impairment 1 1		2
Persons w/ Disabilities (PWD) - Wheelcha 3 1 2 3 3 5		17
Property - Special Handling 8 9 8 11 9 6 6		57
Property - Special Handling - Damaged Ite 3 1 4 2 1 2		13
Property - Special Handling - Damaged Ite 2 1 2 2 1		8
Property - Special Handling - Missing Item 2 4 2 4 3 3 3		21
Property - Special Handling - Missing Item 1 4 3 3 2 2		15
Request for Assistance 1		1
Request for Assistance - Other 1		1
Screening 34 16 18 13 11 16 16		124
Screening - Crew Member or Airline Employee 1 1		2
Screening - Gate Pass 1		1
Screening - Inconsistency 3 2 2 2 3		12
Screening - Lengthy Lines 16 2 4 2 2 3 2		31
Screening - Procedures/Process 14 11 13 10 7 8 10		73
Screening - Retrieving Abandoned/Confis 1 1 1 1		4
Screening - Security Breach 1		1

				Center Trav									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFB	16	13		10	16	14	8	6	7	14	10	8	132
2024	8	4	4	5	10	5	3	6	7	14	10	8	84
Civil Rights	1				1							1	3
Civil Rights - National Origin					4							1	1
Civil Rights - Race	4				1								1
Civil Rights - Sex	1			0					4	2		2	1
Customer Service - TSO			2	2	2	2		1	1	3	2	2	17 17
Lost and Found					1			- 1	1	3			17
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1			2	1				2	1	1		7
Mishandling of Passenger Property - Dam		a ItemsC	arrv-on Lug						2	1			4
Mishandling of Passenger Property - Dam		3		1							1		3
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown	2				1	1		2	1	3		1	11
Patdown - Children									1				1
Patdown - Flyer	2				1	1		2		2		1	9
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	2	1		1	1	1	1	1	3		2	14
Persons w/ Disabilities (PWD) - Medically				al Supplies			1			2		1	4
Persons w/ Disabilities (PWD) - Mobility I		t Wheelch	1		1								2
Persons w/ Disabilities (PWD) - Ostomy/0						1							1
Persons w/ Disabilities (PWD) - Prosthes										1			1
Persons w/ Disabilities (PWD) - Respirato			ent									1	1
Persons w/ Disabilities (PWD) - Service A		11						4					1
Persons w/ Disabilities (PWD) - Touch Av		(trauma)						1					1
Persons w/ Disabilities (PWD) - Visual Im		4							4				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooler/	1	1		1				1		3		2
Property - Special Handling  Property - Special Handling - Missing Iten	ne - Carry-O	n	1		1						3		5
Screening	3	2		1	3	1	1	2	2	4	4	2	25
Screening - Children	1				3					- 4			1
Screening - Inconsistency	1	1		1				1		2		2	8
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process	1	1			3	1	1		2	1	3		13
Screening - Retrieving Abandoned/Confis	cated Items							1					1
2025	8	9	6	5	6	9	5						48
Airline	1			1		2							4
Airline - Baggage Requirements						1							1
Airline - Policy/Regulations/Service	1			1		1							3
Civil Rights				1	1								2
Civil Rights - Age					1								1
Civil Rights - Sex				1									1
Customer Service	2				2								4
Customer Service - TCC	1												1
Customer Service - TSO	1				2								3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	naged/Missin i	ig ItemsC	hecked Bag		1								1
No Jurisdiction				1	1								2
No Jurisdiction - No Referral				4	1								1
No Jurisdiction - Refer to CBP  Patdown		0		1	4								1
Patdown - Flyer		1			1								3
Patdown - Flyer as Observer		1			1								2
Persons w/ Disabilities (PWD)	4	5	1	2		6	1						19
Persons w/ Disabilities (PWD) - Autism S		5	- '			0	- 1						1
Persons w/ Disabilities (PWD) - Breast Ca	1	1											1
Persons w/ Disabilities (PWD) - Cognitive			1			1							2
Persons w/ Disabilities (PWD) - Diabetes		1				'							2
Persons w/ Disabilities (PWD) - Internal M						2							2
Persons w/ Disabilities (PWD) - Medically		000		2		1	1						6
Persons w/ Disabilities (PWD) - Respirato		er Fauipme	ent			2							2
Persons w/ Disabilities (PWD) - Visual Im	-	1											1
Persons w/ Disabilities (PWD) - Wheelch		2											2
Property - Special Handling			1			1							2
Property - Special Handling - Missing Iten	ı ns - Checker	<u> </u>	1			1							2
Screening	1	2					3						10
Screening - Children							1						1
Screening - Inconsistency							1						1
Screening - Lengthy Lines		2					1						3
Screening - Procedures/Process	1		4										5

Categories	10-Oct 1		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFO	118	112	113	90	66	99	81	41	61	57	74	76	988
2024	39	47	40	39	35	44	31	41	61	57	74	76	584
Airline	1	••		1		1	•	3	1	3		2	12
Airline - Lost Baggage						1				2			3
Airline - Policy/Regulations/Service	1							2	1	1		1	6
Airline - Positive Bag Match Program								1					1
Airline - Wheelchair Assistance				1								1	2
Business, Suggestions, and Ideas											1		1
Business, Suggestions, and Ideas - Gene	ral										1		1
Civil Rights	2	7	3	8	2	8	3	1	2	5	8	8	57
Civil Rights - Age						1					2		3
Civil Rights - Constitutional Rights					1	1						2	4
Civil Rights - Headwear		1	1	3									5
Civil Rights - National Origin		1	1		1								3
Civil Rights - Not Specified			1	1			1						3
Civil Rights - Other												1	1
Civil Rights - Perceived Religion						2	1				2		5
Civil Rights - Profiling		1											1
Civil Rights - Race	2	3		2		2		1	1	2	3	2	18
Civil Rights - Screening of Religious or Cu	ultural Garment	S				1							1
Civil Rights - Sex		1		2		1	1		1	3	1	2	12
Civil Rights - Sexual Orientation												1	1
Claims			1										1
Claims - Status			1										1
Customer Service	11	16	20	15	15	16	8	11	22	23	21	20	198
Customer Service - CSM						1							1
Customer Service - Others						1				1			2
Customer Service - TCC						1							1
Customer Service - TSO	11	16	20	15	15	13	8	11	22	22	21	20	194
DHS TRIP			1								1		2
DHS TRIP - General			1								1		2
Locks		2	1	1	1	1		1					7
Locks - Missing or Damaged Lock		2	1	1	1	1		1					7
Lost and Found	1	1					3	2	1				8
Lost and Found - Airport/TSA	1	1					3	2	1				8
Mishandling of Passenger Property	3	2		3	3	5	3	3	5	4	4	3	38
Mishandling of Passenger Property - Dam	naged/Missing I	temsCar	rry-on Lug	1	1	2	1	1	3	2	1		12
Mishandling of Passenger Property - Dam	3	2		1	1	3	2	2	2	2	3	3	24
Mishandling of Passenger Property - Disa	irrayed ItemsC	Carry-on o	r Checker	1	1								2
No Jurisdiction	2		2	1	1	2	1	3	3	2	5	4	26
No Jurisdiction - No Referral								1	1		2		4
No Jurisdiction - Refer to CBP	1		2	1	1	2	1	1		1	1	4	15
No Jurisdiction - Refer to Other	1							1	2	1	2		7
Ombudsman			1									1	2
Ombudsman - General			1									1	2
Patdown				2			3	1	1	4	3	3	17
Patdown - Flyer				2			3	1	1	3	3	3	16
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	3		2	5	3	4	6	3	6	7	14	56
Persons w/ Disabilities (PWD) - Autism S									1		1		2
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental	Disability		1					1			2
Persons w/ Disabilities (PWD) - Diabetes		1						2				2	5
Persons w/ Disabilities (PWD) - General				1		1	1	3	1			2	9
Persons w/ Disabilities (PWD) - Hearing I											1	1	2
Persons w/ Disabilities (PWD) - Internal N	Medical Devices	3			1			1				2	4
Persons w/ Disabilities (PWD) - Medical [	Devices - Attach	ned to the	Body									1	1
Persons w/ Disabilities (PWD) - Medically					1	1	1				1	2	7
Persons w/ Disabilities (PWD) - Metal Imp												1	1
Persons w/ Disabilities (PWD) - Mobility D		Vheelchai	r or Scoote							1	3	3	7
Persons w/ Disabilities (PWD) - Prosthesi				1	1								4
Persons w/ Disabilities (PWD) - Touch Av						1				2			3
Persons w/ Disabilities (PWD) - Wheelcha		2			1		1		1	2	1		8
Persons w/ Disabilities (PWD) - Wounded							1						1
Property - Special Handling	3	5	5	1	3	2	1	1	6	3	2	2	34
Property - Special Handling - Damaged It					1	1					1		3
Property - Special Handling - Damaged It				1				1	4	1			7
Property - Special Handling - Missing Iten		4	3		1				1	1		2	13
Property - Special Handling - Missing Iten	2	1	2		1	1	1		1	1	1		11
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	13	11	6	4	4	6	5	9	17	7	22	19	123
Screening - Children				1									1
Screening - Inconsistency	2	1	1		1	1		2	3	1	3		15
Screening - International Screening												1	1
Screening - Lengthy Lines	3	1	1		1	1		1	2	1	2	4	17
Screening - Procedures/Process	8	7	4	2	2	3	5	6	11	5	17	14	84
Screening - Retrieving Abandoned/Confis	cated Items	2				1			1				4
Screening - Security Breach				1									1
TWIC					1								1
TWIC - General	_				1								1
2025	79	65	73	51	31	55	50						404
Additional Information Required/Insufficient In	2												2
Additional Information Required/Insufficier		_		_									2
Airline	3	3	1	2	1	3	1						14
Airline - Lost Baggage	-	1	1	-		1							3
Airline - Policy/Regulations/Service	3	2		1	1	2	1						10

es	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Т
	10-061	1 1-14UV	I E-DGC		02-1 CD	oo-wa	vAþi	00-inay	vo-vuii	or-Jui	JJ-Aug	00-06h	- 1
Airline - Positive Bag Match Program				1									
Civil Rights	9	7	10	7	3	8	6						
Civil Rights - Age	1						3						
Civil Rights - Constitutional Rights		1				1	1						
						1							
Civil Rights - Headwear	3		1				1						
Civil Rights - National Origin			2	2		2							
Civil Rights - Not Specified		1	2				1						
				- 4									
Civil Rights - Other		2		1									
Civil Rights - Perceived Religion	2	1	1	1									
Civil Rights - Race	2	1	3	2	2	5							
Civil Rights - Screening of Religious or Cu													
	'												
Civil Rights - Sex		1	1	1	1								
Claims						1	1						
Claims - General						1							
Claims - Status							1						
CLEAR				1									
CLEAR - Registered Traveler				1									
<u> </u>	40	45	40		0		40						
Customer Service	13	15	16	10	8	9	16						
Customer Service - CSM			1										
Customer Service - TSO	13	15	15	10	8	9	16						
		10			0	9	10						
DHS TRIP	1		2	2									
DHS TRIP - General	1		2	2									
Locks				2		1							
Locks - Missing or Damaged Lock				2		1							
Lost and Found	2	2	1			2	2						
Lost and Found - Airport/TSA	2	2	1			2	2						
	4			4	0								
Mishandling of Passenger Property		1	1	4	2	3	2						
Mishandling of Passenger Property - Dam	1		1	3		1	1						
Mishandling of Passenger Property - Dam	3			1	1	2							
Mishandling of Passenger Property - Disa		1			1		1						
No Jurisdiction	6	3	4	3	3	2	2						
No Jurisdiction - No Referral	4	1	2			2							
No Jurisdiction - Refer to CBP	1	2	2	2	3		2						
					3								
No Jurisdiction - Refer to Other	1			1									
No Subject				1									
No Subject - General				1									
Patdown	2	2	5	2	1	4	2						
Patdown - Children		2	1										
Patdown - Flyer	2		4	2	1	4	2						
•													
Persons w/ Disabilities (PWD)	10	5	5	5	3	5	6						
Persons w/ Disabilities (PWD) - Autism S	pectrum	2											
Persons w/ Disabilities (PWD) - Breast Ca	ancer		2										
Persons w/ Disabilities (PWD) - Cognitive		ontal /Manta		4									
	Developme	entai /ivienta	Disability	1									
Persons w/ Disabilities (PWD) - Diabetes						1	1						
Persons w/ Disabilities (PWD) - Diapers/0	1												
	· '	4			4	4	^						
Persons w/ Disabilities (PWD) - General		1			1	1	2						
Persons w/ Disabilities (PWD) - Medically	2		1	2		2							
Persons w/ Disabilities (PWD) - Metal Imp	1			1									
		2		'		1	A						
Persons w/ Disabilities (PWD) - Mobility [		2				- 1	1						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts			1								
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipmer	nt				1						
		- =qaipiiloi											
Persons w/ Disabilities (PWD) - Service A							1						
Persons w/ Disabilities (PWD) - Visual Im	1												
Persons w/ Disabilities (PWD) - Wheelcha			2	1	1								
. ,		E				1	2						
Property - Special Handling	3	5	4	4			3						
Property - Special Handling - Damaged It	1	1	2			1	1						
Property - Special Handling - Damaged It	ems - Checl	1	1	2									
Property - Special Handling - Missing Iten				2			2						
Property - Special Handling - Missing Iten	ns - Checke	3	1										
Screening	24	22	24	8	9	16	9						
			24	0	9	10							
Screening - Crew Member or Airline Empl	1	1					1						
Screening - Inconsistency	2	1	3	1		1							
					2		2						
Screening - Lengthy Lines	4	4	6	3		3							
Screening - Procedures/Process	16	16	14	3	6	12	5						
Screening - Retrieving Abandoned/Confis	1			1			1						
	'			'			1						
Screening - Security Breach			1										
Screening - Security Breach													
TWIC					1								

					eler Comp								
Categories		-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	7	8	10	6	4	5	3			8			60
2024	3	2	1	1	1	1	2	2	2	8		4	28
Civil Rights										2			2
Civil Rights - Profiling										1			1
Civil Rights - Race										1			1
Customer Service	1			1			1	1		1			7
Customer Service - TSO	1			1			1	1	2	1			7
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	and Medica	I Supplies								1	1
Property - Special Handling						1							1
Property - Special Handling - Missing Iter	ns - Checked					1							1
Screening	1	1	1		1			1		4	1	3	13
Screening - Inconsistency								1				1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1	1		1					4		2	10
2025	4	6	9	5	3	4	1						32
Civil Rights		1			1	1							3
Civil Rights - Race						1							1
Civil Rights - Sex					1								1
Civil Rights - Sexual Orientation		1											1
Claims				1									1
Claims - Status				1									1
Customer Service	1		2										3
Customer Service - TSO	1		2										3
DHS TRIP						1							1
DHS TRIP - General						1							1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dan	naged/Missing It	emsCa	rry-on Lugo	gage		1							1
Mishandling of Passenger Property - Dan			, 00	, ,									1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - Gener	ral			1									1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)	2	2	1		1								6
Persons w/ Disabilities (PWD) - Internal N	1												1
Persons w/ Disabilities (PWD) - Medical		1											1
Persons w/ Disabilities (PWD) - Medically		1	1		1								4
Property - Special Handling			2		1								3
Property - Special Handling - Damaged It	ems - Checked		1		•								1
Property - Special Handling - Missing Iter			•		1								1
Property - Special Handling - Missing Iter			1										1
Screening	25555	3	3	2		1	1						10
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines			2	1									3
Screening - Procedures/Process		2	1	'		1	1						5
0010011111g - 1 10000utres/1 100055			- 1			- 1							5

		15/	Contact	Center Tra	veler Comp	iaints Rep	ort						
Categories	10-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	3	2			1	3	1		1		2		1:
2024	2	2				2			1		2		
Customer Service						1			1				
Customer Service - TSO						1			1				
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	1										1		
Mishandling of Passenger Property - Dam	1										1		
No Jurisdiction											1		
No Jurisdiction - Refer to Department of St	ate										1		
Patdown		1											
Patdown - Flyer as Observer		1											
Screening	1					1							
Screening - Lengthy Lines						1							
Screening - Procedures/Process	1												
2025	1				1	1	1						
Customer Service	1												
Customer Service - TSO	1												
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)						1	1						
Persons w/ Disabilities (PWD) - Medically I	Necessary	Medication	and Medic	al Supplies		1							
Persons w/ Disabilities (PWD) - Mobility Di	isability (No	t Wheelch	air or Scoo	ter)			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
SHD										1			1
2024										1			1
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
SHR		1										1	2
2024		1										1	2
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1										1	2

Catagories	40.041			Center Tra				05 Mar.	OC loss	07 1.1	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
SHV	2	1		_		5			3	3			32
2024	2	1		3 1	2	1	5		3	3	3 1	l	22
Customer Service	1	1		1			1		1				5
Customer Service - TSO	1	1		1			1		1				5
Mishandling of Passenger Property					1				1				
Mishandling of Passenger Property - Dar				ggage	1								
Mishandling of Passenger Property - Dar	maged/Missi	ng ItemsC							1				2
No Jurisdiction										1			
No Jurisdiction - Refer to Other										1			
Patdown							1						
Patdown - Flyer							1						- 1
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	air or Scoo	oter)						1			
Property - Special Handling													
Property - Special Handling - Missing Iter	ms - Checke	d											
Screening	1				1	1	3		1	1	1		
Screening - Crew Member or Airline Emp	oloyee								1				
Screening - Lengthy Lines						1	3						4
Screening - Procedures/Process	1				1					1	1		4
2025			;	3 1	1	4	1						1
Civil Rights						2							
Civil Rights - Age						1							
Civil Rights - Not Specified						1							
Customer Service													
Customer Service - TSO													
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dar	maged/Missi	ng ItemsC	arry-on Lu	ggage			1						
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on											
Patdown						1							
Patdown - Children						1							
Persons w/ Disabilities (PWD)			•										
Persons w/ Disabilities (PWD) - General													
Property - Special Handling						1							
Property - Special Handling - Damaged I	tems - Chec	ked				1							
Screening				1	1								
Screening - Procedures/Process				1	1								2

		13/	4 Contact	Center ira	veier Comp	namis Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT	3	2				3				1	3	1	13
2024	1	1				1				1	3	1	8
Civil Rights						1							1
Civil Rights - Other						1							1
Customer Service											2	1	3
Customer Service - TSO											2	1	3
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged It	ems - Checl	1											1
Property - Special Handling - Missing Iten	1												1
Screening										1			1
Screening - Procedures/Process										1			1
2025	2	1				2							5
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
Customer Service	1												1
Customer Service - TSO	1												1
Screening	1	1				1							3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	1											2

Catagories	40.0-4					laints Repo		0E M	06 1	07 1~1	00 4	00.04	Total
Categories				11-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	22	21	23	23	20	26	23	16	15	17	17		239
2024	10	8	8	11	13	11	11	16	15	17	17	16	153
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Animals					1								1
Animals - Carry-On					1								1
Civil Rights			1	1	2	2	1	1		1		1	10
Civil Rights - Age						1							1
Civil Rights - Other					1			1					2
Civil Rights - Race			1		1	1	1			1		1	6
Civil Rights - Sex				1									1
CLEAR												1	1
CLEAR - TSA PreCheck Application Pro	gram											1	1
Customer Service	2	4	3	2	7	3	1	5	7	3	8	5	50
Customer Service - TSO	2	4	3	2	7	3	1	5	7	3	8		50
HAZMAT Endorsement	_						1						1
HAZMAT Endorsement - General							1						1
Human Capital			1									1	2
Human Capital - Prospective Employme	nt with TCA		1									1	2
Locks	III WILLI TOA		1				1					ļ.	
Locks - Missing or Damaged Lock							1		4				1
Lost and Found									1	1		1	3
Lost and Found - Airport/TSA									1	1		1	3
Mishandling of Passenger Property	3		1	3	1	1			1	4	3	1	18
Mishandling of Passenger Property - Da			1	1	1	1				2	1		9
Mishandling of Passenger Property - Da	m 1			2					1	2	2		9
No Jurisdiction										2		1	3
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to CBP										1		1	2
Patdown	1						1		1	2		1	6
Patdown - Flyer							1		1	2		1	5
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2		1	1		1	2	1	1	3	3	15
Persons w/ Disabilities (PWD) - Autism	Spectrum				1						1		2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental D	isability						1				1
Persons w/ Disabilities (PWD) - Diabete				1								1	2
Persons w/ Disabilities (PWD) - Medical		Medication an	d Medical S					1				1	2
Persons w/ Disabilities (PWD) - Metal In		1	a Modiodi c	заррноо				'		1		'	2
Persons w/ Disabilities (PWD) - Mobility		1										1	2
											1	1	1
Persons w/ Disabilities (PWD) - Touch A							4	4			1		
Persons w/ Disabilities (PWD) - Wheelc	1	segway			4		1	1					3
Property - Special Handling	3			3	1	3	1	3	1	2			17
Property - Special Handling - Damaged								1					2
Property - Special Handling - Damaged		d						1					1
Property - Special Handling - Missing Ite						1		1					2
Property - Special Handling - Missing Ite				3	1	2	1		1	2			12
Screening	1	2	2	1		2	4	4	3	1	3	1	24
Screening - Inconsistency	1	1		1				1	1				5
Screening - Lengthy Lines								1	1			1	3
Screening - Procedures/Process		1	2			1	3	2	1	1	2		13
Screening - Retrieving Abandoned/Confi	scated Items						1				1		2
Screening - Security Breach						1							1
2025	12	13	15	12	7	15	12						86
Airline				1			1						2
Airline - Policy/Regulations/Service				1			1						2
Civil Rights	2	2	2	3		1							10
Civil Rights - Age		1											1
Civil Rights - National Origin	1		1										2
Civil Rights - Other			1										1
Civil Rights - Race	1	1		2									4
Civil Rights - Screening of Religious or 0				1									1
Civil Rights - Sex				'		1							1
Claims					1	ı	1						2
Claims - Status					1		1						2
						4	1						
CLEAR TSA ProChack Application Pro	arom.				1	1							2
CLEAR - TSA PreCheck Application Pro		_	_	_	1	1	_						2
Customer Service	3	3	3	2	2	3	2						18
Customer Service - TSO	3	3	3	2	2	3	2						18
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found		2				1							3
Lost and Found - Airport/TSA		2				1							3
Mishandling of Passenger Property			1	1		3	3						8
Mishandling of Passenger Property - Da	maged/Missing	ItemsCarry	/-on Luggaç	ge		3	2						5
Mishandling of Passenger Property - Da	maged/Missing	ItemsChec	ked Bagga	ge			1						1
Mishandling of Passenger Property - Da				1									1
Mishandling of Passenger Property - Dis			1										1
	arrayeu nems-		1				1						2
No Jurisdiction	arrayeu iterris-												_
	arrayed items-						1						1
No Jurisdiction - No Referral	larrayed items-						1						1
No Jurisdiction - No Referral No Jurisdiction - Refer to Other		1	1	4	4		1						1
No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown	1	1		1	1		1						1 4
No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer	1 1	1	1	1	1								1 4 4
No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1		1 2			2	2						1 4 4 10
No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 1 1	1 2	2	1									1 4 4 10 1
No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 Devices - Atta	1 2	2	1		2							1 4 4 10

		15	A Contact	Center Tra	veier Comp	naints Rep	ort						
Categories	10-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 I	1												1
Persons w/ Disabilities (PWD) - Visual Im	pairment		1										1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway				1	1						2
Property - Special Handling	1	2	2	1	1	3							10
Property - Special Handling - Damaged It	tems - Carry-0	On		1	1	1							3
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Iter	ns - Carry-C	1											1
Property - Special Handling - Missing Iter	ns - Checke	1	2			1							4
Screening	3	1	4	2	1	1	2						14
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	1	1	4	1	1	1	2						11

		10	A Contact	Center ma	veier com	namis itepi	<i>,</i> , ,						
Categories	10-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			1		1	1						5
2024	1												1
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficien	1												1
2025	1			1		1	1						4
Additional Information Required/Insufficient Inf	formation						1						1
Additional Information Required/Insufficien	nt Informatio	n - EMAIL	ONLY				1						1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsC	hecked Ba	ggage		1							1
Screening	1												1
Screening - Procedures/Process	1												1

Categories SJU	10-Oct	11-Nov 1	12-Dec 0	1-Jan	02-Feb 0	03-Mar 0	4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	28	24	60	54	48	32	36	19	22	16	21		371
2024	7	7	23	20	13	10	15	19	22	16	21		184
Airline		1	1	1				1	1		2		7
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service		1	1	1				1	1		1		6
Civil Rights			1	2				1		3	2	. 1	10
Civil Rights - National Origin										1			1
Civil Rights - Not Specified											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Profiling				1									
Civil Rights - Race			1					1		1	1	1	
Civil Rights - Sexual Orientation				1									1
Claims						1		1					2
Claims - General						1							
Claims - Status								1					
Customer Service		2	9	7	1	2	6	8	4	1	8	1	49
Customer Service - Others			0				1						
Customer Service - TCC		0	2	7	4	0	_	0	4	4			2
Customer Service - TSO		2	7	7	1 1	2	5	8	4	1	8	1	46
Locks Missing or Demograd Lock				1	1								2
Locks - Missing or Damaged Lock Lost and Found	1			1	1	1			- 4				
	1				1	1			1				
Lost and Found - Airport/TSA	2		2	- 1	4	2	2			- 1	1		
Mishandling of Passenger Property			2	1			2		6	1	1	1	22
Mishandling of Passenger Property - Dam			- 1		3 1	1	- 1		2	- 1		1	3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		Itama IIn-	1 pecified Lug	dado	I	1	1		3	1	1		9
			pecified Lug				1		7		1		
Mishandling of Passenger Property - Disa	mayed items	-carry-on		1	A	4				A			2
No Jurisdiction - No Referral			1		1	1				1	1		
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP			1			1				1	1		
					4						1		
No Jurisdiction - Refer to FAA  Patdown					1	4	2						
Patdown - Children					1 1	1	2			2		3	
					1	1	4						1
Patdown - Flyer						1	1			2		3	
Patdown - Flyer as Observer				4	4		1						
Persons w/ Disabilities (PWD)	3		3	4	1			2		2	1		1
Persons w/ Disabilities (PWD) - Diabetes					1			4			1		
Persons w/ Disabilities (PWD) - Medically								1					
Persons w/ Disabilities (PWD) - Mobility [			3	3				1				3	11
Persons w/ Disabilities (PWD) - Prosthes				1						0			
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooler/ S		4	0	4		0	2	0	2			
Property - Special Handling	Charl	3	4	2	1		2	3	2	3	<u>4</u>	. 1	2
Property - Special Handling - Damaged It		2					1	2	4	0	1		
Property - Special Handling - Missing Iter		1	4	1	1		1	1	1	2			
Property - Special Handling - Missing Iter	ns - Checked		4	1					1	1	2	1	1
Request for Assistance									1				
Request for Assistance - Other	1	1	2	2	2	2	3	3	7	2		- 1	
Screening - Inconsistency		1			2	2	3	3	1	3	2	1	29
,					1			0	1			1	
Screening - Lengthy Lines Screening - Procedures/Process	1	1	0	1	1	0	2	2	4	2	1		4
Screening - Procedures/Process						2		1	1	3	1		18
	aatad Itama		2	- '	<u> </u>								
Screening - Retrieving Abandoned/Confis		47				22	24						
Screening - Retrieving Abandoned/Confis 2025	scated Items 21	17	37	34	35	22	21						187
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)	21	1				22	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly	<b>21</b> /er		37	34	35	22	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly  Airline	21	1	<b>37</b>	<b>34</b>		22	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly  Airline  Airline - Lost Baggage	<b>21</b> /er	1	37	2 1	35	22	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly  Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service	<b>21</b> /er	1	<b>37</b>	<b>34</b>	<b>35</b>	22	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance	<b>21</b> /er	1	37 1 1	2 1 1	1		21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights	<b>21</b> /er	1	<b>37</b>	2 1	1 1 5	4	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age	<b>21</b> /er	1	37 1 1	2 1 1	35 1 1 5 2		21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin	<b>21</b> /er	1 1	1 1	2 1 1 3	35 1 1 5 2 2	4	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified	<b>21</b> /er	1	37 1 1	2 1 1 3	35 1 1 5 2	4	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Race	<b>21</b> /er	1 1	1 1	2 1 1 3	35 1 1 5 2 2	4 1	21						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Sex	21 //er 1	1 1	1 1 1	2 1 1 3	1 1 5 2 2 1 1	4 1 1							18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Sex  Customer Service	21 // // // 1 // 1 // 1 // 7	1 1 1	1 1 1 8	34 2 1 1 3	35 1 1 5 2 2 1	4 1 1 2 7	2						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Race  Civil Rights - Sex  Customer Service  Customer Service - TSO	21 //er 1	1 1	1 1 1 8 8 8 8	2 1 1 3	1 1 5 2 2 1 1	4 1 1							18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Race  Civil Rights - Sex  Customer Service  Customer Service  Customer Service - TSO  DHS TRIP	21 // // // 1 // 1 // 1 // 7	1 1 1	1 1 1 1 8 8 8	34 2 1 1 3	35 1 1 5 2 2 1	4 1 1 2 7	2						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Race  Civil Rights - Sex  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General	21 // // // 1 // 1 // 1 // 7	1 1 1	1 1 1 1 8 8 8 1	2 1 1 3 2 1	1 1 5 2 2 1 1 8 8 8	4 1 1 2 7	2 2						118
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights  Civil Rights - Age  Civil Rights - Age  Civil Rights - Not Specified  Civil Rights - Race  Civil Rights - Sex  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General  Lost and Found	21 // // // 1 // 1 // 1 // 7	1 1 1	1 1 1 1 8 8 8 1 1 1	34 2 1 1 1 3 2 1 2 2	35 1 1 5 2 2 1	4 1 1 2 7 7	2 2						11 3 3 3 3
Screening - Retrieving Abandoned/Confise  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found - Airport/TSA	21 // // // 1 // 1 // 1 // 7	1 1 1 1 1	37 1 1 1 1 8 8 8 1 1 1 1	34 2 1 1 1 3 2 1 2 2 2	35 1 1 5 2 2 1 1 8 8 8	4 1 1 2 7	2 2 2						118
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance  Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	21 // // // 1 // // // // // // // // //	1 1 1	1 1 1 1 8 8 8 1 1 1	34 2 1 1 3 2 1 2 2 2 2 4	35 1 1 5 2 2 1 1 8 8 8	4 1 1 2 7 7	2 2 2 1 1 4						118
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights - Age  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Not Specified  Civil Rights - Sex  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	7 7 7 1 1 1 1	1 1 1 1 1 1 1	37 1 1 1 8 8 8 1 1 1 1	34 2 1 1 3 2 2 2 2 2 4 2	35 1 1 5 2 2 1 8 8 8	4 1 1 2 7 7	2 2 1 1 4 2						1.33333
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT)  Advanced Imaging Technology (AIT) - Fly  Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Airline - Wheelchair Assistance  Civil Rights - Age  Civil Rights - Age  Civil Rights - National Origin  Civil Rights - Not Specified  Civil Rights - Race  Civil Rights - Sex  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dan  Mishandling of Passenger Property - Dan	7 7 7 1 1 1 1 naged/Missii	1 1 1 1 1	37 1 1 1 1 8 8 8 1 1 1 1	34 2 1 1 3 2 2 1 2 2 2 4 2 2	35 1 1 5 2 2 1 1 8 8 8	4 1 1 2 7 7	2 2 2						1.33333
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Moduling of Passenger Property - Dam No Jurisdiction	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	37 1 1 1 1 8 8 8 1 1 1 1 1	2 1 1 3 2 1 2 2 2 2 2 4 4 2 2 2	35 1 1 5 2 2 1 8 8 8	4 1 1 2 7 7	2 2 1 1 4 2						1.333333
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral	7 7 7 1 1 1 1 naged/Missii	1 1 1 1 1 1 1	37 1 1 1 1 8 8 8 1 1 1 1	2 1 1 1 2 2 1 2 2 2 4 2 2 2 1	35 1 1 5 2 2 1 1 8 8 8	4 1 1 2 7 7	2 2 1 1 4 2						118
Screening - Retrieving Abandoned/Confise  2025  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage Airline - Wheelchair Assistance  Civil Rights - Wheelchair Assistance  Civil Rights - National Origin  Civil Rights - Nat Specified  Civil Rights - Not Specified  Civil Rights - Sex  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General  Lost and Found  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dan  Mishandling of Passenger Property - Dan  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	37 1 1 1 1 8 8 8 1 1 1 1 1	2 1 1 3 2 1 2 2 2 2 2 4 4 2 2 2	35  1  1 5 2 2 1 1 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 1 1 4 2						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found Lost and Found Possenger Property Mishandling of Passenger Property - Dam 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	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	37  1 1 1 1 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 2 2 1 2 2 2 4 2 2 2 1	35  1  1 5 2 2 1 1 8 8 8 1 1 1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 1 1 4 2						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance  Civil Rights - Age Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Sex  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found Lost and Found Service - Cassenger 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 Patdown	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	37 1 1 1 1 8 8 8 1 1 1 1 1	2 1 1 1 2 2 1 2 2 2 4 2 2 2 1	35  1  1 5 2 2 1 1 8 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 1 1 4 2						18
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Lost and Found Lost and Found Lost and Found No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children	7 7 7 1 1 1 naged/Missil 1 1 3	1 1 1 1 1 1 1	37 1 1 1 1 1 8 8 1 1 1 1 1 1 1 1 2	2 1 1 1 2 2 1 2 2 2 4 2 2 2 1	35  1  1 5 2 2 1 1 8 8 8 1 1 1 1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 1 1 4 2						188
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found Lost and Found 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 Patdown Patdown - Children Patdown - Flyer	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	37  1 1 1 1 1 1 1 1 1 1 1 1 1 2 2	2 1 1 3 2 2 2 2 2 4 2 2 2 1 1	35  1  1  5 2 2 1  1  8 8 8  1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 2 1 1 4 2 2						188
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) - Fly Airline  Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights - Wheelchair Assistance Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General 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 Patdown - Patdown - Flyer Persons w/ Disabilities (PWD)	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	37 1 1 1 1 1 8 8 1 1 1 1 1 1 1 1 2	2 1 1 1 3 2 1 2 2 2 2 4 2 2 2 1 1	35  1  1 5 2 2 1 1 8 8 8 1 1 1 1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 1 1 4 2						188 333 333 334 (100 100 100 100 100 100 100 100 100 10
Screening - Retrieving Abandoned/Confis  2025  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Airline - Wheelchair Assistance Civil Rights Civil Rights - Age Civil Rights - Not Specified Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Lost and Found Lost and Found Lost and Found 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 Patdown Patdown - Children Patdown - Flyer	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 4	37  1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 5	2 1 1 3 2 2 2 2 2 4 2 2 2 1 1	35  1  1  5 2 2 1  1  8 8 8  1 1 1 1 1 1 1	4 1 1 2 7 7	2 2 2 1 1 4 2 2						18

		15/	4 Contact (	Center Trav	veier Comp	piaints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General	1	2	1	1	1								6
Persons w/ Disabilities (PWD) - Internal N	1	1											2
Persons w/ Disabilities (PWD) - Medically	1				1								2
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)			1									1
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1	3	3			1						8
Persons w/ Disabilities (PWD) - Service Ar	nimals			1									1
Property - Special Handling	2	2	4	4	1	1	3						17
Property - Special Handling - Damaged Ite	ms - Carry	1											1
Property - Special Handling - Damaged Ite	ms - Check	ed	1				1						2
Property - Special Handling - Missing Item	s - Carry-C	1	2	3	1		2						9
Property - Special Handling - Missing Item	2		1	1		1							5
Screening	3	7	12	7	12	7	10						58
Screening - Crew Member or Airline Emplo	oyee			1									1
Screening - Inconsistency		1		1			1						3
Screening - Lengthy Lines		3	4	3	3	3	3						19
Screening - Procedures/Process	3	3	6	2	9	4	6						33
Screening - Retrieving Abandoned/Confisc	ated Items		2										2

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	71	59	100	103	99	113	96	54	52	53			899
2024	33	29	33	51	43	50	45	54	52	53	57	42	542
Additional Information Required/Insufficient Info	1				1								2
Additional Information Required/Insufficier	1				1								2
Airline Policy/Pogulations/Sorvice							1			1		2	4
Airline - Policy/Regulations/Service Civil Rights	1	1	1	1	3	2	1 3	3		4	4	2	27
Civil Rights - Age	'	ı	1	1	1		3	3		4	- 4	- 4	1
Civil Rights - Civil Rights Violation (TSA E	I Employee)		1				1					1	3
Civil Rights - National Origin	. , ,						1					1	2
Civil Rights - Not Specified				1	1						1		3
Civil Rights - Other	1							1					2
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	  -	4-				2		1		3		2	8
Civil Rights - Screening of Religious or Cu Civil Rights - Sex	illurai Garmen I	its			1		1	1			1 2		1 5
Civil Rights - Sexual Orientation					ı		1	· ·		1			
Claims						1				'			
Claims - Status						1							1
CLEAR						1						1	2
CLEAR - Registered Traveler						1							1
CLEAR - TSA PreCheck Application Prog												1	1
Customer Service	6	12	13	18	11	13	13	16	15	13	13	7	150
Customer Service - CSM Customer Service - TSO	6	12	1 12	18	10	10	1 12	16	15	13	12	7	147
DHS TRIP	0	12	12	18	10	13	12	10	15	13	13	7	147
DHS TRIP - General												1	1
Human Capital											1		1
Human Capital - Former Employee											1		1
Locks					3				1		1	1	6
Locks - Missing or Damaged Lock					3				1		1	1	6
Lost and Found			1	2			2	1		1			7
Lost and Found - Airport/TSA			1	2			2	1		1			7
Mishandling of Passenger Property	3	1	2	2	7	9	7	8	8	9	10		73
Mishandling of Passenger Property - Dam		11	1	1	5	6	6	4	8	5			53
Mishandling of Passenger Property - Dam			1	1	2	3	1	4		1	3		16
Mishandling of Passenger Property - Dam		ItemsUnsp	pecified Lu	ggage						3			3
Mishandling of Passenger Property - Disa  No Jurisdiction	1			2	2		- 1	1		2			1
No Jurisdiction - No Referral				2	2		1	1	1 1	1		<u>4</u>	<u>16</u>
No Jurisdiction - Refer to CBP							1	1	1	- 1	1	3	6
No Jurisdiction - Refer to Other							'			1	1		2
Patdown	3	1	3	5	2	4	3	5	4	1		1	32
Patdown - Children	-						1	1					2
Patdown - Flyer	3	1	1	5	2	3	2	4	4	1		1	27
Patdown - Flyer as Observer			1			1							2
Patdown - General			1										1
Persons w/ Disabilities (PWD)		2			3	6	4	4	3	3	2	6	33
Persons w/ Disabilities (PWD) - Autism S										1			1
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental [	Disability				1					1	2
Persons w/ Disabilities (PWD) - Diapers/0	Jarments/D	1			1	0		1					3
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M	Andinal Davisa				1	2		1					3
Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D			Rody		1				1		1		2
Persons w/ Disabilities (PWD) - Medically				Supplies		1	1	1	1	1			5
Persons w/ Disabilities (PWD) - Mobility [						2							2
Persons w/ Disabilities (PWD) - Respirato			,									1	1
Persons w/ Disabilities (PWD) - Service A								1					1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											1
Persons w/ Disabilities (PWD) - Visual Im							1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S				1	1	1		1	1	1	4	10
Property - Special Handling	5	3	2	3	5	6	3	4	6	2			48
Property - Special Handling - Damaged Ite		2	1	3	2	5	2	2	2	1	3	3	29
Property - Special Handling - Damaged Ite			1		1			1	1				5
Property - Special Handling - Missing Item		4			1	4	1	4	3	1	2		8
Property - Special Handling - Missing Item		1	44	40	1	1	0	1	- 11	47	1		6
Screening Screening - Children	14	9	11	18	6	8	8	12	14	17	17	5	139
Screening - Children Screening - Gate Pass	1				- 1								1
Screening - Unconsistency	2	1	4	2			2		2	2	2		17
Screening - Lengthy Lines	2	1	2	4	1	5	2	2		1	1		21
Screening - Procedures/Process	9	6	5	11	4	3	3	10	12	14	14	4	95
Screening - Retrieving Abandoned/Confis	cated Items	1		1									2
Screening - Shoe Screening							1						1
2025	38	30	67	52	56	63	51						357
Additional Information Required/Insufficient Inf					1								1
Additional Information Required/Insufficier	nt Information	- EMAIL ON	ILY		1								1
Airline							1						1
A following Born and Born and Control of the Contro							1						1
Airline - Policy/Regulations/Service													- 1
Animals			1										1
Animals Animals - Checked			1										1
Animals Animals - Checked Business, Suggestions, and Ideas	ral		1										1
Animals Animals - Checked Business, Suggestions, and Ideas Business, Suggestions, and Ideas - Gener		2	1 1 1	1	2	A	2						1 1 1
Animals Animals - Checked Business, Suggestions, and Ideas	ral 4	2	1	1	3	4	3 2						1

		TS	A Contact (	Center Trav	veler Comp	laints Rep	ort						
Categories	10-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 - Not Specified		1			1								
Civil Rights - Other	1		1										
Civil Rights - Race		1			2	2							
Civil Rights - Sex	1		1	1			1						
Claims			1										
Claims - General			1										
CLEAR						1							
CLEAR - TSA PreCheck Application Prog	gram					1							
Customer Service	2	8	9	12	10	14	6						(
Customer Service - Others						1							
Customer Service - TSO	2	8	9	12	10	13							
DHS TRIP	_						1						
DHS TRIP - General							1						
Human Capital			1				'						
Human Capital - Prospective Employmer	I of with TSA		1										
Locks	1		'	1	1		2						
Locks - Missing or Damaged Lock	1			1	1		2						
Lost and Found	· '	2	1	- 1	2		1						
Lost and Found - Airport/TSA		2	1		2		1						
Mishandling of Passenger Property	7	1	7	8	13	7	4						
Mishandling of Passenger Property - Dar		1	5	5	9	3							
		ļ	2	1	4	4							
Mishandling of Passenger Property - Dar				2	4	4							
Mishandling of Passenger Property - Disa	arrayed items	sCarry-on			2	4	0						
No Jurisdiction			3		3	1	2						
No Jurisdiction - No Referral			1		1								
No Jurisdiction - Refer to CBP			2		2	1	2						
Patdown	1	3	4	2	1	3	2						
Patdown - Children		1				1							
Patdown - Flyer	1	2	4	2		2							
Persons w/ Disabilities (PWD)	3	6	10	6	5	4	4						
Persons w/ Disabilities (PWD) - Autism S			1										
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta				1							
Persons w/ Disabilities (PWD) - Diabetes			1	1	1								
Persons w/ Disabilities (PWD) - General			1			1	1						
Persons w/ Disabilities (PWD) - Internal I				1									
Persons w/ Disabilities (PWD) - Medical			e Body	1									
Persons w/ Disabilities (PWD) - Medicall		Medication	1	1	1	1							
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1										
Persons w/ Disabilities (PWD) - Mobility	2	3	1		2								
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees	and Casts	1				1						
Persons w/ Disabilities (PWD) - Respirat	ory and Inha	2	2			1	2						
Persons w/ Disabilities (PWD) - Wheelch	na 1	1	1	2	1								
Property - Special Handling	6	4	6	5	4	4	6						;
Property - Special Handling - Damaged I	te 4	3	2	3	1	4	4						
Property - Special Handling - Damaged I	te 1		1	1			2						
Property - Special Handling - Missing Itel		1	1	1	3								
Property - Special Handling - Missing Itel		1	2										
Request for Assistance			1										
Request for Assistance - Other			1										
Screening	14	4	20	17	13	24	19						1
Screening - Inconsistency	2	•	5	2	1	2							
Screening - Lengthy Lines	2	1	1	3	3	4							
Screening - Procedures/Process	8	3	14	12	9	18							
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis		3	14	12	9	10	12						
Screening - Security Breach TWIC	1					4							
	-					1							
TWIC - General						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
SLN	1												1
2025	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

Categories	40.0**		Contact C					OE M	06 1	07 1	00 4	00.0	Total
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	41	26	42	36	37	21	50	19	26	26			367
2024	20	8	17	11	21	10	22	19	26	26	25		223
Additional Information Required/Insufficient In		- FMAIL C	MIL V						2		1	1 1	4
Additional Information Required/Insufficiel Advanced Imaging Technology (AIT)	Tit imormation	I - EIVIAIL C	INLT		1						1	I	4
Advanced Imaging Technology (AIT) - Fly	(er				1								1
Advanced imaging recinology (Arr) - Fly		1			- 1			1	1				3
Airline - Policy/Regulations/Service		1						1	1				3
Civil Rights	1	ı	2	1	3	1	1	1		3	3	1	17
Civil Rights - Constitutional Rights	'			- 1	1	- 1	- 1	- 1		1	3	- '	2
Civil Rights - Not Specified					- 1					- '	1	1	2
Civil Rights - Other										1	1		2
Civil Rights - Profiling			1							- '	- 1		1
Civil Rights - Race	1		- 1		2	1	1	1					6
Civil Rights - Sex	'		1	1		- 1	- 1	- 1		1	1		4
Customer Service	5		7	1	9	4	4	5	7	7	2	5	56
Customer Service - CSM	5		1	- 1	1	4	4	5	- /	- 1		5	
Customer Service - Others										4			1
			6	1	0	4	4		7	1 6	2	-	
Customer Service - TSO  DHS TRIP	5		6	1	8	4	4	5 1	- /	О	2	5	53
													1
DHS TRIP - General								1					
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		1	3	4		2	4			3	1	4	22
Mishandling of Passenger Property - Dam			1	1			2			2	1	1	8
Mishandling of Passenger Property - Dam			2	3		2	2			1		3	13
Mishandling of Passenger Property - Disa	rrayed Item	1											1
No Jurisdiction				1					1	1			3
No Jurisdiction - No Referral				1						1			2
No Jurisdiction - Refer to CBP									1				1
Patdown	3	1		1	1	1	1	2	5	4	5	1	25
Patdown - Children										1			1
Patdown - Flyer	3	1		1	1	1	1	2	4	3	5	1	23
Patdown - General									1				1
Persons w/ Disabilities (PWD)	1	2			1	1	6	3	6	3	6	4	33
Persons w/ Disabilities (PWD) - Autism S		1			1		1						3
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1						1
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Menta	l Disability				1		1				2
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Mas	sks							1			1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ched to the	Body					1					1
Persons w/ Disabilities (PWD) - Medically	/ Necessary N	/ledication a	and Medica	Supplies			2		2	1	3		8
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)							1				1	2
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	1							1		1		3
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts								1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)							2			1	3
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway					1				1	1	3
Property - Special Handling	1		3		3		4	1		1	3	1	17
Property - Special Handling - Damaged It	ems - Carry-0	On	2		1		1						4
Property - Special Handling - Damaged It	ems - Checke	ed					1	1		1			3
Property - Special Handling - Missing Iten	1				1		2				2	1	7
Property - Special Handling - Missing Iten	ns - Checked		1		1						1		3
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	7	3	2	3	3	1	2	5	4	3	4		37
Screening - Children											1		1
Screening - Inconsistency						1		2	1	1	1		6
Screening - Lengthy Lines					1			1	1				3
Screening - Procedures/Process	6	1	1	3	2		2	2	2	2	2		23
Screening - Retrieving Abandoned/Confis		2	1										3
Screening - Security Breach	1												1
2025	21	18	25	25	16	11	28						144
Airline			1				1						2
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service							1						1
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	2	1	2				3						8
Civil Rights - Not Specified	1						2						3
Civil Rights - Profiling	1						_						1
Civil Rights - Race	· ·	1	1										2
Civil Rights - Sex			1										1
Civil Rights - Sexual Orientation			'				1						1
Customer Service	5	1	7	5	6	1	1						26
Customer Service - Others		'	ı	J	0	1	1						1
Customer Service - TCC			1			1							1
Customer Service - TSO	5	1	6	5	6		1						24
DHS TRIP	5	1	O	j j	0		1						1
DHS TRIP - General							1						1
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Hazardous Materiais Salety - Gerielai	I						I						<u> </u>

		TS	A Contact (	Center Tra	veler Comp	laints Rep	ort						
Categories	10-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		1							3
Lost and Found - Airport/TSA			1	1		1							3
Mishandling of Passenger Property	2	3	2	2	1	1	4						15
Mishandling of Passenger Property - Dam	2	1	1		1	1							6
Mishandling of Passenger Property - Dam	aged/Missir	2		2			4						8
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										1
No Jurisdiction	1	2		2	1								6
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1			1								2
No Jurisdiction - Refer to Other	1	1		1									3
Patdown		2	1			2	3						8
Patdown - Flyer		2	1			2	3						8
Persons w/ Disabilities (PWD)	4	1	4	4	2	4	1						20
Persons w/ Disabilities (PWD) - Autism S	2					1							3
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	1											1
Persons w/ Disabilities (PWD) - Cognitive	1		1			1							3
Persons w/ Disabilities (PWD) - General			1	1		1							3
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to th	e Body	1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	2	2		1							5
Persons w/ Disabilities (PWD) - Metal Imp	1				1		1						3
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)			1								1
Property - Special Handling		1	4	2	2	1	4						14
Property - Special Handling - Damaged Ite	ems - Carry	1	1				1						3
Property - Special Handling - Damaged Ite	ems - Check	ed	1	1	1		1						4
Property - Special Handling - Missing Item	s - Carry-O	n	1	1	1								3
Property - Special Handling - Missing Item	ns - Checked	d	1			1	2						4
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	6	6	3	9	4	1	9						38
Screening - Inconsistency	1			3	2								6
Screening - Lengthy Lines		2	1				1						4
Screening - Procedures/Process	5	4	2	5	2	1	7						26
Screening - Retrieving Abandoned/Confisc	cated Items			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
SMX												1	1
2024												1	1
Airline												1	1
Airline - Policy/Regulations/Service												1	1

ories					r Complain	-							
								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	32	28	29	36	32	39	40	15	14	18			325
2024	13	10	9	10	16	17	22	15	14	18	20	22	186
Additional Information Required/Insufficient Info							1						1
Additional Information Required/Insufficien	t Information -	EMAIL ONL	.Y				1						1
Airline						1					1		2
Airline - Policy/Regulations/Service						1					1		2
Civil Rights	2	1		3		2		1	2	1	3	1	16
Civil Rights - Not Specified				1		2							3
Civil Rights - Other				1						1	1	1	4
Civil Rights - Race				1				1			1		3
Civil Rights - Sex	1	1							2		1		5
Civil Rights - Sexual Orientation	1												1
Customer Service	3		6	3	4	6	6	5	5	6	3	5	52
Customer Service - TCC				1				1					2
Customer Service - TSO	3		6	2	4	6	6	4	5	6	3	5	50
DHS TRIP								1					1
DHS TRIP - General								1					1
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	2		1	2	3	1				1	3		15
Mishandling of Passenger Property - Dama		temsC	1	1	1	1				1			9
Mishandling of Passenger Property - Dam	2	torno o		1	2	•							5
Mishandling of Passenger Property - Disar	raved Items(	Carry-on or C	hecked								1		1
No Jurisdiction	rayed itemsc	barry-orr or C	necked				1			1			2
No Jurisdiction - Refer to Other							1			1			2
Patdown	4	2	1			2		4	0				
	4	2	1			2	3	1	2	4	1	1	21
Patdown - Children			4			11			_				1
Patdown - Flyer	4	2	1			1	3	1	2	3		1	19
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2	2			2	3	3	2	1	2			23
Persons w/ Disabilities (PWD) - Autism Sp										1		1	2
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental Di	sability				1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal N	1					1		1					3
Persons w/ Disabilities (PWD) - Medical D	evices - At	1										1	2
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	Medical S	Supplies		1				1	1	1	4
Persons w/ Disabilities (PWD) - Mobility D		1						1				1	3
Persons w/ Disabilities (PWD) - Ostomy/O						1							1
Persons w/ Disabilities (PWD) - Service A					1								1
Persons w/ Disabilities (PWD) - Wheelcha		nwav			1							1	2
Property - Special Handling	, 000010., 00	2		1	3	1	6	1	3		1	3	21
Property - Special Handling - Damaged Ite	ms - Carry	1		1	2	1	2	•	1			1	9
Property - Special Handling - Damaged Ite						•	1		1			· ·	2
Property - Special Handling - Missing Item					1		1		1		1		4
Property - Special Handling - Missing Item		1			- '-		2	1				2	6
Screening	s - Checke	2	1	1	3	1	2	3	1	3	7		26
-			'		- 3	'		0		3	1		1
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines			-			4			4				
Screening - Procedures/Process		2	1	1	3	1	1	3	1	3	3	2	21
Screening - Retrieving Abandoned/Confisc	ated Items												1
Screening - Security Breach											1		
											1		1
	19	18	20	26	16	22	18						1 <b>139</b>
Civil Rights	1	<b>18</b>	<b>20</b> 3	<b>26</b>	16	22	1						1 <b>139</b> 8
Civil Rights Civil Rights - Age		2			16	22							1 139 8 2
Civil Rights Civil Rights - Age Civil Rights - National Origin	1				16	22	1						1 139 8 2
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified	1	2	1	1	16	22	1						1 139 8 2 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race	1	2	3		16	22	1						1 139 8 2 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified	1	2	1	1	16	22	1						1 139 8 2 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race	1	1	1 1	1	<b>16</b>	<b>22</b>	1						1 139 8 2 1 1 1 2
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO	1	1	1 1 1	1			1						1 139 8 2 1 1 2 2
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service	1 1	1 1 7	1 1 1 1 6	1 1 5	5	3	1 1						1 139 8 2 1 1 2 2 36 36
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO	1 1	1 1 7 7	1 1 1 1 6	1 1 5	5	3 3	1 1						1 139 8 2 1 1 2 2 36 36 2
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP	1 1	1 1 7 7	1 1 1 1 6	1 1 5	5	3 3 1	1 1						1 139 8 2 1 1 2 2 36 36 2 2
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks	1 1 6 6	1 1 7 7	1 1 1 1 6	1 1 5	5	3 3 1	1 1						1 139 8 2 1 1 1 2 2 36 36 36 2 2
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock	1 1 6 6	1 1 7 7	1 1 1 1 6	1 1 5	5	3 3 1	1 1						1 139 8 8 2 1 1 1 1 2 2 3 36 366 2 2 2 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found	1 1 6 6	1 1 7 7	1 1 1 1 6	1 1 5	5	3 3 1	1 1						1 139 8 8 2 1 1 1 1 2 2 2 366 366 2 2 2 2 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 1 6 6 1 1 1	1 1 7 7	1 1 1 1 6 6	1 1 5 5	5 5	3 3 1 1	1 1						1 139 8 8 2 1 1 1 1 2 2 2 3 3 6 3 6 2 2 2 2 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 1 6 6 6	1 1 7 7	1 1 1 1 6	1 5 5 5	5	3 3 1 1	1 1						1 139 8 8 2 1 1 1 2 2 2 3 3 6 3 6 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 1 1 6 6 6	2 1 7 7 1 1	1 1 1 6 6	1 5 5 5	5 5	3 3 1 1	1 1						1 139 8 8 2 1 1 1 2 2 3 36 36 36 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 2 2 3 8 8
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1	3 1 1 1 6 6 6	1 5 5 5	5 5	3 3 1 1	1 1						1139 8822 11 11 2223 3663 3662 222 11 11 11 12 8833
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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	1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1	1 1 1 6 6	1 1 5 5 5 3 3 3 ge	5 5	3 3 1 1	1 1						1139 8822 11122 223366 3662 222 11111 1128 8833
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction	1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1	3 1 1 1 6 6 6	1 1 5 5 5 3 3 3 ge	5 5	3 3 1 1	1 1						1 139 8 8 2 1 1 1 1 2 2 2 3 3 6 3 6 6 2 2 2 1 1 1 1 1 1 1 1 2 2 8 8 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction - No Referral	1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7 7 1 1 1 temsCheck	3 1 1 1 6 6 6	1 1 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1	3 3 1 1 1	1 1 4 4 4						1 139 8 8 2 1 1 1 1 2 2 2 3 3 6 3 6 6 2 2 2 2 1 1 1 1 1 1 1 2 2 8 8 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General 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 - No Referral Patdown	1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1	3 1 1 1 6 6 6	1 1 5 5 5 3 3 3 ge 1 1 1 3	5 5	3 3 1 1 1	1 1						1 139 8 8 2 1 1 1 1 2 2 3 3 6 3 6 2 2 2 2 1 1 1 1 1 1 2 8 8 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7 7 1 1 1 ttemsCheck	3 1 1 1 6 6 6	1 1 5 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1	1 1 4 4 4						1 139 8 8 2 1 1 1 1 2 2 3 6 3 6 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1 1 temsCheck Carry-on	1 1 6 6 6 1 1 ced Baggaq 1	1 1 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1	1 1 4 4 4						1 139 8 8 2 1 1 1 1 2 2 2 3 3 6 3 6 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction - No Referral Patdown - Children Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7 7 1 1 1 ttemsCheck	3 1 1 1 6 6 6	1 1 5 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1	1 1 4 4 4						1 139 8 2 1 1 1 2 2 3 3 6 3 6 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1 1 temsCheck Carry-on	1 1 6 6 6 1 1 ced Baggaq 1	1 1 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1 6 4 2	1 1 4 4 4						1 139 8 2 1 1 1 2 2 3 3 6 3 6 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General 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 - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1 1 temsCheck Carry-on	1 1 6 6 6 1 1 ced Baggaq 1	1 1 5 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1 6 4 2	1 1 4 4 4						1 139 8 2 1 1 1 2 2 3 3 6 3 6 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1 1 temsCheck Carry-on	1 1 6 6 6 1 1 ced Baggaq 1	1 1 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1 6 4 2	1 1 4 4 4						1 139 8 2 1 1 1 2 2 3 3 6 3 6 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Not Specified Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar No Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1 1 temsCheck Carry-on	1 1 6 6 6 1 1 ced Baggaq 1	1 1 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1	3 3 1 1 1 6 4 2	1 1 4 4 4						1 139 8 2 1 1 1 2 2 3 3 6 3 6 2 2 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 - Not Specified Civil Rights - Race Civil Rights - Race Civil Rights - Sex Customer Service Customer Service - TSO DHS TRIP DHS TRIP - 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 - Disar Mo Jurisdiction No Jurisdiction - No Referral Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 7 7 1 1 1 temsCheck Carry-on	3 1 1 1 6 6 6	1 1 5 5 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 5 1 1 1 1 1 5	3 3 1 1 1	1 1 4 4 4						1 139 8 2 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1

		15	A Contact	Center Tra	veier Comp	naints Rep	ort						
Categories	10-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	air or Scoo	ter)		2	1						3
Persons w/ Disabilities (PWD) - Touch Av	1				3		1						5
Persons w/ Disabilities (PWD) - Wheelch	1												1
Property - Special Handling	1	2	1	2	2	2	4						14
Property - Special Handling - Damaged It	1		1		1		4						7
Property - Special Handling - Missing Iten	ns - Carry-O	n				1							1
Property - Special Handling - Missing Iten	ns - Checke	2		2	1	1							6
Screening	4	4	6	8	2	5	4						33
Screening - Crew Member or Airline Emp	loyee			1									1
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines			1			2							3
Screening - Procedures/Process	4	4	5	6	2	2	4						27

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW	1						1						2
2024	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2025							1						1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General	al						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
SPI								1		1	1		3
2024								1		1	1		3
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	)						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
SPS	1					1	1	1				1	5
2024								1				1	2
Civil Rights								1					1
Civil Rights - Race								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged	tems - Checl	ked										1	1
2025	1					1	1						3
Customer Service	1					1	1						3
Customer Service - TSO	1					1	1						3

tegories	10-Oct			1-Jan	02-Feb	laints Repo	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RQ	10-000	9	11	13	9	24	23	3	4	5			11
2024		6	6	3	5	8	9	3	4	5			6
Civil Rights		•	•	•	•	•	•	•			•	1	
Civil Rights - Constitutional Rights												1	
Customer Service		2	2	1	3	3	3	1		1	1	1	1
Customer Service - TSO		2	2	1	3	3	3	1		1			1
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1	1				1						
Mishandling of Passenger Property - Dan	maged/Missii	1	1										
Mishandling of Passenger Property - Dan		ItemsChe	cked Bagga	ge			1						
Patdown	T ,	2	00		2	1	2		1	1	1	2	
Patdown - Flyer		2			2	1	2		1	1	1		
Persons w/ Disabilities (PWD)			1	1				1	3			2	
Persons w/ Disabilities (PWD) - Autism S	Spectrum								1				
Persons w/ Disabilities (PWD) - Breast C									1				
Persons w/ Disabilities (PWD) - Metal Im												1	
Persons w/ Disabilities (PWD) - Mobility	,	t Wheelchair	or Scooter)									1	
Persons w/ Disabilities (PWD) - Ostomy/			1										
Persons w/ Disabilities (PWD) - Service									1				
Persons w/ Disabilities (PWD) - Touch A		trauma)		1									
Persons w/ Disabilities (PWD) - Wheelch								1					
Property - Special Handling		1										1	
Property - Special Handling - Damaged I	tems - Carry	1											
Property - Special Handling - Missing Iter												1	
Screening			2	1		4	2	1		3	1		
Screening - Inconsistency						1					1		
Screening - Lengthy Lines			1									1	
Screening - Procedures/Process			1	1		3	2	1		2		3	
Screening - Retrieving Abandoned/Confis	cated Items		- '	- 1		3		- 1		1		3	
2025	l lettis	3	5	10	4	16	14			- 1			
Airline			3	10	1	10	14						•
Airline - Policy/Regulations/Service					1								
CLEAR				1	- 1								
CLEAR - Registered Traveler				1									
Customer Service			1	3	1	6	3						
Customer Service - TSO			1	3	1	6	3						
Locks			- '	3	- 1	1	3						
Locks - Missing or Damaged Lock						1							
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property		1				- 1	1						
Mishandling of Passenger Property - Dan	 maged/Missing		ny on Luggay	70			1						
Mishandling of Passenger Property - Dan		1 1	ry-orr Luggaç	Je			- 1						
No Jurisdiction	lageu/iviissii			1									
No Jurisdiction - Refer to CBP				1									
Patdown			1	- 1	1	1	1						
Patdown - Children			1				- 1						
			ı		1	4							
Patdown - Flyer					- 1	1	1						
•				1		5	6						
Persons w/ Disabilities (PWD)	/	1		- 4									
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (	,	Breast Canc	er	1		0	- 4						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes	5		er	1		2	1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I	Medical Devic	es		1		2	1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical	Medical Devic Devices - Atta	es ached to the	Body				1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical	Medical Devices - Atta y Necessary M	es ached to the	Body			1	1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall	Medical Devices - Atta y Necessary Medicals (joint)	es ached to the Medication a	Body				1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I 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	Medical Devices - Atta y Necessary Nucleasta (joint) Disability (Nucleasta)	es ached to the Medication a	Body			1	1 1 1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes	Medical Devices - Atta y Necessary Nucleasta (joint) Disability (Nucleasta)	es ached to the Medication a	Body			1	1 1 1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mediall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body			1	1 1 1 1 1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling - Missing Iter	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S			1	1 1 1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal 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) - Prosthes Property - Special Handling Property - Special Handling - Missing Itel Request for Assistance	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S			1	1 1 1 1 1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I 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) - Prosthes Property - Special Handling Property - Special Handling - Missing Itel Request for Assistance Request for Assistance	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S	Supplies		1 1	1 1 1 1 1 1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S		1	1	1 1 1 1 1 1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening Screening - Lengthy Lines	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S	Supplies	1 1	1 1	1 1 1 1 1 1 1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening Screening - Lengthy Lines Screening - Military	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S	Supplies		1 1	1 1 1 1 1 1 1						
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Request for Assistance Request for Assistance - Other Screening Screening - Lengthy Lines	Medical Device Devices - Atta y Necessary plants (joint) Disability (Nesis/Amputees	es ached to the Medication a 1 and Casts	Body nd Medical S	Supplies		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
STC		1					1						2
2024		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2025							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage			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
STL	60	48	43	41	36	32	48	17	20	30	29	29	433
2024	26	18	14	15	16	15	24	17	20	30	29	29	253
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient	1												1
Airline Policy/Populations/Comiss			1			1			1				3
Airline - Policy/Regulations/Service Civil Rights	1	2	1	1		1 1		1	1	2	3	2	14
Civil Rights - Age	1	2		I				I	I		3		2
Civil Rights - Civil Rights Violation (TSA E	I Emplovee)							1					1
Civil Rights - Constitutional Rights	' ' '											1	1
Civil Rights - Not Specified										1	1		2
Civil Rights - Race	1			1		1			1		2		6
Civil Rights - Sex										1		1	2
Customer Service	7	10	8	8	9	4	9	4	6	10	8	13	96
Customer Service - Others Customer Service - TCC	1	1								1			1
Customer Service - TCC  Customer Service - TSO	6	9	8	8	9	4	9	4	6	9	8	13	93
DHS TRIP	U	3	0	0	3	- 4	3		0	3	2	10	2
DHS TRIP - General											2		2
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks							1	2					3
Locks - Missing or Damaged Lock							1	2					3
Mishandling of Passenger Property	2				1	1	3	2	2	1	1		13
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam						1	3	2	1	1	1		7
Mishandling of Passenger Property - Dam		ItemsUns	necified Luc	ngage	1		J		1		'		2
No Jurisdiction		Itomo Ono	1	gugo		1					1		3
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other						1					1		2
Patdown	2				2	1	1	1	3	2	2	2	16
Patdown - Children							1		1				2
Patdown - Flyer	2				1	1		1	1	2	2	2	12
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	4			1	1	2	1	2	3	3	5	3	24
Persons w/ Disabilities (PWD) - Diabetes	4			I			1		3	3	5	3	1
Persons w/ Disabilities (PWD) - General							'	1			1		2
Persons w/ Disabilities (PWD) - Internal N	2									1			3
Persons w/ Disabilities (PWD) - Medical [									1				1
Persons w/ Disabilities (PWD) - Medically				Supplies		1						1	2
Persons w/ Disabilities (PWD) - Mobility [		Wheelchair	or Scoot	1		1		1	1			1	5
Persons w/ Disabilities (PWD) - Prosthesi		\							4	1	1	1	5
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ S	segway	1	3	2			1	2	4	3	1	5 17
Property - Special Handling - Damaged It	l ems - Carry-C	)n	1					ļ.		1	1	'	3
Property - Special Handling - Damaged It											2		2
Property - Special Handling - Missing Iten				2				1	1	3		1	8
Property - Special Handling - Missing Iten	ns - Checked			1	2				1				4
Screening	9	6	3	2	2	3	9	4	2	8	4	8	60
Screening - Children			1										1
Screening - Crew Member or Airline Empl		1				1	2	4	1	2		4	1
Screening - Inconsistency Screening - Lengthy Lines	3	ı				1	3 1	1	1	3	1	1	14
Screening - Procedures/Process	6	4	2	2	2	2	5	3	1	5	3	6	41
2025	34	30	29	26	20	17	24						180
Airline							2						2
Airline - Policy/Regulations/Service							2						2
Civil Rights	1	4	5	1	2	1	2						16
Civil Rights - Constitutional Rights			1			1	1						3
Civil Rights - National Origin			1	1	1								3
Civil Rights - Not Specified Civil Rights - Perceived Religion		1	1										1
Civil Rights - Race		1	1				1						3
Civil Rights - Sex	1	2	1		1		'						5
Customer Service	12	10	11	6	5	7	6						57
Customer Service - TCC		1											1
Customer Service - TSO	12	9	11	6	5	7	6						56
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	4	0	1	1	4	2						3
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1	1	2	1	1	1	3						11 4
Mishandling of Passenger Property - Dam		1		1	1	1	1						5
Mishandling of Passenger Property - Disa		-Carry-on or	Checked	'	'		2						2
No Jurisdiction		,	1			1							2
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other			1										1
Patdown	1	1	1	2			2						7
Patdown - Flyer	1	1	1	2			2						7
Persons w/ Disabilities (PWD)	7	4	4	5	2	1	3						26
Persons w/ Disabilities (PWD) - Autism S							1						1
Persons w/ Disabilities (PWD) - Cognitive		1		1			1						4
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I			1										3
. S. Sono W. Diodomaos (1 WD) - Healing I			'										<u> </u>

		TS	A Contact	Center Trav	veler Comp	laints Rep	ort						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically	1	2				1							4
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)			1									1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	1	2	1	1		1						6
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts	1										1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)		2	1								3
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2	2		3	2	2							11
Property - Special Handling - Damaged Ite	1	1											2
Property - Special Handling - Missing Item	ns - Carry-C	1		3	1	1							6
Property - Special Handling - Missing Item	1				1	1							3
Screening	9	8	5	6	6	3	6						43
Screening - Inconsistency			2	1		1							4
Screening - Lengthy Lines	2	1	2	2	1		1						9
Screening - Procedures/Process	7	7	1	3	5	2	4						29
Screening - Security Breach							1						1

				Center Trav									
Categories	10-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	1	5	2	4	1	4	. 7	4		1	3		32
2024				1			1	4		1	3		10
Airline				1									1
Airline - Lost Baggage				1									1
Customer Service							1	1		1			3
Customer Service - TSO							1	1		1			3
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies							1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)						1					1
Screening								2			2		4
Screening - Inconsistency								1			1		2
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confis	cated Items							1					1
2025	1	5	2	3	1	4	. 6	;					22
Civil Rights						1	1						2
Civil Rights - Age						1							1
Civil Rights - Sex							1						1
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	ggage			1						1
No Jurisdiction						1	1						2
No Jurisdiction - No Referral						1	1						2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		5	1	2	1	2	. 1						12
Persons w/ Disabilities (PWD) - Cognitive	Developm	ental /Ment	al Disabilit	y 1									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1											1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	3	1		1	2	. 1						8
Screening				1									1
Screening - Procedures/Process				1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	laints Rep		OF May	06-Jun	07-Jul	00 110	00 Sor	Total
		11-Nov 4					04-Apr	05-May			08-Aug	09-Sep	
STT	4		9	9	7	12		8	2	4	4	2	73
2024	3	3	2	3	2	4	1	8	2	4	4		38
Airline												1	
Airline - Policy/Regulations/Service												1	
Civil Rights			1							1			2
Civil Rights - Race			1							1			2
Customer Service	1		1	1		1	1	3		1			9
Customer Service - TCC										1			
Customer Service - TSO	1		1	1		1	1						
Mishandling of Passenger Property				1	1			3	1				
Mishandling of Passenger Property - D								2					
Mishandling of Passenger Property - D	amaged/Missing	ItemsCh	necked Baç	1	1			1	1				
No Jurisdiction						1				1			
No Jurisdiction - Refer to CBP						1				1			
Persons w/ Disabilities (PWD)	1								1		2	1	
Persons w/ Disabilities (PWD) - Diabet	es								1		1		
Persons w/ Disabilities (PWD) - Medica	ally Necessary M	ledication	and Medica	al Supplies							1		
Persons w/ Disabilities (PWD) - Touch	Av 1											1	
Property - Special Handling						1		2			1		
Property - Special Handling - Damaged	l Items - Checke	d				1							
Property - Special Handling - Missing I											1		
Property - Special Handling - Missing I								2					
Screening	1	3		1	1	1				1	1		
Screening - Procedures/Process	1	3		1	1	1					1		
Screening - Retrieving Abandoned/Cor	fiscated Items									1			
2025	1	1	7	6	5	8	7						3
Civil Rights	-	-	1			1	1						
Civil Rights - Age			1										
Civil Rights - Not Specified			- '				1						
Civil Rights - Race						1							
Customer Service	1		3	1		1	2						
Customer Service - TSO	1		3	1		1	2						
Locks	'		3	- 1	1	- '							
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property					1	1							
			and and Dam			1	1						
Mishandling of Passenger Property - D	amaged/Missing	itemsCi	пескей вад			1	1						
No Jurisdiction				1			3						
No Jurisdiction - Refer to CBP				1			3						
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)		1			1								
Persons w/ Disabilities (PWD) - Diabet					1								
Persons w/ Disabilities (PWD) - Touch	Aversion (pair	1											
Property - Special Handling				2									
Property - Special Handling - Damaged		d		1									
Property - Special Handling - Missing I	tems - Carry-On			1									
Screening			3	1	3	5							1:
Screening - Lengthy Lines					1	2							
Screening - Procedures/Process			3	1	2	3							9

		TS	A Contact	Center Trav	veler Comp	laints Rep	ort						
Categories	10-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	2	1		2	2	1	6	1	2	1		1	1
2024	1			2	2	1	3	1	2	1		1	1
Civil Rights								1					
Civil Rights - Sex								1					
Customer Service									1	1		1	
Customer Service - TSO									1	1		1	
Mishandling of Passenger Property	1						1						
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	arry-on Lug	ggage			1						
Mishandling of Passenger Property - D	isa 1												
No Jurisdiction							1						
No Jurisdiction - Refer to CBP							1						
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Mobili	y Disability (N	ot Wheelch	air or Scoo	ter)	1								
Property - Special Handling				1									
Property - Special Handling - Missing I	tems - Carry-O	n		1									
Screening				1	1	1	1		1				
Screening - Inconsistency					1								
Screening - Lengthy Lines						1			1				
Screening - Procedures/Process				1			1						
2025	1	1					3						
Customer Service	1						1						
Customer Service - TSO	1						1						
Persons w/ Disabilities (PWD)							2						
Persons w/ Disabilities (PWD) - Service	e Animals						2						
Screening		1											
Screening - Procedures/Process		1											

		13	A Contact	Center may	veier Comp	namis Kep	ort						
Categories	10-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				5	2		2						9
2024					1		2						3
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling							1						1
Property - Special Handling - Damage	ed Items - Chec	ked					1						1
Request for Assistance							1						1
Request for Assistance - Other							1						1
2025				5	1								6
Customer Service					1								1
Customer Service - TSO					1								1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Screening				4									4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				3									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	Total
					1			1			1	3
								1			1	2
											1	1
ns - Checke	d										1	1
								1				1
								1				1
					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	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 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	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	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

		TS	A Contact	Center Tra	veler Comp	laints Rep	ort						
Categories	10-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	4	2	3	1	4	2	1		3	1	1	24
2024	1	1	2		1	2	1	1		3	1	1	14
Additional Information Required/Insufficient In	formation					1							1
Additional Information Required/Insufficie	nt Informatio	n - EMAIL	ONLY			1							1
Customer Service		1				1				2	1	1	6
Customer Service - TSO		1				1				2	1	1	6
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	1										1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
No Subject			1										1
No Subject - General			1										1
Property - Special Handling										1			1
Property - Special Handling - Damaged I	ems - Carry	-On								1			1
Screening					1		1	1					3
Screening - Procedures/Process					1			1					2
Screening - Security Breach							1						1
2025	1	3		3		2	1						10
Customer Service						1							1
Customer Service - TSO						1							1
Persons w/ Disabilities (PWD)		2		1									3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility	Disability (N⊢	1											1
Persons w/ Disabilities (PWD) - Service	Animals			1									1
Screening	1	1		2		1	1						6
Screening - Procedures/Process	1	1		2		1	1						6

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO			1				1						2
2024			1										1
Customer Service			1										1
Customer Service - TSO			1										1
2025							1						1
Customer Service							1						1
Customer Service - TSO							1						1

Catananiaa	_ 10.0 : ::			ter Travele		-						•••	
Categories												09-Sep	Total
SYR 2024	12	13 7	20 10	11	14	11 8	2	6	10	5	11	5 5	120
2024 Airline	8	7	10	4	5	8	2	6	10 1	5 1	11	5	<b>81</b> 2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights	1	1			1	1		1		1	2		8
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear										1			1
Civil Rights - National Origin						1							1
Civil Rights - Race	1				1								2
Civil Rights - Screening of Religious or C Civil Rights - Sex	uiturai Garments 	5						1			2		1
Customer Service	2	1	2	1		2	1	2	3	1	1	1	17
Customer Service - CSM												1	1
Customer Service - Others			1										1
Customer Service - TSO	2	1	1	1		2	1	2	3	1	1		15
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Mishandling of Passenger Property		2	1		3	1		1			1	1	10
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan		1	1		2	1		1			1	1	5 4
Mishandling of Passenger Property - Dan  Mishandling of Passenger Property - Disa			Checked		1	1					1	1	1
No Jurisdiction		any-on of	SHOOKGU			1							1
No Jurisdiction - No Referral						1							1
Patdown		1	1		1					1	1		5
Patdown - Flyer		1	1		1					1	1		5
Persons w/ Disabilities (PWD)		1	1	2		1			1		3		9
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	  mpairment	1									4		1
Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medically		dication an	d Medic	1							1		1 2
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I				1		1					ı		1
Persons w/ Disabilities (PWD) - Prosthes			1						1				2
Persons w/ Disabilities (PWD) - Service A			•								1		1
Property - Special Handling	1		1						1				3
Property - Special Handling - Missing Iter			1						1				2
Property - Special Handling - Missing Iter								_					1
Screening Children	4	1	4	1		2	1	2	4	1	2	3	25
Screening - Children Screening - Inconsistency									1			1	1
Screening - Inconsistency Screening - Lengthy Lines	2	1	1			1				1	2	1	8
Screening - Procedures/Process	2		2	1		1		2	3			2	13
Screening - Retrieving Abandoned/Confis							1						1
Screening - Security Breach			1										1
2025	4	6	10	7	9	3							39
Airline Puli w/Powel tile w/Ooming			1										1
Airline - Policy/Regulations/Service			1		2								1
Civil Rights Civil Rights - Not Specified			1		2								4
Civil Rights - Sex			1		1								2
Civil Rights - Sexual Orientation					1								1
Customer Service		4	1	1	2								8
Customer Service - TSO		4	1	1	2								8
DHS TRIP			1										1
DHS TRIP - General			1										1
Locks General						1							1
Locks - General  Mishandling of Passenger Property			1			1							1
Mishandling of Passenger Property - Dan	L naged/Missing It	emsC	1										1
Patdown	goa,loonig to		1		1								2
Patdown - Flyer			1		1								2
Persons w/ Disabilities (PWD)	1	1	1	1	2	1							7
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General	1		and a										1
Persons w/ Disabilities (PWD) - Medical					1								1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthes			1		1	1							1
Persons w/ Disabilities (PWD) - Prostnes  Persons w/ Disabilities (PWD) - Touch Av				1		ı							1
Property - Special Handling	. 5751511 (pair/trat	<i>)</i>		1	1								2
Property - Special Handling - Missing Iter	ns - Carry-On			1	•								1
Property - Special Handling - Missing Iter					1								1
Screening	3	1	2	4	1	1							12
Screening - Crew Member or Airline Emp	1 1												1
Screening - Lengthy Lines			1	2									3
Screening - Procedures/Process	2	1	1	2	1	1							8

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TBN		1											1
2025		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TEX												1	1
2024												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies								1	1

		TSA				laints Rep							
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TLH	7	3	4	6	5			4	2	4	2		52
2024	5	2	2	2	3	3	3	4	2	4	2	2	34
Claims								1					1
Claims - General								1					1
Customer Service			2	2		3				1			9
Customer Service - TSO			2	2		3	1			1			9
Human Capital		1											
Human Capital - Former Employee		1											
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	2				1		1						
Mishandling of Passenger Property - Dan		ItemsCa	rry-on Lugg	gage	1								
Mishandling of Passenger Property - Dan							1						
Mishandling of Passenger Property - Disa	1												
Notice of Violation/Civil Penalties										1			
Notice of Violation/Civil Penalties - Gener	al									1			
Patdown								1				1	
Patdown - Flyer								1					
Patdown - Non-Flyer												1	
Persons w/ Disabilities (PWD)	1							2		2			
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Internal M	/ledical Device	es								1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)						1		1			2
Screening	2	1			2		1		1		1	1	
Screening - Crew Member or Airline Emp	loyee				1								
Screening - Inconsistency											1		
Screening - Lengthy Lines					1								
Screening - Procedures/Process	2	1					1		1			1	(
2025	2	1	2	4	2	7							18
Civil Rights						1							
Civil Rights - Not Specified						1							
Customer Service	2	1		1		1							
Customer Service - TSO	2	1		1		1							
Mishandling of Passenger Property			1			1							
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	1			1							
No Jurisdiction						1							
No Jurisdiction - No Referral						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 - Damaged It	ems - Carry-O	n		1									
Screening	1			2	1	3							6
Screening - Procedures/Process				2	1	3							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
TOL				2					1		1		4
2024				2					1		1		4
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal N	/ledical Dev	ices									1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Carry	-On		1									1

Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	62	93	91	81	88	135	143	57	62	58	43	44	957
2024	30	39	42	34	27	56	69	57	62	58	43	44	561
Airline			1					1	1				3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance Civil Rights	3	4	2		2	1	2	2	1 1	2		2	1
Civil Rights - Civil Rights Violation (TSA E		4	2	1	3	ı	3 1	3	1	2	1	2	26
Civil Rights - Constitutional Rights	linployee						'				1		1
Civil Rights - Not Specified					1			1					2
Civil Rights - Other												1	1
Civil Rights - Profiling			1										1
Civil Rights - Race	3	3	1		1	1	1	2	1			1	14
Civil Rights - Sex		1		1	1		1			2			6
Claims						1	2						3
Claims - General Claims - Status						1	1 1						2
Customer Service	9	13	16	15	6	25	25	22	33	21	15	15	215
Customer Service - Others		10	10	10		2	20				10	10	2
Customer Service - TSO	9	13	16	15	6	23	25	22	33	21	15	15	213
DHS TRIP												1	1
DHS TRIP - General												1	1
Locks			2		1		4			1	1		9
Locks - Missing or Damaged Lock			2	4	1		4			1	1		9
Lost and Found				1						1	1		3
Lost and Found - Airport/TSA  Mishandling of Passenger Property	1	2	5	3	2	3	6	7	2	3	2	1	37
Mishandling of Passenger Property - Dam			4	1	1	2	4	3	2	3			21
Mishandling of Passenger Property - Dam		1	1	2		1	2	2			2	1	12
Mishandling of Passenger Property - Dam		1						2					3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	Checked		1								1
No Jurisdiction	1		1		1		1	1			3		8
No Jurisdiction - No Referral								1			2		3
No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other	1		1		1		1				1		3
Patdown	2		1	4	3	7	3	2	2	4	2	2	32
Patdown - Children			'	4	3	1	1		1	1			4
Patdown - Flyer	2		1	4	3	4	2	2	1	3	2	2	26
Patdown - Flyer as Observer						2							2
Persons w/ Disabilities (PWD)	3	5	3	3	6	6	13	7	8	12	4	9	79
Persons w/ Disabilities (PWD) - Autism S							1	2		1			4
Persons w/ Disabilities (PWD) - Cancer (g	,				1							1	2
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		entai /ivientai	Disability	1		1	1			1			2 2
Persons w/ Disabilities (PWD) - General				- 1			1		1	1			3
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1						1
Persons w/ Disabilities (PWD) - Medical [		ached to the	Body		1					1		1	3
Persons w/ Disabilities (PWD) - Medically	1	1	1		1	2	3	1	2	6	2	2	22
Persons w/ Disabilities (PWD) - Metal Imp												1	1
Persons w/ Disabilities (PWD) - Mobility [			1	1		1	2	1	2	1		3	13
Persons w/ Disabilities (PWD) - Ostomy/C		1			1		4	4	4	4			2
Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Respirato		and Casts			1		1	2	1	1			5
Persons w/ Disabilities (PWD) - Respirato		1							2				2
Persons w/ Disabilities (PWD) - Touch Av		trauma)										1	1
Persons w/ Disabilities (PWD) - Visual Im		,									1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2	1	1	1	2	3				1		11
Property - Special Handling	3	3	4	2	2	2	1	4	5	4	3		33
Property - Special Handling - Damaged It		1	2		1			3					8
Property - Special Handling - Damaged It		1			1	1			1	2			6
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten		1	2	2		1	1	1	1	<u> </u>	1 2		15
Screening	8	12	7	5	3	11	11	10	10	10	11	14	112
Screening - Crew Member or Airline Empl		12	,	<u> </u>	3	- 11	- 11	10	10	10	- 11	14	2
Screening - Inconsistency	1			1		2	1			2		1	8
Screening - Lengthy Lines	1	1				1		1			1	2	7
Screening - Procedures/Process	4	11	6	3	2	7	10	9	10	8	10	11	91
Screening - Retrieving Abandoned/Confis	cated Items		1		1	1							3
Screening - Security Breach				1									1
2025	32	54	49	47	61	79	74						396
Additional Information Required/Insufficient Int			2										3
Additional Information Required/Insufficien Airline	'				1	1	2						4
Airline - Policy/Regulations/Service					1		2						3
Airline - Wheelchair Assistance					'	1							1
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	1	2	3	2	2	2	2						14
Civil Rights - National Origin			1	1	1								3
Civil Rights - Not Specified		1_	1				_						2
Civil Rights - Race	1	1	1	1	1	1	2						8
Civil Rights - Sex					1	1							1
Claims Claims - Status					1								1
CLEAR					1								1
CLEAR - TSA PreCheck Application Prog	ı ıram				1								1
Customer Service	5	10	17	12	9	17	26						96

					Center Trav			ort						
Categories		10-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 Servi					1									
Customer Servi	ce - Others				1									
Customer Servi	ce - TCC	1												
Customer Servi	ce - TSO	4	10	17	10	9	17	26						9
DHS TRIP		1				2	1							
DHS TRIP - Ge	neral	1				2	1							
Hazardous Material	s Safety		1			1	2							
Hazardous Mat	erials Safety - General		1			1	2							
Locks		1	1				1							
Locks - Missing	or Damaged Lock	1	1				1							
Lost and Found					2	5	3	1						1
Lost and Found	- Airport/TSA				2		3	1						1
Mishandling of Pass			5	2			7	5						2
	Passenger Property - Dam	ı aged/Missir	4	1				4						2
	Passenger Property - Dam	-		1										
	Passenger Property - Dam							1						
	Passenger Property - Disa		1	iopoomou	Luggugo			- '						
No Jurisdiction	r docongon r roporty - Blod	2	2		2	3	2	2						1
No Jurisdiction	- No Referral	1	1		1		1	1						
No Jurisdiction		'	1		1		- 1	- 1						
	- Refer to Department of S	toto.	1		1	ļ	1							
	<u> </u>						- 1	1						
No Jurisdiction		1				0								
Notice of Violation/C					1	2		1						
	ion/Civil Penalties - Gener				1	2		1						
Patdown		1	3	1	5	2		2						1
Patdown - Child							1	1						
Patdown - Flyer		1	3	1				1						1
Persons w/ Disabilit	. ,	7	12	9		15		6						6
	abilities (PWD) - Autism S <sub>l</sub>	1		1	1		1							
	abilities (PWD) - Cancer (g		1	1										
	abilities (PWD) - Cognitive		ntal /Ment	1		2		2						
	abilities (PWD) - Diabetes			1	1	1		1						
Persons w/ Disa	abilities (PWD) - Diapers/0	Sarments/Dre	essings/Ma	sks				1						
Persons w/ Disa	abilities (PWD) - General		1		1	1	2							
Persons w/ Disa	abilities (PWD) - Hearing I	mpairment						1						
Persons w/ Disa	abilities (PWD) - Internal M	Medical Dev	1											
Persons w/ Disa	abilities (PWD) - Medically	1	4			4	3							
Persons w/ Disa	abilities (PWD) - Metal Imp	olants (joint)		1			4	1						
Persons w/ Disa	abilities (PWD) - Mobility D	1	1			3	1							
Persons w/ Disa	abilities (PWD) - Prosthesi	s/Amputees	and Casts			1								
	abilities (PWD) - Respirato			1		1								
	abilities (PWD) - Service A			1	1									
	abilities (PWD) - Touch Av		1	1			1							
	abilities (PWD) - Visual Im		1											
	abilities (PWD) - Wheelcha		2	1		2	1							
Property - Special H	,	2	5	2			4	8						2
	ial Handling - Damaged Ite		3		1	- 1	4	4						2
	ial Handling - Damaged Ite				1		1	1						
					- 1	1	3							
	sial Handling - Missing Item sial Handling - Missing Item			0	0	1	3							
		1	2	2	2			1						
Request for Assista					1									
Request for Ass	sisiance - Otner				1									
Screening		11	13	12				19						10
	w Member or Airline Empl				1		1							
Screening - Inco		1	3	1	1									
Screening - Ler			2			1	4							
	cedures/Process	9	7	10				18						
0	trieving Abandoned/Confis	1	1		2	1	1							
Screening - Sec	curity Breach			1										

		18	A Contact	Center Tra	veler Comp	laints Rep	ort						
Categories	10-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	3		1	1	3	2	4				1	1	16
2024	1		1	1	2	1	3				1	1	11
Civil Rights							1						
Civil Rights - Race							1						4
Customer Service	1			1	2		1						Ę
Customer Service - TSO	1			1	2		1						į.
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	laged/Missir	ng ItemsC	arry-on Lug	gage								1	
Patdown			1										
Patdown - Flyer as Observer			1										
Property - Special Handling							1						
Property - Special Handling - Damaged It	ems - Carry	-On					1						
Screening						1					1		
Screening - Procedures/Process						1					1		
2025	2				1	1	1						
Additional Information Required/Insufficient In	1												
Additional Information Required/Insufficie	1												
Human Capital	1												
Human Capital - Prospective Employmen	1												
Property - Special Handling					1								
Property - Special Handling - Damaged It	ems - Check	red			1								1
Screening						1	1						2
Screening - Crew Member or Airline Emp	oyee					1							1
Screening - Procedures/Process							1						

Catagorias	40.0-4			Center Trav				05.14	00 1	07 1.1	00 4	O T. t.l
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul		Sep Total
TTN	3		7			5			5			41
2024	3	3	5	3	4	3	2	1	5	4	3	3
Civil Rights											1	
Civil Rights - Screening of Religious or C	ultural Garm	ents									1	
Customer Service	1	1	2			2			2		1	1
Customer Service - TSO	1	1	2	2	4	2	1		2	1	1	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 - Dan	naged/Missi	ng ItemsC	arry-on Lug	ıgage				1				
Persons w/ Disabilities (PWD)										2		
Persons w/ Disabilities (PWD) - Autism S	pectrum									1		
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1		
Property - Special Handling	2	1										
Property - Special Handling - Damaged It	1											
Property - Special Handling - Missing Iter	ns - Carry-C	1										
Property - Special Handling - Missing Iter	1 1											
Screening			2	1		1	1		3	1	1	1
Screening - Inconsistency									1			
Screening - Procedures/Process			2			1	1		2	1		
Screening - Retrieving Abandoned/Confis	cated Items			1							1	
2025		5	2			2	2					1
Customer Service		2					1					
Customer Service - TSO		2					1					
Mishandling of Passenger Property		1										
Mishandling of Passenger Property - Dan	naged/Missi	1										
No Jurisdiction						1						
No Jurisdiction - Refer to CBP						1						
Persons w/ Disabilities (PWD)			2				1					
Persons w/ Disabilities (PWD) - Diabetes			1									
Persons w/ Disabilities (PWD) - Internal M		ices					1					
Persons w/ Disabilities (PWD) - Mobility I			1									
Screening		2				1						
Screening - Inconsistency		1										
Screening - Procedures/Process		1				1						

4			Contact C										
ntegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUL 2024	23 12	22 13	25 14	18 7	15 7	15 7	25 12	9	5 5	5 5	4	11 11	177 106
Advanced Imaging Technology (AIT)	12	13	14	'	,	1	12	,	J	3	*	- ''	100
Advanced Imaging Technology (AIT) - Fly	er					1							
Civil Rights		1	1	1				3	1	1		2	10
Civil Rights - Constitutional Rights										1		1	2
Civil Rights - Not Specified			1										1
Civil Rights - Race		1		1					1			1	
Civil Rights - Sex								1					
Civil Rights - Sexual Orientation	_							2					2
Customer Service Customer Service - TSO	7	1 1	8 8	1 1	3	1 1	2	2	1 1	1		4	31
Hazardous Materials Safety	/	ı	0	ı	3	1			ı	I		4	3
Hazardous Materials Safety - General						1							
Locks		1					1						2
Locks - Missing or Damaged Lock		1					1						2
Lost and Found								2					
Lost and Found - Airport/TSA								2					:
Mishandling of Passenger Property	1	2		1	1		1	1		1	2	1	11
Mishandling of Passenger Property - Dam		g ItemsCa	arry-on Lug	1	1		1				2	1	(
Mishandling of Passenger Property - Dam		1						1		1			
Mishandling of Passenger Property - Disa	rrayed Item	1											
No Jurisdiction				1									
No Jurisdiction - No Referral				1									
Patdown									1	1		1	
Patdown - Flyer				4		4	0		1	1		1	
Persons w/ Disabilities (PWD)				1		1	2			1			
Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive		ntal /Manta	I Dischility	1			1			1			
Persons w/ Disabilities (PWD) - Cognitive		illai /ivieilla	ii Disability			1				1			
Persons w/ Disabilities (PWD) - Touch Av		trauma)					1						
Property - Special Handling	Croiorr (pairs	1	2										
Property - Special Handling - Damaged Ite	l ems - Carrv	1	1										
Property - Special Handling - Damaged Ite			1										
Screening	4	7	3	2	3	3	6	1	2		2	3	3
Screening - Inconsistency	1	1					1						
Screening - Lengthy Lines	1	2	2		1	2	3		2			1	1
Screening - Procedures/Process	2	4	1	2	2		2	1			1	2	1
Screening - Retrieving Abandoned/Confis	cated Items					1							
Screening - Shoe Screening											1		
2025	11	9	11	11	8	8	13						7
Civil Rights		1	1				2						
Civil Rights - Age			1				1						
Civil Rights - National Origin													
Civil Rights - Not Specified													
Civil Dighta Cov		1					1						
Civil Rights - Sex	2	1	2	2	4		1						
Customer Service	3	1	2	2	4								1
Customer Service Customer Service - Others		1			1		5						1
Customer Service Customer Service - Others Customer Service - TSO	3		2	2			1						1
Customer Service Customer Service - Others Customer Service - TSO Locks		1			1		5						1
Customer Service Customer Service - Others Customer Service - TSO		1 1 1			1	2	5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	3	1 1 1	2	2	1	2	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 2	1 1 1	2	2	1	2	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2	1 1 1	2	2 2 1	1		5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2	1 1 1	2 2	2 2 1	1	2	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction	2 2	1 1 1	2 2 3	2 2 1	1	2	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown	2 2	1 1 1	2 2 3	2 2 1	1	2	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer	2 2	1 1 1 1 1 1 g ItemsC	2 2 3 3 3	2 1 1	1	2 1	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 2	1 1 1 1 1 1 g ItemsC	2 2 3	2 1 1	1	2 1 1 2	5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes	2 2	1 1 1 1 1 1 g ItemsC	2 2 3 3 3	2 1 1	1 3	2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	2 2 2 aged/Missin	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3	2 1 1	1 3	2 1 1 2	1 5 5						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D	2 2 2 aged/Missin	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 3 3 3 2 2 e Body	2 1 1	1 3	2 1 1 2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	2 2 2 aged/Missin	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 E Body 1	2 1 1	1 3	2 1 1 2	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer 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) - Medically Persons w/ Disabilities (PWD) - Medically	2 2 2 aged/Missin Devices - Atta	1 1 1 1 1 1 1 1 ached to the Medication	2 2 3 3 3 2 2 e Body 1 1	2 1 1	1 1	2 1 2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medicall D	2 2 2 aged/Missin Devices - Atta Necessary I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 E Body 1	2 1 1	1 1 1 2	2 1 1 2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling	2 2 2 aged/Missin  Devices - Atta v Necessary tolants (joint) 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 e Body 1 1	2 1 1	1 1	2 1 2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite	2 2 2 2 agged/Missin Devices - Attata v Necessary 1 2 1 ems - Checl	1 1 1 1 1 g ItemsC  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 e Body 1 1	2 1 1	1 1 2 1	2 1 1 2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 2 2 agged/Missin Devices - Atta Necessary I blants (joint) 2 1 ems - Checl	1 1 1 1 1 g ItemsC  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 Body 1 1	2 1 1	1 1 1 2	2 1 1 2 1	1 5 5 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Impersons w/ Disab	Devices - Atta Necessary I Dants (joint) 2 1 ems - Checl ns - Carry-Or	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 e Body 1 1	2 1 1 1 1	1 1 2 1 1	2 1 1 1 1 1 1 1	1 5 5 1 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically	Devices - Atta Necessary I Dants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 g ItemsC  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 Body 1 1	2 1 1	1 1 2 1	2 1 1 2 1	1 5 5 1 1 1 1 1 1 1 1						1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	Devices - Atta Necessary I Dants (joint) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 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 3 3 3 2 2 Body 1 1	2 1 1 1 1	1 1 2 1 1 1	2 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						11 11 11 11 11 11 11 11 11 11 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	Devices - Atta Necessary Incense - Carry-Or A oyee	1 1 1 1 1 1 1 g ItemsC	2 2 3 3 3 2 2 Body 1 1	2 1 1 1 1 1 1	1 1 2 1 1	2 1 1 2 1 1 1	1 5 5 1 1 1 1						11 11 11 11 11 11 11 11 11 11 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical Impersons w/	2 2 2 2 agged/Missin  Devices - Atta v Necessary lants (joint) 2 1 1 ems - Checl ns - Carry-Or 1 4 oyee	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 3 3 3 2 2 Body 1 1	2 1 1 1 1	1 1 2 1 1 1	2 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						11
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	2 2 2 2 agged/Missin  Devices - Atta v Necessary lants (joint) 2 1 1 ems - Checl ns - Carry-Or 1 4 oyee	1 1 1 1 1 1 1 g ItemsC	2 2 3 3 3 2 2 Body 1 1	2 1 1 1 1 1 6	1 1 2 1 1 1	2 1 1 2 1 1 1	1 5 5 1 1 1 1						17

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUP		1			1								2
2025		1			1								2
Civil Rights					1								1
Civil Rights - Race					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	iaged/Missii	1											1

October				Center Trav									
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	13	12	17		13	17	20	2	5	3	6	9	128
2024 Airline	1	5	8	3	8	8	12	2	5	1	6	9	<b>70</b>
Airline - Policy/Regulations/Service										1			1
Civil Rights		1				1	5	1		- 1			8
Civil Rights - National Origin						'	1						1
Civil Rights - Race						1	3	1					5
Civil Rights - Sex		1					1						2
Claims			1										1
Claims - General			1										1
Customer Service	1	1	4	1	4	3	5		2			3	24
Customer Service - TSO	1	1	4	1	4	3	5		2			3	24
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property					1	2	1		2		1		7
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsCa	arry-on Lug	ıgage	1				2		1		4
Mishandling of Passenger Property - Dam	naged/Missing	ltemsCh	hecked Baç	ggage		2							2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d			1						1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - Gener	al		1										1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)					1	1			1	1	2	1	7
Persons w/ Disabilities (PWD) - Diabetes		//	-1									1	1
Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - Medically				al Cupplica							1		1
						1			1	1			1
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato				er)					I	1	1		2
Persons w/ Disabilities (PWD) - Respirate  Persons w/ Disabilities (PWD) - Wheelch			ii.		1						- 1		1
Property - Special Handling		1		1	ı							1	3
Property - Special Handling - Damaged It	l ems - Carry-C			1									1
Property - Special Handling - Missing Iten		1		'									1
Property - Special Handling - Missing Iten												1	1
Screening		2		1	1		1	1		1	3	4	14
Screening - Classified Materials												1	1
Screening - Procedures/Process		2		1	1		1	1		1	3	3	13
2025	12	7	9	8	5	9	8						58
Airline		1					1						2
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	1		2			1							4
Civil Rights - Age			1										1
Civil Rights - Other			1										1
Civil Rights - Race	1												1
Civil Rights - Screening of Religious Cultu	1					1							1
Customer Service	3	2	2			1							9
Customer Service - TSO	3	2	2	1		1							9
Locks						1							1
Locks - Missing or Damaged Lock					0	1							1
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	2 2				2	1							5
No Jurisdiction			1			- '							1
No Jurisdiction - No Referral			1										1
Patdown		2			1								3
Patdown - Flyer		1			1								2
Patdown - Flyer as Observer		1			'								1
Persons w/ Disabilities (PWD)	3	1	2	3	1	3	1						14
Persons w/ Disabilities (PWD) - Cancer (			1										1
Persons w/ Disabilities (PWD) - Cognitive	,				1								1
Persons w/ Disabilities (PWD) - Diabetes		1					1						2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment			2									2
Persons w/ Disabilities (PWD) - Medical I	2												2
Persons w/ Disabilities (PWD) - Medically			1			1							3
Persons w/ Disabilities (PWD) - Mobility [		Wheelcha	air or Scoot	1		1							2
Property - Special Handling	1	1		1			2						5
	1			1			1						3
Property - Special Handling - Damaged It							1						2
Property - Special Handling - Missing Iten	ns - Checke	1											
	ns - Checke 2	1	2	3	1	2	4						14
Property - Special Handling - Missing Iten	1	1	2	3	1	2							14
Property - Special Handling - Missing Iten Screening	1	1	2		1		4						

		18	A Contact	Center Tra	veler Comp	ilaints Rep	ort						
Categories	10-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	2		4		1		1	1	4	3	5	3	2
2024	2						1	1	4	3	5	3	19
Customer Service									1		3	1	
Customer Service - TSO									1		3	1	
Human Capital									1				
Human Capital - TSA Background Check									1				
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown									1	1	1	1	
Patdown - Flyer									1	1	1	1	
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
Screening							1	1	1	2	1	1	
Screening - Inconsistency												1	
Screening - Lengthy Lines										2			
Screening - Procedures/Process							1	1	1		1		
2025			4		1								
Customer Service			2		1								
Customer Service - TSO			2		1								
No Jurisdiction			1										
No Jurisdiction - No Referral			1										
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Metal Imp	olants (ioint)		1										

		10	A Contact	Center IIa	veier com	nanns nep	OIL						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	2		4		1				1				8
2024	1								1				2
Patdown									1				1
Patdown - Flyer									1				1
Screening	1												1
Screening - Procedures/Process	1												1
2025	1		4		1								6
Civil Rights			1										1
Civil Rights - National Origin			1										1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown			1										1
Patdown - Children			1										1
Screening			2		1								3
Screening - Inconsistency			1		1								2
Screening - Procedures/Process			1										1

		13/	A Contact	center ira	veier Comi	piaints Rep	ort						
Categories	10-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	1	2	1	2		1	3			1		2	1:
2024		2	1	1		1	1			1		2	9
Customer Service			1	1		1	1			1			5
Customer Service - TSO			1	1		1	1			1			į
Patdown		1											
Patdown - Flyer		1											
Screening		1										2	;
Screening - Inconsistency		1											•
Screening - Procedures/Process												2	
2025	1			1			2						4
Patdown	1												•
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Screening				1			1						2
Screening - Procedures/Process				1			1						7

Catagorias	40.0-4		Contact Ce					05.15	00 1	07 1-1	00 4	00.0	T. 4-1
Categories	10-Oct			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS 2024	15 2	11 6	9	12 7	7	9	16 6	10 10	7 7				119 68
Additional Information Required/Insufficient Inf		0	3	,	3	1	1	10	,	,	9	,	<b>ხ</b> გ
Additional Information Required/Insufficier		n - EMAII ∩N	NLY				1						1
Advanced Imaging Technology (AIT)	it illioilliatio	II - LIVIAIL OI	VL 1	1			'						1
Advanced Imaging Technology (AIT) - Fly	er			1									1
Airline	oi.			- '			1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights		1		1				1	1	1			5
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights									1				1
Civil Rights - Race		1						1					2
Civil Rights - Sexual Orientation				1									1
Customer Service	2	2	3	4	1	1	2	2	2	2	3	2	26
Customer Service - CSM				1								1	2
Customer Service - TSO	2	2	3	3	1	1	2	2	2	2	3	1	24
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property									1	3	1	2	7
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCari	ry-on Lugga	ge						3		1	4
Mishandling of Passenger Property - Dam									1		1	1	3
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)				1				3	2		2	1	9
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Mental	Disability								1		1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing In	mpairment							1					1
Persons w/ Disabilities (PWD) - Medically		Medication a	nd Medical S	Supplies				1					1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)			1									1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelchair	or Scooter)								1		1
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts										1	
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	er Equipment	t						1				1
Property - Special Handling									1	1	1		3
Property - Special Handling - Damaged Ite	ems - Carry-	On							1	1	1		3
Screening		2			2		1	4			1	2	12
Screening - Crew Member or Airline Empl	oyee							1					1
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1						1				2	4
Screening - Procedures/Process		1			2			2			1		6
2025	13	5	6	5	4	8	10						51
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights	1		2				1						4
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights			1										1
Civil Rights - Race	1												1
Civil Rights - Sex			1										1
Customer Service	4	1	1	2	1	3	1						13
Customer Service - TSO	4	1	1	2		3	1						13
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property	1						2						3
Mishandling of Passenger Property - Dam		g ItemsCarı	ry-on Lugga	ge			1						1
Mishandling of Passenger Property - Dam	1						1						2
Patdown			1			1	1						3
Patdown - Flyer			1			1	1						3
Persons w/ Disabilities (PWD)	4	2	1		1	1							9
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically		Medication a	nd Medical S	Supplies		1							1
Persons w/ Disabilities (PWD) - Mobility [	1												1
Persons w/ Disabilities (PWD) - Respirato	2												2
Persons w/ Disabilities (PWD) - Wheelcha	1	2			1								4
Property - Special Handling	1	2	1	1		1	2						8
Property - Special Handling - Damaged It	1	1		1		1							4
Property - Special Handling - Damaged Ite	ems - Checl	1	1				2						4
Screening	1			1	1	1	3						7
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1						2						3

		13	A Contact	Center Tra	veier Comp	namis kep	ort						
Categories	10-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	1	1		1	4	1		1			1		10
2024				1		1		1			1		4
Civil Rights				1		1					1		3
Civil Rights - Race						1					1		2
Civil Rights - Sex				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checke	d						1					1
2025	1	1			4								6
No Jurisdiction					2								2
No Jurisdiction - No Referral					2								2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening					2								2
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
VCT				1					1				2
2024									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal In	nplants (joint	)							1				1
2025				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal In	nplants (joint	)		1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VEL				1		1							2
2024				1		1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	1									1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Service A	nimals					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
VLD					1								1
2024					1								1
Screening					1								1
Screening - Procedures/Process					1								1

tegories	10-Oct 11		ontact Cen 2-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS		-NOV 1.	2-Dec 0 11	1-Jan 8	02-Feb 17	03-War 20	04-Apr 15	05-мау 13	06-Jun 18	07-Jul	08-Aug 17	09-Sep 5	
	13												10
2024	6	10	6	4	12	13	6	13	18	14	17	5	1:
Airline					1_								
Airline - Wheelchair Assistance					1								
Civil Rights		1				1		1	1			1	
Civil Rights - Age						1							
Civil Rights - Other									1				
Civil Rights - Race		1											
Civil Rights - Sex								1				1	
Claims	1												
Claims - Status	1												
Customer Service	1	7	5	1	7	6	1	6	7	5	6	3	
Customer Service - TSO	1	7	5	1	7	6	1	6	7	5	6	3	
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property				1	1	1			1	2			
Mishandling of Passenger Property - Dam	  aged/Missing It	ame_Carry	on Luggae		1								
					ı								
Mishandling of Passenger Property - Dam	iageu/iviissiiig Iti I	smscnec	ven Daí	1		1			1	2			
Patdown				1			1	1	2	2			
Patdown - Children									1				
Patdown - Flyer				1			1	1	1	2			
Persons w/ Disabilities (PWD)	1				1	1		4	3		6	1	
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental D	isability								1		
Persons w/ Disabilities (PWD) - Diabetes								1			2		
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	Medical S	upplies				1	1		1		
Persons w/ Disabilities (PWD) - Mobility [					1			1				1	
Persons w/ Disabilities (PWD) - Prosthesi			. 000010.7					1	1		1		
Persons w/ Disabilities (PWD) - Touch Av								'			1		
· ,		iiia)							1		- '		
Persons w/ Disabilities (PWD) - Wheelch									1				
Property - Special Handling	1			1		1	1			2			
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged It							1			1			
Property - Special Handling - Missing Iten				1		1							
Property - Special Handling - Missing Iten	ns - Checked									1			
Screening	2	2	1		2	3	3	1	4	3	4		
Screening - Inconsistency					1	1	2		2	1			
Screening - Procedures/Process	2	2	1		1	2	1	1	2	2	4		
2025	7	5	5	4	5	7	9						
Civil Rights	1						1						
Civil Rights - Race	1												
Civil Rights - Sex	•						1						
Customer Service	2		1	2	1	4	2						
	3		1	3									
Customer Service - TSO	3		1	3	1	4	2						
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam		emsCarry		е		1							
Persons w/ Disabilities (PWD)	2		1		2	1							
Persons w/ Disabilities (PWD) - Autism S	pectrum					1							
Persons w/ Disabilities (PWD) - Cognitive	1												
Persons w/ Disabilities (PWD) - Medically	1				1								
Persons w/ Disabilities (PWD) - Mobility [		heelch	1		1								
Property - Special Handling		1		1	1		2						
Property - Special Handling - Damaged It	ems - Carry-On	•		1	•		1						
Property - Special Handling - Damaged It		1					1						
		I			4								
Property - Special Handling - Missing Item					1								
Property - Special Handling - Missing Iten							1						
Screening	1	4	3		1	1	4						
	I .	1	1										
Screening - Inconsistency		- '											
Screening - Inconsistency Screening - Lengthy Lines		1											

Categories	10-Oct	11-Nov	12-Dec	01-Jan	veler Comp 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VRB	10 000	4	4	2		oo ma	3		1	1	1	ос сор	18
2024		1	7	1	1		J	1	1	1	1		
Civil Rights					•				1	•			
Civil Rights - Constitutional Rights									1				
Customer Service				1					'				
Customer Service - TSO				1									
Persons w/ Disabilities (PWD)		1		'									
Persons w/ Disabilities (PWD) - Diabetes		1											
Property - Special Handling								1					
Property - Special Handling - Missing Item	ı ns - Carry-Or	า						1					
Screening	l				1						1		
Screening - Procedures/Process											1		
Screening - Retrieving Abandoned/Confis	cated Items				1								
SIDA (Security Identification Display Area)										1			
SIDA (Security Identification Display Area	) - General									1			
2025	ĺ	3	4	1			3						1.
Civil Rights		1											
Civil Rights - Race		1											
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lug	1									
No Jurisdiction		1	2										
No Jurisdiction - No Referral			1										
No Jurisdiction - Refer to CBP			1										
No Jurisdiction - Refer to FAA		1											
Persons w/ Disabilities (PWD)		1	1										
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1										
Persons w/ Disabilities (PWD) - Service A	Animals	1											
Screening			1				2						
Screening - Procedures/Process			1				2						

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WYS		1								1	1		3
2024										1	1		2
Patdown										1			1
Patdown - Flyer										1			1
Screening											1		1
Screening - Procedures/Process											1		1
2025		1											1
Screening		1											1
Screening - Procedures/Process		1											1

Onto moving	100:					laints Rep					•••		
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	3	5	11	8	8	11	9			5			
2024	2	1	1	2	2	1	4	5	7	5	6	5	•
Airline									1				
Airline - Policy/Regulations/Service									1				
Civil Rights									1	1		1	
Civil Rights - National Origin										1			
Civil Rights - Perceived Religion												1	
Civil Rights - Race									1				
Customer Service	1			1			2	1	3		3	1	
Customer Service - TSO	1			1			2	1	3		3	1	
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property				1					1	1	1	1	
Mishandling of Passenger Property - Dam	naged/Missing It	emsCarr	y-on Lug	1						1			
Mishandling of Passenger Property - Dan	naged/Missing It	emsChed	cked Bagga	age					1		1		
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on or	Checked									1	
No Jurisdiction					1			1				1	
No Jurisdiction - No Referral					1			1				1	
Patdown		1					1						
Patdown - Flyer		1					1						
Persons w/ Disabilities (PWD)	1		1		1	1		1			1		
Persons w/ Disabilities (PWD) - Autism S						•		1					
Persons w/ Disabilities (PWD) - Breast C								'			1		
Persons w/ Disabilities (PWD) - Diabetes					1								
Persons w/ Disabilities (PWD) - Hearing I					!	1							
Persons w/ Disabilities (PWD) - Medically			1			'							
Property - Special Handling	'		- 1				1	1			1		
Property - Special Handling - Damaged It	oma Chaakad						- 1	1			1		
Property - Special Handling - Missing Iter							1				1		
	lis - Checked						I						
Screening								1		3 1		1	
Screening - Inconsistency													
Screening - Lengthy Lines										1			
Screening - Procedures/Process							_	1		1		1	
2025	1	4	10	6	6	10	5						
Civil Rights			1			2							
Civil Rights - Constitutional Rights						2							
Civil Rights - Sex			1										
Customer Service			3	2	1	2							
Customer Service - TSO			3	2	1	2	1						
Human Capital						1							
Human Capital - Prospective Employmen						1							
Mishandling of Passenger Property	1			1									
Mishandling of Passenger Property - Dan	1 1			1									
Patdown				1	1	1							
Patdown - Flyer				1	1	1							
Persons w/ Disabilities (PWD)			1			3							
Persons w/ Disabilities (PWD) - Cancer (	general) Not Bre	ast Cance	r			1							
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not W	/heelch	1										
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway				1							
Property - Special Handling		-		1			1						
Property - Special Handling - Missing Iter	ns - Checked			1			1						
Screening		4	5	1	4	1	3						
Screening - Inconsistency		•			1								
Screening - Lengthy Lines					2								
	The second secon												
Screening - Procedures/Process		4	4	1	1	1	3						

		10	A Contact (	center rra	veiei comp	iaiiiis nep	OΓL						
Categories	10-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	5	1	1	1	2	2	2	1		1	1	3	20
2024	2		1		1	1	1	1		1	1	3	12
Customer Service						1	1			1	1		4
Customer Service - TSO						1	1			1	1		4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Bag	gage				1					1
Property - Special Handling	1											1	2
Property - Special Handling - Damaged II	tems - Check	ed										1	1
Property - Special Handling - Missing Iter	1												1
Screening	1		1		1							2	5
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		1									1	3
2025	3	1		1	1	1	1						8
Customer Service	2					1	1						4
Customer Service - TSO	2					1	1						4
Screening	1	1		1	1								4
Screening - Inconsistency	1	1											2
Screening - Procedures/Process				1	1								2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	1												1
2025	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1

Ontonovico	40.0.4			Ochter IIa	•	^				A= 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
YKM		1				2	1				1	1	
2024						1					1	1	;
Customer Service												1	
Customer Service - TSO												1	
Notice of Violation/Civil Penalties											1		
Notice of Violation/Civil Penalties - Gener	al										1		
TWIC						1							
TWIC - Status						1							
2025		1				1	1						
Additional Information Required/Insufficient Information	formation	1											
Additional Information Required/Insufficient	nt Informatio	. 1											
Notice of Violation/Civil Penalties							1						
Notice of Violation/Civil Penalties - Gener	al						1						
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Checke	d				1							

Cotomonico	10.0.1				eler Comp				•••		•••		
Categories	10-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	28,082	23,785	25,733	24,197	24,848	29,650	27,792	12,143	11,334	12,265	13,564	13,492	246,885
2024	13,304	9,336	10,528	8,925	10,095	12,121	12,075	12,143	11,334	12,265	13,564	13,492	139,182
Additional Information Required/Insufficient Inf	16	16	9	7	6	15	7	7	21	7	23	13	147
Additional Information Required/Insufficier	16	16	9	7	6	15	7	7	21	7	23	13	147
Advanced Imaging Technology (AIT)		1					1			3			5
Advanced Imaging Technology (AIT) - Fly							1			3			4
Advanced Imaging Technology (AIT) - Ge	neral	1											1
Airline	8	6	12	13	13	22	18	20	19	31	40	34	236
Airline - Baggage Requirements							1	1		1	2		5
Airline - Lost Baggage	1	1	2	2		2	3	1	3	3	3	3	24
Airline - Policy/Regulations/Service	6	5	9	10	13	19	13	16	14	27	32	28	192
Airline - Wheelchair Assistance	1		1	1		1	1	2	2		3	3	15
Animals				1					1				2
Animals - Carry-On				1					1				2
Business, Suggestions, and Ideas	1									1			2
Business, Suggestions, and Ideas - Gene	1									1			2
Cargo	2		1			1		2	1		1		8
Cargo - Indirect Air Carrier (IAC)			1					1					2
Cargo - Known Shipper	2					1		1	1		1		6
Civil Rights	5	3	2	6	4	5	6	4	8	5	2	4	54
Civil Rights - Age		1						1	1	1		2	6
Civil Rights - Civil Rights Violation (TSA E	mplovee)					1	1	1	•			1	4
Civil Rights - Constitutional Rights	inployee)		1				· ·		1	1			3
Civil Rights - National Origin			'	1	2	1	1		2	1			8
Civil Rights - Not Specified				'	1		1		1	1		1	5
Civil Rights - Other	3				'		1		'	- '		'	4
Civil Rights - Other	3					1	- 1						1
Civil Rights - Race	0			2	4		0	0	2	4	4		
	2	1		3	1	2	2	2	3	1	1		18
Civil Rights - Screening of Religious Cultu	irai and Cer	1											1
Civil Rights - Sex	_		1	2							1		4
Claims	2	2	6	6	4	6	8	3	2	3	5	2	49
Claims - General		1	4	2	1	5	6	1	1		2		23
Claims - Status	2	1	2	4	3	1	2	2	1	3	3	2	26
CLEAR					3	12	13	12	9	8	4	7	68
CLEAR - Registered Traveler					1	1	6	3	2	2	2		17
CLEAR - TSA PreCheck Application Prog	ram				2	11	7	9	7	6	2	7	51
CSM/Stakeholder Follow-up												1	1
CSM/Stakeholder Follow-up - General												1	1
Current Topic											1		1
Current Topic - Current Topic											1		1
Customer Service	11	11	75	57	36	44	30	34	45	25	30	22	420
Customer Service - CSM				2		1	1	1	1		1		7
Customer Service - Others	3	4	13	12	11	11	7	6	13	3	6	1	90
Customer Service - TCC	2	1	3	4	4	2	1	1	4	1	1	1	25
Customer Service - TSO	6	6	59	39	21	30	21	26	27	21	22	20	298
DHS TRIP	2	5	15	10	6	16	17	9	19	18	24	14	155
DHS TRIP - General	2	5	15	10	5	12	16	8	16	17	23	13	142
DHS TRIP - Status	_		10	10	1	4	1	1	3	1	1	1	13
Expedited Passenger Screening Program	13,113	9,133	10,100	8,530	9,723	11,601	11,640	11,744	10,849	11,800	13,051	13,074	134,358
Expedited Passenger Screening Program	3	2	9	7	1	2	2	1 1	10,043	3	10,001	10,014	30
Expedited Passenger Screening Program		1		'	1	1	1	!	2	1		1	9
Expedited Passenger Screening Program		45	38	32	43	49	30	61	33	36	25	16	448
Expedited Passenger Screening Program		1	3	5	3	49	2	4	33	1	25	2	
		ı			3			4		ı			25 4
Expedited Passenger Screening Program		504	2	1	507	1	040	4.000	4.445	4.540	4.040	4.050	
Expedited Passenger Screening Program		564	692	480	507	897	918	1,083	1,415	1,542	1,913	1,953	12,646
Expedited Passenger Screening Program	12,369	8,493	9,334	7,984	9,155	10,632	10,671	10,583	9,383	10,196	11,088	11,079	120,967
Expedited Passenger Screening Program	18	27	22	21	13	15	16	12	16	21	25	23	229
Federal Air Marshall Service (FAMS)			2									1	3
Federal Air Marshall Service (FAMS) - Ge	neral		2									1	3
Freedom of Information Act (FOIA)		2			1			1			1	1	6
Freedom of Information Act (FOIA) - Gene		2			1			1			1	1	6
General Aviation	1		1			1					1	1	5
General Aviation - Flight Training Security	1		1			1					1	1	5
Hazardous Materials Safety	2	1	4	5	7	7	4	2	4	3	3	1	43
Hazardous Materials Safety - General	2	1	4	5	7	7	4	2	4	3	3	1	43
HAZMAT Endorsement	7	8	13	7	6	12	12	8	15	13	13	9	123
HAZMAT Endorsement - General	4	1	4	2	3	8	4	3	5	4	7	3	48
HAZMAT Endorsement - Status	3	7	9	5	3	4	8	5	10	9	6	6	75
Human Capital	13	7	1	4	2	2	4	4	12	9	21	14	93
Human Capital - Current Employee				1				1					2
Human Capital - Employment Verification						1		2					3
Human Capital - Former Employee	1					1					1		3
Human Capital - Prospective Employment	12	6	1	3	1		4	1	10	7	18	14	77
Human Capital - TSA Background Check		1			1				2	2	2		8
Intranet/Internet Inquiries	2	2	1	1		2		1				1	10
Intranet/Internet Inquiries - General	2	2	1	1		2		1				1	10
Locks	1	2	5	5	5	9	9	7	5	3	4	3	58
Locks - General	<u>'</u>	1	5	3	2	1	9	1	2	1	2	J	
	4		-	-			^					2	10
Locks - Missing or Damaged Lock	1	1	5	5	3	8	9	6	3	2	2	3	48
Lost and Found	4	5	15	15	7	6	9	11	15	14	10	9	120
Lost and Found - Airport/TSA	4	5	15	15	7	6	9	11	15	14	10	9	120
Mishandling of Passenger Property	3	9	46	41	52	66	36	46	40	40	26	19	424
Mishandling of Passenger Property - Dam							2						2
Mishandling of Passenger Property - Dam		4	29	21	33	37	17	22	17	21	14	11	229
Mishandling of Passenger Property - Dam		4	8	14	15	22	12	20	20	13	12	6	146
Mishandling of Passenger Property - Dam	aged/Missii	1	4	4	3	5	5	4	2	6		1	35

Categories	40.0-4				eler Comp			05.14	00 1	07 1.1	00 4	00.0	T-4-1
	10-Oct		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 - Dis			5	2	1	2			1			1	12
No Jurisdiction	66	67	75	83	112	159		116	132	166		156	1,434
No Jurisdiction - No Referral	11	20	28	24	23	38	26	36	36	45	51	35	373
No Jurisdiction - Refer to CBP	44	36	37	32	58	89	86	52	55	81	92	86	748
No Jurisdiction - Refer to Department of	State	1	2	5	1	7	3	3	1	5	3		31
No Jurisdiction - Refer to FAA				1	2	4	3	1	3	2	1	3	20
No Jurisdiction - Refer to Other	11	10	8	21	28	21	20	24	37	33	17	32	262
No Subject			10	3	4	5	3	1	1	1	1	1	30
No Subject - General			10	3	4	5	3	1	1	1	1	1	30
Notice of Violation/Civil Penalties	6	2	4	4	4	10			11	6	9	9	75
Notice of Violation/Civil Penalties - Gene		2	4	4	4	10			11	6		9	75
Ombudsman			2	1		2		2	1				8
Ombudsman - General			2	1		2		2	1				8
Patdown	2	2	15	2	8	3		3	12	2	4	6	61
Patdown - Children		1	10		0	3		3	2		1	0	4
			4.4	0									
Patdown - Flyer	2	1	14	2	5	3	2	3	9	2	3	6	52
Patdown - Flyer as Observer					2								2
Patdown - General			1		1								2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	5	4	4	10	14	17		20	15	12	24	16	153
Persons w/ Disabilities (PWD) - Assistiv	e Technology						1					1	2
Persons w/ Disabilities (PWD) - Autism	Spectrum					1	1	2			1	2	7
Persons w/ Disabilities (PWD) - Cognitiv	e /Developme	ental /Mental	Disability	1			1	1		2	1	1	7
Persons w/ Disabilities (PWD) - Diabete			1		2			2	1	1		2	9
Persons w/ Disabilities (PWD) - Diapers		essings/Mas				1							1
Persons w/ Disabilities (PWD) - Genera		ooogo,ao		3	2	4		4	4		2		19
Persons w/ Disabilities (PWD) - General				3		-		1					13
· ,		200	4										
Persons w/ Disabilities (PWD) - Internal			1					1	2	1			5
Persons w/ Disabilities (PWD) - Medica		ached to the	Body			2				1		2	7
Persons w/ Disabilities (PWD) - Medical		1	1	2	5		1	3	6	2	10	4	37
Persons w/ Disabilities (PWD) - Metal Ir	nr 1			2		2		2	1		3	2	13
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1		1	3		1			1	2	2	11
Persons w/ Disabilities (PWD) - Ostomy	/Ostomates									1	1		2
Persons w/ Disabilities (PWD) - Prosthe		1				1	1	1			1		5
Persons w/ Disabilities (PWD) - Respira			nt								1		1
Persons w/ Disabilities (PWD) - Respire		ci Equipinici	ıı			1	1		1		- '		3
									ı				
Persons w/ Disabilities (PWD) - Visual I						1					1		3
Persons w/ Disabilities (PWD) - Wheeld		1	1	1	2	4	2	3		2	1		19
Persons w/ Disabilities (PWD) - Wounder	ed Warrior									1			1
Property - Special Handling	6	12	29	35	20	26	19	24	30	18	18	7	244
Property - Special Handling - Damaged	lte 2	3	10	13	4	8	5	6	8	2	8	3	72
Property - Special Handling - Damaged	lte 1	1	4	2	4	8	1	1	3	2	3	1	31
Property - Special Handling - Missing Ite		4	7	7	4	3		9	4	8		2	61
Property - Special Handling - Missing Ite		4	8	13	8	7		8	15	6		1	80
Request for Assistance	1		0	13	0	1		0	13	0	3		3
				ı									
Request for Assistance - Other						1			1				2
Request for Assistance - Wounded War	_ `	,		1									1
Screening	22	28	74	64	54	56	48	46	54	63	63	54	626
Screening - Children			1	1	1	1							4
Screening - Crew Member or Airline Em	ployee		1	1	1		1	1		1			6
Screening - Cruise Ships		1	2						2				5
Screening - Gate Pass								1		3	2		6
Screening - Inconsistency	3	5	7	6	7	6	5	3	5	6		2	62
Screening - International Screening	3	6	10	8	8	10		2	6	4		6	75
	_												
Screening - Lengthy Lines	1	1	8	6	4	1	6	2	2	1	4	4	40
Screening - Military								1					1
Screening - Procedures/Process	13	13	42	39	29	35		31	34	45		39	386
Screening - Retrieving Abandoned/Conf	s 1	2	1	2	3	2	4	4	3	3	3	2	30
Screening - Security Breach	1		1	1	1	1		1	2			1	9
Screening - Traveling with Cash			1				1						2
SIDA (Security Identification Display Area)		1				1					2	1	5
SIDA (Security Identification Display Are	a) - General	1				1					2	1	5
Transcriptions	1					1			1				2
Transcriptions - Claim Form Request	+					1			1				2
·						1			1				
TSA Contact Information							1	1					2
TSA Contact Information - General							1	1					2
TWIC	4	7	7	14	4	13		15	11	14		12	148
TWIC - General	2	3	5	7	2	7		10	7	11		5	89
TWIC - Status	2	4	2	7	2	6		5	4	3	7	7	59
2025	14,778	14,449	15,205	15,272	14,753	17,529	15,717						107,703
Additional Information Required/Insufficient I	nt 16	8	12	8	8	8	9						69
Additional Information Required/Insuffici		8	12	8	8	8							69
Advanced Imaging Technology (AIT)	1	-					1						1
Advanced Imaging Technology (AIT) - F	lver						1						1
	44	00	66	66	57	56							
Airline	44	62											394
Airline - Baggage Requirements			1	1	2	2							8
Airline - Lost Baggage	1	5	10	6	2	6							33
Airline - Policy/Regulations/Service	42	53	48	59	50	43	35						330
Airline - Positive Bag Match Program		1					1						2
Airline - Wheelchair Assistance	1	3	7		3	5	2						21
Animals	1		1				1						2
Animals - Carry-On			1				1						2
	+ .												
Cargo	1	1	2	2	3	1							13
Cargo - Indirect Air Carrier (IAC)	1				1		2						4
Cargo - Known Shipper		1	2	2	2	1							9
Civil Rights	4	8	9	6	4	9	6						46

		TSA		Center Trav	eler Comp	laints Repo	ort						
Categories	10-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								2
Civil Rights - Civil Rights Violation (TSA I	mployee)	1				1							2
Civil Rights - Constitutional Rights	I ' ' '		1		1		1						3
Civil Rights - Headwear				1									1
		4	4			2	4						
Civil Rights - National Origin		1	1			3	1						8
Civil Rights - Not Specified	1	1	4		1	1							9
Civil Rights - Other	2		1										3
Civil Rights - Race		2	2	2		4	4						14
Civil Rights - Sex		1			1								2
Civil Rights - Sexual Orientation	1	1											2
Claims	11	9	16	15	13	10	9						83
Claims - General	2	2	4		4		1						16
Claims - Status	9	7	12		9	10	8						67
	7	7			7								
CLEAR			10			8	15						67
CLEAR - Registered Traveler	1	4	7		3	5	7						35
CLEAR - TSA PreCheck Application Prog	6	3	3	5	4	3	8						32
Customer Service	14	14	19	15	14	16	22						114
Customer Service - CSM			1										1
Customer Service - Others	4	2	1	4	1	2	5						19
Customer Service - TCC	3	1	1		1	1	1						8
Customer Service - TSO	7	11	16	11	12	13	16						86
DHS TRIP													
	27	25	14		20	21	19						150
DHS TRIP - General	26	19	14		16	19	17						133
DHS TRIP - Status	1	6		2	4	2	2						17
Expedited Passenger Screening Program	14,187	13,734	14,333	14,115	13,788	16,385	14,762						101,304
Expedited Passenger Screening Program	1	3	1	1									6
Expedited Passenger Screening Program		2	1	1		1	1						7
Expedited Passenger Screening Program		20	29		16	25	26						186
Expedited Passenger Screening Program		1	29		10	1	1						9
		1	2	1			1						9
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program		2,603	2,263		2,745	3,837	2,867						19,479
Expedited Passenger Screening Program		11,070	12,020	11,444	11,011	12,503	11,853						81,452
Expedited Passenger Screening Program	45	35	17	20	16	17	14						164
Federal Flight Deck Officer (FFDO) Program		1				1	1						3
Federal Flight Deck Officer (FFDO) Progr	am - Genera	1				1	1						3
Freedom of Information Act (FOIA)	I		2		1	1	2						6
	orol				1	1							
Freedom of Information Act (FOIA) - Gen			2				2						6
General Aviation	1	3	2		2	3	3						20
General Aviation - Flight Training Security	1	2	2	6	1	3	3						18
General Aviation - General		1			1								2
Hazardous Materials Safety	7	8	12	6	5	6	15						59
Hazardous Materials Safety - General	7	8	12		5	6	15						59
HAZMAT Endorsement	18	8	19		29	29	20						148
	4	4	12		16	17	6						71
HAZMAT Endorsement - General													
HAZMAT Endorsement - Status	14	4	7		13	12	14						77
Human Capital	8	10	13	15	21	17	18						102
Human Capital - Current Employee		1				1							2
Human Capital - Employment Verification	ı	1	1	1	1	1							5
Human Capital - Former Employee		2			2	1	2						7
Human Capital - Prospective Employmen	8	6	12	13	18	13	16						86
Human Capital - TSA Background Check				1									1
Human Capital - Wage Garnishment						1							1
						- 1							
Intranet/Internet Inquiries		1	2		1								5
Intranet/Internet Inquiries - General		1	2	1	1								5
Locks	6	6	7	4	2	6	1						32
Locks - General				1	1	1							3
Locks - Missing or Damaged Lock	6	6	7	3	1	5	1						29
Lost and Found	15	14	16		18	22	12						111
Lost and Found - Airport/TSA	15	14	16		18	22	12						111
Mishandling of Passenger Property	23	31	33		19	29	23						191
Mishandling of Passenger Property - Dan		12	11		10	12	5						75
Mishandling of Passenger Property - Dan		16	21		8	13	13						99
Mishandling of Passenger Property - Dan	1	3	1	1	1	2	3						12
Mishandling of Passenger Property - Disa	1					2	2						5
No Jurisdiction	253	353	451	752	594	738	541						3,682
No Jurisdiction - No Referral	43	54	57		46	59	80						408
No Jurisdiction - Refer to CBP	174	260	346		500	635	436						2,980
No Jurisdiction - Refer to Department of S		4	9		8	4	7						44
No Jurisdiction - Refer to FAA	6	6	9		17	7	5						57
No Jurisdiction - Refer to Other	28	29	30	37	23	33	13						193
No Subject	4	6	3	2	2	1	1						19
No Subject - General	4	6	3		2	1	1						19
Notice of Violation/Civil Penalties	8	9	11		12	13	13						75
		9					13						
Notice of Violation/Civil Penalties - Gener		9	11	9	12	13	13						75
Ombudsman	1					1							2
Ombudsman - General	1					1							2
Patdown	4	6	3	1	4	1	3						22
Patdown - Children							1						1
Patdown - Flyer	4	6	3	1	2	1	2						19
Patdown - Flyer as Observer	-	U	3		1	1							19
- · · · · · · · · · · · · · · · · · · ·													
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	16	12	24		22	17	28						135
Persons w/ Disabilities (PWD) - Autism S	3		1			1	1						6
Persons w/ Disabilities (PWD) - Breast C	ancer		1			1							2
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	l Disability	/			2						2
Persons w/ Disabilities (PWD) - Diabetes		1	1		2	3							10
II. Disabilition (1 175) Bidbotos	1		'	<u> </u>		J							10

TSA Contact Center Traveler Complaints Report													
Categories	10-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) - Diapers/0	1		1										2
Persons w/ Disabilities (PWD) - General	2	1	2	1	1	1	1						9
Persons w/ Disabilities (PWD) - Internal M	ledical Dev	2	2	1			2						7
Persons w/ Disabilities (PWD) - Medical [	2		1	1	1	1							6
Persons w/ Disabilities (PWD) - Medically	3	3	7	2	7	1	3						26
Persons w/ Disabilities (PWD) - Metal Imp	1	1	1	4	3	4	8						22
Persons w/ Disabilities (PWD) - Mobility D	1	1	1		3	1	4						11
Persons w/ Disabilities (PWD) - Ostomy/O	Stomates	1					1						2
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	1				2	1						4
Persons w/ Disabilities (PWD) - Respirator	ry and Inhal	er Equipme	1	1			1						3
Persons w/ Disabilities (PWD) - Service A	nimals		1			1	1						3
Persons w/ Disabilities (PWD) - Touch Av	1		2		2								5
Persons w/ Disabilities (PWD) - Wheelcha	2	1	2	3	3	1	3						15
Property - Special Handling	16	20	23	20	16	10	25						130
Property - Special Handling - Damaged Ite	7	1	6	10	2	3	8						37
Property - Special Handling - Damaged Ite	ems - Checl	2	4	2	2		4						14
Property - Special Handling - Missing Item	2	5	7	3	7	2	5						31
Property - Special Handling - Missing Item	7	12	6	5	5	5	8						48
Request for Assistance	1			1									2
Request for Assistance - Other	1			1									2
Screening	58	63	74	59	63	61	85						463
Screening - Children	1	1											2
Screening - Crew Member or Airline Empl	2	1		1	2	1	1						8
Screening - Cruise Ships				1									1
Screening - Gate Pass	1	2	1		2		2						8
Screening - Inconsistency	5	2	9	3	1	4	6						30
Screening - International Screening	5	3	3	1	2	5	3						22
Screening - Lengthy Lines	1	2	8	2	3		3						19
Screening - Military						1	1						2
Screening - Procedures/Process	41	45	51	47	49	44	64						341
Screening - Retrieving Abandoned/Confis	2	4	2	2	2	5	5						22
Screening - Security Breach		2		1	1	1							5
Screening - Traveling with Cash		1		1	1								3
SIDA (Security Identification Display Area)		1	2	1		2							6
SIDA (Security Identification Display Area)	) - General	1	2	1		2							6
Transcriptions		1											1
Transcriptions - Claim Form Request		1											1
TSA Contact Information		1	2	1									4
TSA Contact Information - General		1	2	1									4
TWIC	28	27	24	42	28	57	36						242
TWIC - General	13	15	13	23	12	30	22						128
TWIC - Status	15	12	11	19	16	27	14						114
Total	34,829	30,146	32,995	30,498	30,723	36,685	35,001	15,986	15,292	16,280	17,631	17,333	313,399